

YOUPI TOURS GENERAL CONDITIONS

Youpi Tours is licensed with:

- A transport capacity for vehicles of max 9 people and an authorization to operate as chauffeur and guide issued by the French Ministry Of Transportation,
- A catering license and a wine takeaway license,
- An official French diploma as guide to local leisure hikes,
- Transportation insurance with SOLLY AZAR,
- A professional liability insurance with SWISS LIFE.

REGISTRATION CONDITIONS, DOWN PAYMENT AND FINAL PAYMENT

The booking of any program is confirmed after acceptance of the general terms and conditions below and payment of **25% of the total service as a deposit** (ideally bank transfer or cheque if any French bank account).

Payment of the balance is due on the day of the service. Payment can be made by cash, credit card or bank transfer. Cash payment from a private individual to a professional is authorized up to €1,000.

SERVICE INCLUDED

The duration and content of the service vary from 3 hours to a full day, depending on your preference. For full-day and half-day programs, lunches and dinners are not included and must be paid for directly at the chosen establishment (*with the exception of the "apéros perchés" and "virée sauvage" packages*).

Minimum number of participants:

2 people in all circumstances - 8 people for hilltop private or public events. Rates for van tours are based on 6 passengers.

CANCELLATION AND REFUNDS *Customers are asked to provide a Bank ID at the time of booking.*

We fully understand that your plans may change or that events beyond your control may occur when traveling internationally or organizing a group tour.

If you find yourself unable to take part in the program previously booked - and for which you have paid or were due to pay a 25% deposit - please inform us as soon as possible **both by SMS or WhatsApp and by email**. We will do our best to try and find another date for your outing. Please note that cancellations by post or social media message systems are not receivable.

Please find below our **refund policy** on a case-by-case basis:

Weather: We kindly remind you that inclement weather does not constitute a reason for cancellation. And that all outdoor tours can be maintained with indoor meals and entertainment at our partners' venues. Only storms, heavy rain, snow and severe frost can be considered as weather-related cases of force majeure.

Full refund in case of force majeure: Customers - and Youpi Tours - may have to cancel a booked tour by invoking "force majeure". For example, in the event of a health problem (doctor's certificate), a climatic event (storm, heavy rain, severe frost) or an unanticipated national transport strike. In this case, the customer will be offered the same service at a later date and will be refunded 100% of the reservation price if the service cannot be rescheduled during the stay (whether the cancellation is the responsibility of the customer himself / herself or Youpi Tours).

Full deposit refund or voucher for your next outing if Youpi Tours is responsible for the cancellation (except in cases of force majeure) and if no alternative date has been found during your stay.

Full refund of your payment **if the minimum number of participants required for a tour is not reached**. Youpi Tours must inform the customer **24 hours before the departure** (*for tours lasting one day or less*).

Full refund of your payment for any TGI Wednesday event! For tickets booked on Billet Web and **if cancellation occurs at least 4 days** (96 hours) **before the event's scheduled time**.

Full refund with a €10 fee to cover bank charges and reimbursement if cancellation occurs 2 weeks (14 days) at the latest before the day of the event.

Invoicing of the deposit (paid in advance or not) for any quotation validated by the customer **if the cancellation occurs less than 2 weeks** (14 days) **at the latest before the day of the event**.

Invoicing of the deposit (paid in advance or not) + a fee of €10 per participant will be charged for **cancellations made between 13 and 3 days before the event**. The customer will receive an invoice or supplementary invoice within 15 days of cancellation.

Invoicing of the full amount of the program for all **cancellations made less than 2 days** (48 hours) **before the event, or for no-shows or late arrival without notification** (above 1 hour). The customer will receive the invoice within 15 days of the event.

Specific case: groups and 100% customized programs. In the event of cancellation of the program or reduction in the number of participants after validation of the quotation and preparation of the detailed tour (before or after payment of the deposit) the following cancellation and refund rules apply :

- **Full refund** in the event of force majeure or cancellation due to Youpi Tours.

Please note that an individual medical certificate is not a valid reason for cancelling a group tour.

- **Full refund of deposit minus a €10 fee per participant** as compensation for time spent working on your private program.

Only if the cancellation is made at least 30 days before the event.

- **Invoicing of the deposit plus a €10 fee per participant** if cancellation occurs less than 30 days before the event.

- **Invoicing of the full amount** if cancellation is made less than 7 days before the event.

RESPONSABILITY

Throughout the duration of the program, customers agree to comply with the safety instructions provided by Youpi Tours. Youpi Tours cannot be held responsible for any external nuisances that may disrupt, interrupt or prevent the smooth running of the contracted service, such as difficult weather conditions that have not been forecast, strikes, protests or abnormal traffic.

INSURANCES

Youpi Tours is insured with SOLLY AZAR for [passenger transportation](#). This insurance covers customers when they are aboard the vehicle. Outside transport periods, participants are covered by Youpi Tours' civil [liability insurance](#) (SWISS LIFE) only provided the guide is proved liable. Customers are considered liable in the event of incidents involving their own responsibility (e.g. driving their own vehicle) or failure to comply with the safety instructions provided by the Youpi Tours guide.

Children are under the responsibility of their parents or guardians throughout the day (this includes article L.3342-1 of the French Public Health Code, which prohibits the sale or offer of alcohol to any customer under the age of 18).

Youpi Tours is one of very few dog-friendly guides in the area. Pet under 15 kgs are welcome free of charge, provided you manage pet-related logistics. In addition, animal liability (art. 1243 of the French Civil Code) is a general principle of civil liability that will engage the owner of the animal in case of third-party damage.

Important: Youpi Tours cannot be held responsible for personal belongings left unattended in the vehicle.

ARBITRATION CLAUSE

Any dispute or disagreement, of whatever nature, must be submitted to arbitration prior to any legal or mediation proceedings. The parties hereby irrevocably agree to entrust this mediation mission to the [Centre de Médiation de la Drôme, located at 74, route de Montéliér, 26000 Valence](#).



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