

## GENERAL AND SPECIAL CONDITIONS OF SALE

### 1) INSURANCE :

We have civil liability insurance for our activities (each instructor also has professional civil liability cover). However, it is strongly recommended that you are individually insured for damage caused or suffered in the event of incidents or accidents:

- Not directly related to the activities.
- Not resulting a fault on the part of the monitor or a fault in the equipment.

### 2) CONDITIONS OF PARTICIPATION :

- Our activities are open to all, but depending on the activity and course, certain conditions must be taken into account: age limit, ability to swim, technical or physical level. To find out what these conditions are, please refer to the activities on our website [www.face-sud.com](http://www.face-sud.com).
- **You must be able to swim** for canyoning. Children with little or no swimming ability must be accompanied by an adult (1 child per adult).
- You must not have any medical contraindications to chosen activity.
- **Please** note If you do not have any medical contraindications, but you are dependent on special medical care or treatment, or your state of health requires special attention, **you must inform the instructor before the start of the activity.**

### 3) REGISTRATIONS AND BOOKINGS :

You can register directly at our office, or contact us by e-mail at [contact@face-sud.com](mailto:contact@face-sud.com) or by telephone on +33(0) 4 75 87 27 23 during opening hours. This will enable us to check availability in advance. We will confirm your booking on receipt of the balance for the service(s).

Payment methods accepted: Cash, bank cheques, ANCV, bank transfers.

For weekends, courses and all-inclusive breaks, a deposit of 30% is required on booking. The balance payable 1 month before the start of the holiday.

**For group bookings, the subscriber undertakes inform each participant of the content of the activities and the conditions of participation.**

**Booking and paying for an activity implies full acceptance of these General Terms and Conditions of Sale, without exception or reservation by the subscriber and the participants of the group.**

### 4) CANCELLATIONS BY THE CUSTOMER & REFUNDS :

#### For groups of up to 10 people and half-day and full-day activities:

- 1) If you cancel up to 10 days before the activity  
-> you are reimbursed at 100%.
- 2) If you cancel up to 4 days before the activity  
-> you are reimbursed 50% of the cost
- 3) If you cancel less than 4 days before the event  
-> No refunds will be possible

#### For groups of more than 10 people and for half-day and full-day activities:

- 1) If you cancel up to 30 days before the activity  
-> you are reimbursed at 100%.
- 2) If you cancel up to 7 days before the activity  
-> you are reimbursed 50% of the cost
- 3) If you cancel less than 7 days before the event  
-> No refunds will be possible

A full refund will **only be made in the event of actual inability to take part in the activity, on presentation of a medical certificate dated no later than the day of the activity**. Refunds will only be made to the person named in the certificate, with the exception of minors, who are the responsibility of the accompanying adult.

#### **SPECIAL CASE OF MULTI-ACTIVITY PASS :**

In the event of cancellation of one or more activities included in a multi-activity pass, **the discounts applied to this pass will no longer be valid**. Reimbursement will be made on the basis of a recalculation of the price of the activities actually enjoyed by the customer, at the standard rate in force.

#### **5) CANCELLATION BY FACE SUD :**

Face Sud instructors reserve the right to cancel an activity for safety reasons (weather, EDF water releases, flooding, etc.) or for any other case of force majeure. In such cases, a replacement activity will be organised as far as possible or you will be offered another date. **If the outing cannot take place, the service will be refunded in full without any claim for compensation.**

► **ONLY THE INSTRUCTOR IS AUTHORISED TO CANCEL AN ACTIVITY IN THE EVENT OF BAD WEATHER**

#### **SPECIAL CASE: CANCELLATION DUE TO LACK OF PARTICIPANTS :**

Face Sud **reserves the right to cancel an activity if the minimum number of participants required to guarantee the outing is not reached**. In this case we will offer the customer an alternative date or another equivalent activity. If the activity is cancelled due to a lack of participants, we undertake to inform the customer as soon as possible by any means of contact provided at the time of booking (telephone, e-mail, WhatsApp, etc.). However, if the customer does not respond to our attempts to contact them and does not take note of the information provided, Face Sud cannot be held responsible for their travel to the cancelled activity. No compensation will be due in this case.

#### **6) MONITOR'S RIGHT OF REFUSAL**

The instructor reserves the right to **refuse access to the activity to any person whose physical, psychological or behaviour condition does not allow them to participate in complete safety**. This decision may be taken before or during the activity, with no possibility of reimbursement if the exclusion is justified by a breach of safety rules or a false declaration by the participant.

#### **7) APPOINTMENT TIMES AND DELAYS :**

**An appointment time is systematically communicated whatever the service. To ensure that the activities run smoothly and out of respect for the other participants, we tolerate a maximum delay of 20 minutes.**

► **AFTER THIS PERIOD, THE INSTRUCTOR(S) WILL CEASE TO BE ACTIVE AND NO REFUND OR COMPENSATION WILL BE PAYABLE.**

#### **9) USE OF IMAGES**

As part of the activity, photos and videos may be taken and used by Face Sud for commercial purposes (, social networks, promotional material). If a participant does not wish to appear on these media, they can inform Face Sud in writing or directly to the instructor on the day of the activity. In the absence of notification, the participant authorises the use of his/her image without financial consideration.

#### **10) DATA PROTECTION**

Customers' personal information is processed in accordance with the regulations in force and is not passed on to third parties under any circumstances.