

UA3 group

Quotation from: 10/12/2025
Ref.: DV1

DESTINATION Rouen



Labellisé en RSE





ESTIMATED QUOTE

UA3

Reference: DV1

Valid from: 16/12/2025

8 days and 7 Nights on site (*voyage of 8 days*).

→ YOUR TRANSPORT:

Flights from/to Aberdeen with easyjet (estimated price) + 1 checked bag

Private coach transfer from Paris airport to Rouen on Sunday arrival

Private coach transfer from Rouen to Paris on Sunday departure

Private coach transfer for the full day excursion to Caen + D-day beaches

Public city pass transportation for 1 week in Rouen

→ YOUR ACCOMMODATION:

Option 1 : Half board family accommodation based on a twin or a single room for 7 nights

Option 2 : Hotel accommodation with breakfast in single room for 7 nights in 3 hotel or 4* hotel*

Option 3 : Hotel accommodation with breakfast in twin room for 7 nights in 3 hotel or 4* hotel*

→ PAID ADMISSIONS AND VISITS ACCORDING TO THE REQUESTED PROGRAMME:

→ THE FOLLOWING SERVICES ARE INCLUDED:

- *10 hours of French tuition in 2 closed groups or in international classes at a FLE Quality Language school.*
- *Highly qualified teachers (Master FLE / DAEFLE) with ongoing professional development.*
- *Placement tests, teaching materials, welcome pack, end-of-programme tests and certificates.*
- *Free Wi-Fi and free access to the school's 10 computers for internet use, as well as to our resource centre (library, DVD).*
- *5 lunches included according to the programme*

		Group of 14 paying adults Price per person NET PRICE
FLIGHT FROM/TO ABERDEEM with easyjet		
Flight with easyJet including 1 cabin luggage + 1 checked luggage + airport taxes (estimated prices based on request on 11/12/2026)		260 €
PACKAGE INCLUDING		
10h of French tuition in 2 closed groups in a Language school Quality FLE Private coach transfer from Paris airport to Rouen Private coach transfer from Rouen to Paris airport All visits and excursions as stated in the programme Private coach transportation as stated in the programme Public city pass for 1 week in Rouen 5 lunches in a restaurant		1425 €
TOTAL PER PERSON		1685 €

		Price per room NET PRICE	Price per person NET PRICE
ACCOMMODATION 7 NIGHTS			
Half board (breakfast + dinner) accommodation in host family in single or double or twin room			305 €
Hotel accommodation with breakfast in single room in 3* star hotel	850 €		850 €
Hotel accommodation with breakfast in a double or twin room in 3* star hotel (x 2 people)	940 €		470 €
Hotel accommodation with breakfast in a single room in 4* star hotel	890 €		890 €
Hotel accommodation with breakfast in a double or twin room in 4* star hotel (x2 people)	995 €		497,50 €

		Price per person NET PRICE
EXTRA SERVICES		
Lunch in restaurant		25 € per meal
Dinner in restaurant		30 € per meal
Airport assistance on arrival day		10 € i.e. 140 € for the group
EXTRA EXCURSIONS		
Half day excursion to Fecamp Private coach transportation Palais Benedictine Lunch in restaurant		160 €
Half day excursion to Jumièges Private coach transportation Guided visit of the garden and Abbaye Lunch in restaurant		155 €

All prices are NET PRICE.

INSURANCE:

ILLNESS, CIVIL LIABILITY AND MEDICAL REPATRIATION

Included

Health, civil liability and medical repatriation insurance is inseparable from the stay and not deductible from its price.

THE FOLLOWING ARE NOT INCLUDED:

- Meals during the trip: *2 lunches + 7 dinners*
- Fees relating to travellers' identity cards, passports, any visas or authorisations to cross borders and to ensure that travellers comply with the health requirements of the countries of departure, stay and possible stopovers. For more information:
 - <https://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/conseils-par-pays-destination>
 - <https://www.diplomatie.gouv.fr/fr/je-pars-a-l-etranger>
- Costs related to the management of any specific situation related to the health status of the travellers, their food preferences and any other preferences that have not been reported or that could not have been taken into account.
- Pocket money and personal expenses.
- Any additional activities or outings not included in the program.

PRICING INFORMATION:

This quote takes into account the services requested.

Changes to benefits:

Any variation in the services in this quote (transport, accommodation, visits, additional services,...) may result in a revision of the price, downwards or upwards, at the time of confirmation of the trip and stay.

Any variation in the price of the included services performed by third parties may result in a revision of the price, downwards or upwards, at the time of confirmation of the trip and stay.

Change in the number of passengers:

Any change in the number of more or fewer travellers may result in a revision of the price, downwards or upwards, at the time of confirmation of the trip and stay.

Please note that the programme cannot be changed without consultation with us, as all services are organised, booked and paid for by us.

PAYMENT TERMS:

Confirmation of stay more than 90 days before departure:

- 50% of the total amount upon confirmation.
- 50%, or the balance, 30 days before departure.

Confirmation of stay less than 90 days before departure:

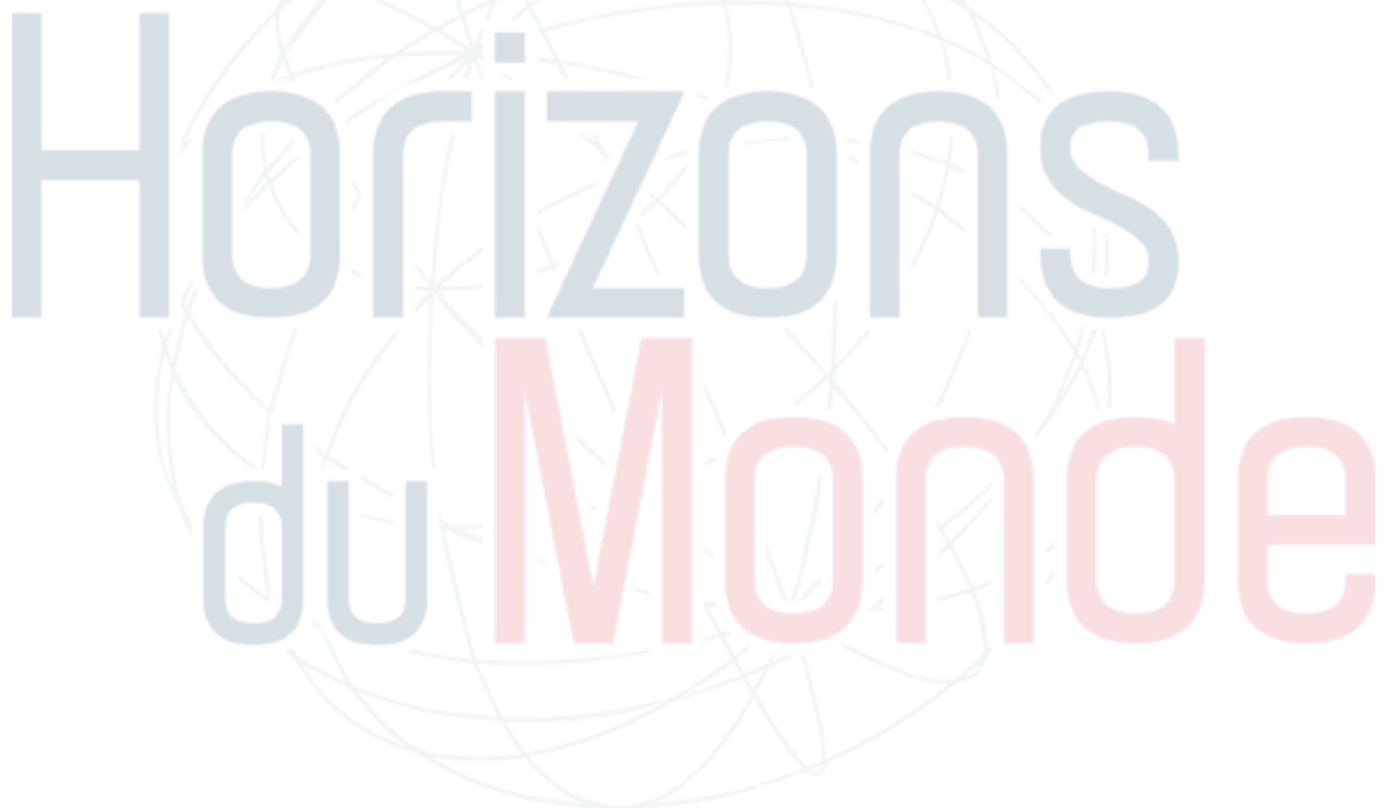
- 70% of the total amount upon confirmation.
- 30%, or the balance, 30 days before departure.

In all cases, administrative payments will be considered to have been made only on presentation of the commitment of expenditure made by the authorising officer.

8 days / 7 nights				
Breakfast	Morning	Lunch	Afternoon	Night
Day 1 : Sunday				
			13h50: flight departure from Aberdeen 16h45: Arrival in Paris + private coach transfer to Rouen. 20h00: Arrival in Rouen.	Rouen
Day 2 : Monday				
Family or hotel	French tuition in closed group or international classes	Restaurant	ROUEN GOURMET TOUR A delicious stroll through Rouen's gastronomy and heritage. Whether you are an epicurean, a gourmet or simply a food lover, this tour is for you. It takes you on a journey through the city's culinary history and its most iconic specialities. The icing on the cake is that this sweet and savoury guided tour of Rouen is punctuated with tastings of local products and anecdotes about the food of our ancestors.	Rouen
Day 3 : Tuesday				
Family or hotel	French tuition in closed group or international classes	Restaurant	Follow in the footsteps of Joan of Arc and retrace the journey of this iconic historical figure. From the Donjon, where she was imprisoned, to Saint-Ouen Abbey, the site of her abjuration, the tour concludes at Place du Vieux-Marché, where she was executed.	Rouen
Day 4 : Wednesday				
Family or hotel	WINE TOUR Vineyards in the city centre. Discover the crazy gamble taken by Rouen's winegrowers! Accompanied by a guide, enjoy the unique opportunity to visit this vineyard from the station.	Restaurant	French tuition in closed group or international classes	Rouen
Day 5 : Thursday				
Family or hotel	French tuition in closed group or international classes	Restaurant	AT THE HEART OF IMPRESSIONISM IN GIVERNY Can you imagine a more beautiful setting for an art museum than Giverny? Enjoy a guided visit of the Impressionism Museum, followed by free-time to explore Monet's house and gardens in Giverny.	Rouen
Day 6 : Friday				
Family or hotel	French tuition in closed group or international classes	On your own	Free time or option to go to Fecamp or Jumièges.	Rouen
Day 7 : Saturday				
Family or hotel	Guided visit of Caen Memorial	Restaurant at the Memorial	D-day beaches included the sites: The day includes visits to the following key sites: Pointe du Hoc: On 6 June 1944 at 7:11 a.m., 225 men from Lieutenant Colonel James Rudder's 2nd Rangers Battalion landed on the shingle beach at the foot of the cliffs. Omaha Beach: Also known as "Bloody Omaha", this is where the Allies suffered the heaviest losses. The 5th Army Corps, commanded by General Gerow, was assigned to land here. Normandy American Cemetery, Colleville-sur-Mer: This 70-hectare site was granted in perpetuity by France to the United States. It is the resting place of American soldiers who died during the D-Day landings and the	Rouen

			Battle of Normandy. A total of 9,387 white marble headstones are perfectly aligned on the bluff overlooking Omaha Beach. "The 100 Days of the Battle of Normandy" : Film screening at the Arromanches 360 circular cinema.	
Day 8 : Sunday				
Family or hotel	07h30 : Coach transfer to Paris airport 09h30 : Arrival at Paris airport	On your own	12h15 : Flight departure from France 13h45 : Arrival at Aberdeen	

The stay program presented in this quote was designed and created by Horizons du Monde. As such, it remains the exclusive intellectual property of Horizons du Monde. Its copying, distribution to third parties, reproduction, even with alteration, in any document (*including specifications, consultation or procurement procedure*) is strictly forbidden without the prior agreement of Horizons du Monde.



HORIZONS DU MONDE subscribes to assistance for all its travelers covering health costs, civil liability and repatriation. At no additional cost, this assistance provides you with essential and comprehensive protection.

<p>ASSISTANCE</p> <p>Medical, surgical, pharmaceutical and hospitalization costs</p> <p>Dental Expenses</p> <p>Accompaniment of the repatriated/transported Insured</p> <p>Presence with the Insured Person in hospital</p> <p>Extension of stay</p> <p>Dispatch of a doctor to the site</p> <p>Sending Medications</p> <p>Advance of criminal bail</p> <p>Legal assistance</p> <p>Passport or ID assistance</p> <p>Loss or theft of means of payment</p> <p>Search and rescue costs</p>	<p><i>Reimbursement of actual expenses up to EUR 75,000 Advance on medical expenses</i></p> <p><i>300 EUR per tooth - Max 900 EUR per claim</i></p> <p><i>Return ticket</i></p> <p><i>Transport ticket + Hotel fee (50 EUR/night) Max 10 nights</i></p> <p><i>Maximum 300 EUR per day - Max 5,000 EUR</i></p> <p><i>Actual costs</i></p> <p><i>Actual costs</i></p> <p><i>Up to 50,000 EUR</i></p> <p><i>Up to 20,000 EUR</i></p> <p><i>Assistance and advice</i></p> <p><i>Assistance and Advice Advance up to EUR 3,000</i></p> <p><i>Up to 25,000 EUR</i></p>
<p>REPATRIATION</p> <p>Repatriation and medical transport</p> <p>Repatriation or transport of the body in the event of death</p> <p>Premature return in the event of the death of a close relative</p>	<p><i>Actual costs</i></p> <p><i>Actual costs</i></p> <p><i>Return ticket</i></p>
<p>CIVIL LIABILITY</p> <p><i>Bodily injury, material and immaterial damage</i></p> <p><i>Of which consequential material and immaterial damage</i></p>	<p><i>€5,000,000 per claim outside the USA/Canada €1,500,000 per USA/Canada claim</i></p> <p><i>€1,500,000 per claim</i></p> <p><i>Deductible of €150 per claim</i></p>

Full details of the warranties, terms and exclusions are presented in the full notice provided.

The guarantees of this insurance are executed by: MUTUAIDE ASSISTANCE – 126, rue de la Piazza – CS 20010 – 93196 NOISY-LE-GRAND CEDEX – S.A. with a capital of €12,558,240, governed by the Insurance Code under the supervision of the Autorité de Contrôle Prudentiel et de Résolution (ACPR). In terms of assistance, Horizons du Monde only acts as an intermediary for the processing of underwriting data and premium payments between the insurance company and the beneficiary of the insurance cover. Accordingly, World Horizons plays no role in the coverage decision, processing, management or coverage of claims. World Horizons cannot be held responsible for any disagreements or disputes, which must be settled directly between the insurer and the beneficiary of the cover.

PRIVACY POLICY

COLLECTION, STORAGE, ACCESS, PROCESSING, TRANSMISSION AND RETENTION OF DATA

Horizons du Monde attaches particular importance to the protection of the data it collects and its use. Also, in application of the European General Data Protection Regulation, we ensure appropriate procedures to protect the collection, storage, access, processing, transmission and retention of personal data of all natural and legal persons involved in our activity. For these purposes, World Horizons has determined the following Privacy Policy.

1. METHODS OF COLLECTION, PROCESSING AND TRANSMISSION OF DATA

- 1.1. The collection of personal data is only carried out for the purpose of enabling Horizons du Monde to perform the services for which it has been commissioned.
- 1.2. The amount and type of data collected are adapted to the nature and characteristics of the service provided and/or requested by Horizons du Monde.
- 1.3. Whenever possible, this data is collected and transmitted by means of secure devices requiring identification.
- 1.4. Horizons du Monde undertakes to take all precautions in accordance with practice and the state of the art in order to protect the confidentiality of the data transmitted, and in particular to prevent them from being transmitted to natural and/or legal persons not expressly authorised to receive them.
- 1.5. Horizons du Monde is committed to the fair and transparent processing of the personal data it collects. This data is used by Horizons du Monde's employees and by natural and legal persons involved in its activity, for the sole purpose of providing the services for which the data holder and/or his/her beneficiaries(ies) has/have mandated and/or authorised Horizons du Monde.
- 1.6. World Horizons undertakes to ensure that this data is not used for purposes other than those for which it has been mandated. In particular, any form of file transfer, telemarketing or canvassing, direct or indirect, is excluded. Horizons du Monde asks that all natural and legal persons involved in its activity apply the same rule as soon as this data is transmitted to them.

2. DATA STORAGE, ACCESS AND RETENTION PROCEDURES

- 2.1. This data is stored in a server hosted internally in a room with restricted access. It is backed up at regular intervals to external servers by encrypted means of transmission and accessible only at the request of the data protection officer for the purpose of restoring computer systems.
- 2.2. This data is only accessible in its entirety to Horizons du Monde employees who are signatories to the internal data access agreement. Access to the data requires two-factor authentication on the workstation and on the processing software. When remote access to this data is permitted, it is done by means of personal and individual access, secure and encrypted, at 2 successive levels of authentication.
- 2.3. In the event that a natural or legal person who is not involved in the activity of Horizons du Monde requests access to this data, this cannot be done without the agreement of the Data Protection Officer, after an exhaustive explanation of the purposes, the use made of this data and a formal commitment to respect and limit what has been set out. The Data Protection Officer reserves the right to refuse access to the data, without justification.
- 2.4. Horizons du Monde undertakes to keep this data only for the time necessary for the performance of the services for which it has been mandated and to use it only until the expiry of the legal retention period for the purposes of justification to the authorities responsible for the proper performance of the services. Some of this data may be kept by World Horizons for accounting and administrative archiving purposes within the limits defined by law or by World Horizons' internal procedures. Similarly, in the context of services including air transport, part of this data may be kept by Horizons du Monde and/or one or more stakeholders in its activity, within the limits defined by the air carrier, its representative, the International Air Transport Association (IATA) or any other competent authority.

3. RIGHT OF ACCESS, VIOLATION AND CONTROL

- 3.1. At any time, the owner of data collected and stored by Horizons du Monde may benefit from a right of access, revision and deletion of his or her personal data, provided that nothing in the performance of the services for which Horizons du Monde has been mandated to prevent this. To do so, they must make a request to the Data Protection Officer by any postal or electronic means allowing proof of receipt of their request.
- 3.2. Horizons du Monde encourages its stakeholders to adopt a privacy policy in accordance with the European General Data Protection Regulation and at least as restrictive as its own policy. Otherwise, this Data Processing Privacy Policy is deemed to be accepted and applied.
- 3.3. Pursuant to Article 33 of the European General Data Protection Regulation, Horizons du Monde undertakes to notify the supervisory authority of a breach of access to the personal data that it collects, transmits and/or stores, as soon as possible after becoming aware of it.
- 3.4. In accordance with Article 34 of the European General Data Protection Regulation, World Horizons undertakes to notify the data subject of a personal data breach likely to result in a high risk to his or her rights and freedoms.
- 3.5. Horizons du Monde agrees to submit to the requests of the Supervisory Authority for the purpose of verifying and certifying compliance with the rules of the European General Data Protection Regulation.

4. DATA PROTECTION OFFICER

- 4.1. All communications relating to this privacy policy or the European Regulation on the Protection of Personal Data must be sent to the data protection officer of Horizons du Monde, by electronic means at rgpd@horizons-monde.fr or by post to the company's registered office at 6 rue des tanneurs, 16110 LA ROCHEFOUCAULD-EN-ANGOUMOIS.
- 4.2. All communications to the Data Protection Officer will be acknowledged and processed in accordance with the procedures and within the time limits defined by the European General Data Protection Regulation.

SPECIAL TERMS AND CONDITIONS OF SALE

SALES TO PROFESSIONALS

Update 01/01/2024

These special terms and conditions of sale are applicable to language stays sold by Horizons du Monde, a Travel Agent with registration no. IM016110002 issued by Atout France, to legal entities, hereinafter referred to as the "Client entity".

To register a traveller, a duly completed registration form must be sent to Horizons du Monde by the Client entity. Pre-registration and registration can be done by mail, telephone and Internet. Each registration depends on the availability of places and is subject to availability on the date of confirmation of registration.

Financial guarantee and professional civil liability.

The financial guarantee of Horizons du Monde is provided by ATRADIUS CREDITO Y CAUCION, 159 rue Anatole France, CS50118, 92596 LEVALLOIS-PERRET CEDEX, contract 383026.

The professional liability of Horizons du Monde is insured by HISCOX, 12, quai des Queyries - CS 41177 - 33072 Bordeaux, contract N°HA RCP0228739.

The professional liability of Mondes Nouvelles, the associative partner of Horizons du Monde, is insured by the MAIF, contract N° 138 46 81N.

Conditions of participation - Registration

In order to be able to fully enjoy the stay or carry out his or her duties within the framework of it, each traveller must be autonomous and in a state of health compatible with the travel, the specific activities, the reception facilities and all the services provided for in the contract or induced by the performance of the contract. However, Horizons Du Monde is committed to offering as many people as possible the opportunity to travel and takes into account situations of disability.

Also, prior to registration, it is imperative that the Client entity brings to the attention of Horizons du Monde, in writing and in a precise manner, all significant elements relating to the physical and mental health of each traveller and/or state of health that potentially have an impact on the proper conduct of the stay and the proper performance of the contract. This includes, but is not limited to, all medical treatments, physical or mental pathologies, disorders, special care needs, allergies, contraindications. After communication, Horizons du Monde may, in full knowledge, decide whether or not it is possible to accept the registration of each traveller concerned, or to provide for accommodations where these are possible and/or desirable.

Horizons du Monde does not guarantee that it can accept travellers suffering from illnesses, disorders (such as spasmophilia, epilepsy, haemophilia, hyperactivity, attention deficit, etc.) or disability (blindness, deafness, etc.) when these conditions are likely to affect the proper performance of the contract, the smooth running of their stay and/or that of the rest of the group of young people and/or would endanger the physical or mental health of the traveller concerned or the traveller. rest of the group.

World Horizons cannot undertake to organise medical treatment for a traveller during his or her stay (including, but not limited to, the provision of prescription medicines, the organisation of nursing care, medical or psychological follow-up), the need for which is known before departure. However, a special request may be made, acceptance by World Horizons will be formalized by a correspondence document clearly stipulating the commitment and its conditions.

Any special situation (mild allergy, diet, mild disability, etc.) must not be such as to prevent the traveller from carrying out his stay with Horizons du Monde in a normal and autonomous manner in accordance with the terms and conditions set out in the contract or any documents annexed to it or recognised as contractual.

If the Client entity registers a traveler suffering from an illness, disorder, pathology, disability or any other condition requiring appropriate care without specifically and precisely informing World Horizons and obtaining formal confirmation that they are compatible with participation in the stay, World Horizons may be obliged to cancel the participation of the said traveler or to repatriate him or her at the expense of the Client entity. The same would apply if the Client entity provided incomplete or false information, or concealed an illness or serious health incident concerning the traveller.

Alternatively, or when a new situation arises before departure, Horizons du Monde may, when possible and/or desirable, offer or impose alternative services, subject to new contractual, operational and/or financial conditions determined on a case-by-case basis.

Regarding food allergies, in the event that they have been specifically and precisely communicated to World Horizons, which has formally confirmed that they are compatible with participation in the stay, a "food" package of a maximum amount of € 250 per week of stay may be requested.

Regarding allergies and/or phobias related to the presence of animals or contact with them, Horizons du Monde would like to point out that in all the countries of destination of our stays, host families frequently like to surround themselves with pets. Although Horizons du Monde strives to offer a home to people who do not

own pets, i.e. with whom the animals live permanently outside, we strongly advise travelers who are really allergic and/or phobic to be desensitized before the start of the stay because we cannot make a formal and absolute commitment that they will be received by families who do not have pets. In general, Horizons du Monde cannot under any circumstances make a commitment to the Client entity that the traveller's daily environment, both in his host family and during transport, activities and excursions, is free of allergens (plants, flowers, trees, animals, etc.). Consequently, if such a situation could potentially endanger the health of the traveller, disrupt the proper conduct of the stay for the rest of the group or the proper performance of the contract, Horizons du Monde asks the Client entity not to register the traveller for the stay.

World Horizons brings to the attention of the Client entity that on the registration form, other specific remarks and wishes are communicated to World Horizons only on an ancillary basis and that their compliance by World Horizons cannot constitute a contractual obligation. Thus, World Horizons and its representatives will endeavour to take them into account but cannot undertake that these particular remarks and wishes will be fully respected (unless specifically stated).

The final acceptance of a traveller's registration takes place after Horizons du Monde has received the duly completed registration file, it will take the form of a confirmation sent by Horizons du Monde to the Client entity.

The subscription of the contract implies adherence to the Statutes and the Internal Regulations of the Association MONDES NOUVEAU.

Travellers' insurance.

Horizons du Monde takes out insurance for travellers staying less than 6 weeks covering health assistance, civil liability and bodily injury and property damage. All travellers with the stays concerned automatically benefit from this insurance on an individual basis. A description of this insurance is provided to the Client entity. The complete general and specific conditions of this insurance are available on request. This insurance is not taken out in the context of travel services sold alone or separately by HORIZONS DU MONDE.

Depending on the destination, Horizons du Monde also offers, for a fee depending on the length and/or price of the stay, optional additional insurance policies that increase the amounts and scope of coverage, which can be taken out individually and by name. The rates, as well as the general and specific conditions of these insurances are available on request.

Optional insurances are optional and can be freely accepted or refused by the Client entity. They are subject to separate invoicing payable on receipt. They are effectively subscribed no later than 96 hours from the receipt of their payment and the information necessary for their subscription, which must take place no later than 10 days after the final acceptance of the traveller's registration.

We would like to point out that Horizons du Monde only acts as an intermediary, for the processing of underwriting data and the payment of premiums, between the insurance company and the Client entity. Accordingly, World Horizons plays no role in the coverage decision, processing, management or coverage of claims. Horizons du Monde cannot be held responsible for any disagreements or disputes, which must be settled between the insurer and the Client entity and/or its end/end client(s).

Travel and transport

When included in the fare and written into the contract, transportation is an integral part of the package. It cannot therefore be dissociated and/or sold separately from the other combined services.

Horizons du Monde may be obliged to modify the dates and times of stay according to the terms and conditions and constraints imposed by the authorities and/or road, air, sea and rail companies, without this giving rise to a cancellation without penalty by the Client entity.

In the event of climatic, health or political circumstances, strike movements or constraints imposed by the authorities and/or road, air, sea and rail companies, Horizons du Monde will endeavour to seek and propose solutions adapted to the difficulties encountered in order to guarantee the execution of the outward and return journeys. These solutions may result in a change in the terms of transport initially planned and additional costs, the latter may be borne by the Client entity, which then undertakes to reimburse the sums, if any, advanced by Horizons du Monde.

In the event of a change in the days, times and/or methods of transport, Horizons du Monde's liability does not extend to other services, whatever they may be, whether or not they relate to the stay, when they have been purchased separately by the traveller and/or his/her legal representative(s) and/or the Client entity. These services, whether or not they are subject to cancellation or re-booking penalties, cannot be the subject of a claim for compensation and/or reimbursement under any circumstances. The impossibility of consuming these services and their consequences or the refusal to face the penalties for cancellation or re-booking do not constitute a legitimate reason for cancelling the stay.

On the days of departure and return, Horizons du Monde advises to plan a transfer and/or connection time to deal with any unforeseen events that may arise and taking into account the convening times. If the transport to the meeting point and back involves the use of public transport, Horizons du Monde recommends booking

modifiable and/or refundable transport tickets in order to avoid the risk of financial loss.

The liability of airlines operating during the voyage, as well as that of their representatives, agents or employees, is limited, in the event of damages, complaints or claims of any kind relating exclusively to the carriage by air of passengers and their baggage, to the provisions of European Regulation 261/2004 and, where applicable, by the Montreal Convention of 1999, as well as the provisions contained in their general conditions of carriage.

Failure to show up at the point of departure, failure to show up at a meeting point at the appointed time in anticipation of a transport service, or failure to use any transport service whatsoever, for any reason whatsoever, will result in the loss of the benefit of the scheduled service and other services that may be related or consequential and may result in the cancellation of the stay with the application of the penalties provided for below in the section dealing with cases of cancellation due to the Customer entity. Such a situation cannot engage the responsibility of Horizons du Monde and/or give rise to a reduction in the price of the stay, a partial or total refund, or compensation.

The abandonment of a transport provided for in the contract, in the pre-contractual form or in any documents with contractual value in order to borrow another cannot give rise to a reduction in the price of the stay, a partial or total refund, or compensation.

We invite all stakeholders affected by these special terms and conditions to regularly consult the www.diplomatie.gouv.fr website, including, but not limited to, the "travel advisory" section.

The stay, and where applicable the responsibility of Horizons du Monde, ends upon arrival at the time and meeting point provided for in the information communicated to the Client entity and is limited to the services provided. The tour supervisor or the transferer, when there is one, cannot take care of the traveller beyond the communicated time. The Client entity undertakes to make the necessary arrangements to welcome or have welcomed the traveller. Apart from any other provision explicitly communicated by the Client entity and formally accepted by Horizons du Monde, the Client entity understands and accepts that the responsibility of the traveller is transferred to it upon arrival at the time and point of meeting communicated to it, without any further formalism or extension of the responsibility of Horizons du Monde.

Crossing borders

In the case of transport requiring a nominative ticket (air or train ticket, in particular but not exclusively), the Client entity must provide Horizons du Monde, no later than 45 days before departure, with a copy of the individual and nominative identity documents required for each traveller as well as all other necessary information required. However, as some transport companies require the references of the identity document used by each traveller for their journey at the time of issuing the ticket, the Client entity undertakes to provide them to Horizons du Monde on first request and within a maximum of 48 hours. Failure to provide this essential data to World Horizons in a timely manner may result in a recalculation of the price of the stay without this giving rise to the cancellation of the traveller's registration without penalty by the Client entity. In this specific case, if the Client entity were to terminate the contract, the cancellation penalties for which it would be liable could not be less than the actual termination costs plus a compensatory penalty of 500 Euros.

Horizons du Monde fulfills its duty to provide information on health, customs, border police, immigration and security formalities. However, given the sometimes rapid evolution of the regulations, it is impossible to ensure that this information is continuously updated and transmitted to the client entity.

Before departure, it is the responsibility of the Client entity to ensure compliance with the formalities for entry and stay in the country of destination and/or re-entry into French territory for its travellers. This includes checking the validity dates of identity documents and any visas/forms required by the authorities, as well as any steps to comply with the health and administrative requirements of the country(ies) of departure and/or stopover and/or destination and/or return (including but not limited to: medical examinations, vaccines, health checks, virological and serological tests, certificates, PLF). Information on how to cross borders can be found at any time at: <https://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/conseils-par-pays-destination/>.

Compliance with the formalities for entry and exit from the territory of each country and any resulting costs are, in any case, the responsibility and responsibility of the Client entity. Horizons du Monde cannot be held liable in any way for the consequences to which the Client entity and/or the legal representatives and/or the traveller are exposed in the event of non-compliance with the obligations referred to above.

In any case, prior to departure, failure to comply with these formalities will be considered as a de facto cancellation of the stay by the Client entity, which will not be entitled to any refund or compensation.

The Client entity will not be able to claim a refund or compensation in the event that a traveller is unable to complete the formalities for leaving the country of stay and/or the formalities for re-entering French territory. In this case, Horizons du Monde cannot be held liable and the Client entity will be fully responsible for any

costs resulting from this non-compliance (consular fees, extended stay and/or travel expenses, etc.). Similarly, World Horizons cannot be held responsible for fines, legal fees, fees, etc. resulting from non-compliance with customs, police, legal, health and agricultural regulations in France and/or in the country visited.

If it takes too long to obtain a visa and/or a travel authorisation, and/or a refusal by the country of stay, Horizons du Monde cannot be invoked against Horizons du Monde in order to benefit from a refund of the sums paid or compensation.

Local representative, accommodation and stay programme

During the stay, except at the specific request of the Client entity and in an exceptional, unforeseeable and insurmountable situation, accommodation may be provided under the following conditions: reception of the traveller in a volunteer or compensated hostess family, accommodation in a hotel, reception in a youth hostel, reception in a residence, reception in an accommodation and holiday centre or any other type of accommodation specified in the quote and/or in the pre-contractual information document.

In the case of a family stay, unless otherwise stated in the brochure, the pre-contractual sheet, the contract itself or any other document with contractual value and except in exceptional, unforeseeable and insurmountable situations, each family may be required to welcome between one and four travellers on a trip organised by Horizons du Monde.

In the case of a family stay, the contact details of our local representative will be transmitted to the Client entity in principle 35 days before the departure date, it is up to them to transmit them to the traveller and/or their legal representatives. Different reception arrangements may apply, either on specific request at the time of registration (depending on availability and possibility), or as a result of exceptional and unforeseen conditions and/or circumstances in the region of stay or late registration. In these cases, no discount or reimbursement of any kind or amount will be granted.

The contact details of the host family will be transmitted to the Client entity from 10 days before the date of departure and possibly until the day of departure. In the event of late registration (less than 12 weeks before the departure date) or unforeseen or unforeseeable complications, these may be transmitted on arrival on site. It is the responsibility of the Client entity to transmit this information to the traveller and/or his/her legal representatives.

For stays in the USA, accommodations for 2 travelers per family or more can be offered on specific request at the time of registration (depending on availability on site). Hosting 2 or more travellers per family may also be necessary due to exceptional and unforeseen conditions and/or circumstances in the region of stay. In the event of late registration (less than 12 weeks before the departure date) or late communication of the specific information of one or more travelers (less than 12 weeks before the departure date), the uniqueness of the reception cannot be guaranteed. In all such cases, no remission or compensation of any kind or amount will be granted.

In the event that the uniqueness of a welcome, requested by the client and formally accepted by Horizons du Monde, is not respected (unforeseeable operational difficulty, withdrawal of the host family at the last minute, imponderable, climatic, health or material hazard, etc.), the Client entity must notify Horizons du Monde immediately. A change of host family will be studied as soon as possible, unless requested or agreed by the traveller, their legal representatives or the Client entity so that they do not change host families. Such an agreement shall not give rise to compensation of any kind whatsoever. However, in the event that, despite all the efforts of Horizons du Monde, a solution could not be found, Horizons du Monde will reimburse on request and in a conventional way, €50 per week of stay where the young person would have stayed with a family hosting another French-speaking traveller of the same stay.

Furthermore, a change of family, residence, place of education or educational establishment, as well as a change of distance from an airport of arrival, a place, an attraction or a person's residence, cannot in any way entitle one to any compensation since it is in no way an essential element of the stay. On the other hand, registration can in no way be conditional on the choice of a host family, a chaperone, a city, a region, a residence, an educational establishment or a particular educational establishment.

In the case of a family stay, the traveller will, unless otherwise specified, stay with a host family with whom he or she will share certain moments of daily life. The discovery of family habits and customs and all the differences between the country of stay and the country of origin of the traveller being one of the objectives of the stay, the traveller will understand that lifestyles are not the same in many respects and that this requires him to be open-minded and to be able to adapt and communicate. The host families carefully selected by Horizons du Monde are representative of today's society and its diversity. The host families who receive are either couples with children (not necessarily teenagers), or young or not so young couples without children, or single-parent families with children. In the case of two or more young people per family or the reception of an adult traveller, it is commonly accepted that a single person may host the traveller.

No demands or complaints from the Client entity, the traveller and/or their legal representatives based on a priori considerations, subjective personal opinions and assessments or on discriminatory grounds, in particular of a linguistic, dietary,

geographical, physical, ethnic, religious, sexual nature or on grounds such as social or cultural level, the composition of the host family or the age of its members, cannot be taken into consideration.

Any form of harassment on the part of the Client entity, the traveller and/or his/her legal representatives, and/or all parties involved in the trip and stay with regard to anyone cannot be tolerated and will give rise to the implementation of the necessary provisions, both in France and potentially in the country where the facts took place.

When the accommodation of the stay is planned in a residence, hotel or youth hostel, these are defined according to their local standards in terms of operating rules, hygiene, occupancy and service. The general or specific description is communicated by Horizons du Monde on the page of each stay on request. These accommodations are deemed to be suitable for reception and officially accredited for this purpose by the very exercise of their activity. World Horizons cannot be held responsible for the non-compliance with commitments or breaches of which a place of accommodation may be voluntarily or involuntarily guilty. However, Horizons du Monde undertakes to intervene and take measures adapted to the circumstances, as soon as an observation or notification is made.

Other types of accommodation can be provided depending on the type of stay (in particular as a campsite or lodge). The general description is communicated by Horizons du Monde on the page of each stay on request. For this type of accommodation, the services are performed according to the rules in force in the country of stay. The level of comfort is in line with that normally observed for equivalent accommodation in the country of stay, the types of services and/or facilities allowed by this type of accommodation depend on those possibly available on site and/or in the immediate vicinity.

The non-consumption, deliberate or not, for any reason whatsoever, of any service whatsoever by the traveller does not give rise to any refund or compensation.

Some activities or excursions depend on weather and/or natural conditions and/or health and/or safety. In the event that these conditions do not allow the planned activity or excursion to be carried out, Horizons du Monde will endeavour to reschedule this activity or excursion or will organise a replacement service. In the event that this activity or excursion cannot be made up, its cancellation cannot be subject to any refund or compensation.

In addition, in the event of a traveller's stay being shortened for personal or medical reasons or following a dismissal due to non-compliance with the rules of the stay and/or the laws of the country visited, the return travel costs will be borne entirely by the Client entity, which will then not be able to claim any reimbursement or compensation for any service whatsoever.

In the event that World Horizons or its representatives are required to advance personal expenses or unforeseen costs for a traveler, such as telephone costs, material damage, administrative costs, legal costs, legal assistance, advance return costs, the Client entity undertakes to reimburse World Horizons on first request and without delay.

In order to reduce the environmental footprint of its stays by participating in the reduction of waste and the fight against plastic pollution, Horizons du Monde asks all its travelers to bring an individual water bottle for the duration of their stay. Most of our partners and accommodation providers are committed to this approach and provide a free supply of drinking water, without the supply of containers. Any traveler who does not have his or her water bottle could find himself or herself responsible for buying his or her own drink during the lunches and dinners organized by World Horizons. On request at least 30 days before departure, Horizons du Monde can provide a water bottle for travelers who wish to do so.

In order to reduce the environmental footprint of their traveller stays to reduce waste and fight against plastic pollution, we recommend that travellers bring a cloth bag and a reusable container to store the food provided for lunches and dinners taken in the form of a packed lunch.

Total price of services

The total price of the services, as well as what the stay includes/does not include, is mentioned in the documentation and in the pre-contractual sheet annexed to the contract or sent individually.

Under no circumstances do the rates include any costs of identity documents, visa(s), authorisation(s) to leave or enter foreign/French territory, administrative formalities, health formalities inherent to participation in the stay. These and the related procedures cannot in any way be the responsibility of Horizons du Monde. The price may be revised by Horizons du Monde in the event of a variation in the reference currency exchange rates as well as in the cost of the included services and transport, linked in particular to the cost of fuel, fees and taxes relating to the services offered, such as landing, embarkation and disembarkation taxes at ports and airports. Any price changes that could have an influence on the overall price of the trip or stay will only apply to the price of the services actually concerned and to the proportion of the variation borne by Horizons du Monde.

Terms of payment of the prize

The price will be paid either in cash at the time of booking or according to the following schedule:

- Registration more than 90 days before departure:
 - 35% of the total amount upon confirmation.
 - 35% 90 days before departure.
 - 30%, i.e. the balance, 30 days before departure.
- Registration less than 90 days before departure:
 - 70% of the total amount upon confirmation.
 - 30%, or the balance, 30 days before departure.

For any payment less than 60 days before departure, World Horizons reserves the right not to accept payment by cheque.

Termination clause: failure to pay within the prescribed time limits is considered as a failure to comply with the requirements of the contract and/or these conditions. In such a case, World Horizons reserves the right to cancel the participation of the traveller(s) by operation of law without formal notice and without recourse to the courts. Horizons du Monde will then apply, in a conventional manner, the penalties provided for in the section dealing with cases of cancellation by the Client entity.

Cancellation by the Client entity

Any cancellation by the Client entity, regardless of the cause and origin, will result in the following minimum fixed deduction per traveller to cover the costs incurred:

- more than 90 days before departure: 35% of the total price;
- from the 89th to the 30th day: 50% of the total price;
- from the 29th day or absence at departure: 100% of the total price.

In the context of a stay where the Client entity purchases a dedicated group (otherwise known as a closed group), any reduction in the number of travellers by the Client entity, regardless of the cause and origin, will result in the following deduction as cover for the costs incurred:

- more than 90 days before departure: 35% of the fare per cancelled traveller;
- from the 89th to the 30th day: 50% of the fare per cancelled traveller;
- from the 29th day or no-show at departure: 100% of the fare per cancelled traveller.

In the case of travel by train, plane or boat, the fees imposed by the cancellation conditions of the carrier(s) may be added to the cancellation fees of the above scale.

In the case of residential or hotel accommodation, the actual cancellation costs of the accommodation provider(s) may be added, if applicable, to the flat-rate cancellation fees of the above scale.

In addition, the actual cancellation costs of any other service provided for the stay may be added, if applicable, to the fixed cancellation fees of the above scale.

The Client entity irrevocably undertakes to pay the balance of the stay up to the cancellation penalties incumbent on it.

Additional and optional services such as cancellation insurance, additional medical insurance or other services are excluded from the above scale and are non-refundable as soon as they are effectively subscribed.

In all cases, cancellation can only be notified by registered letter with acknowledgement of receipt addressed to the following address HORIZONS DU MONDE, 6 rue des Tanneurs, 16110 LA ROCHEFOUCAULD. Only the date of delivery of the registered letter with acknowledgement of receipt, as evidenced by the postmark, will be used to calculate the cancellation fees. In the event of a non-delivery due to the fault of Horizons du Monde, the date of issue of the registered letter with acknowledgement of receipt, as evidenced by the postmark, will be retained for the calculation of the cancellation fees.

Cancellation by World Horizons

In the event that the trip or stay does not include the minimum number of travellers for the completion of the stay indicated on the pre-contractual sheet communicated to the customer, Horizons du Monde reserves the right to propose new conditions, including rates, and/or travel and stay modalities or to cancel it at any time, no later than 21 days before departure.

Horizons du Monde reserves the right to terminate the contract before departure in the event of non-compliance by the Client entity, the policyholder, the traveller and/or his/her legal representatives with any of the provisions provided for in the contract itself, by these conditions, by the articles of association and/or by the Internal Regulations of the Association Mondes Nouvelles. Termination will be made by registered letter with acknowledgement of receipt. It entails, as a cover for the costs incurred, the following deduction per passenger:

- more than 90 days before departure: 35% of the total price;
- from the 89th to the 30th day: 50% of the total price;
- from the 29th day or absence at departure: 100% of the total price.

In the case of travel by train, plane or boat, the fees imposed by the cancellation conditions of the carrier(s) may be added to the cancellation fees of the above scale.

In the case of residential or hotel accommodation, the actual cancellation costs of the accommodation provider(s) may be added, if applicable, to the flat-rate cancellation fees of the above scale.

In addition, the actual cancellation costs of any other service provided for the stay may be added, if applicable, to the fixed cancellation fees of the above scale.

Horizons du Monde may be forced to terminate the contract before departure in the event of failure by the Client entity to provide, in a timely manner, and at first request, the elements necessary for the proper preparation of the stay by Horizons du Monde. These elements include, but are not limited to: completed registration file and all its necessary ancillary elements, copy of the identity document, copy of the visa, copy of the elements attesting to the traveller's ability to carry out the stay in good conditions, copy of the elements attesting to the completeness of the health requirements. Cancellation will be made by registered letter with acknowledgement of receipt, and will result in the following deduction per traveller to cover the costs incurred:

- more than 90 days before departure: 35% of the total price;
- from the 89th to the 30th day: 50% of the total price;
- from the 29th day or absence at departure: 100% of the total price.

In the case of travel by train, plane or boat, the fees imposed by the cancellation conditions of the carrier(s) may be added to the cancellation fees of the above scale.

In the case of residential or hotel accommodation, the actual cancellation costs of the accommodation provider(s) may be added, if applicable, to the flat-rate cancellation fees of the above scale.

In the event that World Horizons is forced to cancel the stay due to a travel ban due to confinement in the country of destination, or restriction of the movement of people in the country of destination (outside curfew), preventing the transport of passengers and/or not allowing the planned program to be carried out or to offer a substitute program, Horizons du Monde will be able to offer:

- Or the postponement of the stay, without postponement or modification fees, with, if necessary, recalculation of the rate downwards or upwards according to the new dates of stay.
- Either the reimbursement of all sums paid (excluding premiums cancellation insurance if taken out).

If, before departure, Horizons du Monde is forced to cancel the trip or stay for any other reason, it must inform the Client entity by registered letter with acknowledgement of receipt. In this case, all the sums received by Horizons du Monde will be immediately remitted. This provision will not be applicable in the event of cancellation of the trip and stay due to force majeure. If the Client entity prefers, Horizons du Monde may offer them a substitute trip or stay.

In all cases of cancellation by Horizons du Monde, additional and optional services to the stay, such as cancellation insurance, additional medical insurance or other additional services, are excluded and non-refundable as soon as they are effectively subscribed.

In all cases of cancellation by Horizons du Monde, the ancillary services sold to the traveller by the Client entity and which are not provided by Horizons du Monde will not give rise to any refund or compensation.

In all cases of cancellation by Horizons du Monde, the Client entity irrevocably undertakes to pay the cancellation penalties incumbent on it, upon first request.

Modification by Horizons du Monde.

If, before departure, World Horizons is forced to make a change to one of the essential elements of the contract, the Client entity may, after having been informed, either terminate the contract and obtain an immediate refund of the sums paid, or accept the modification or the substitute trip that will be offered to it.

If, after the date of departure, Horizons du Monde is unable to provide a preponderant part of the services provided for in the contract representing a significant percentage of the price paid by the Client entity, it undertakes to offer services in lieu of those planned, by assuming any additional price or by reimbursing the difference to the Client entity if the services are of inferior quality. However, World Horizons may exonerate itself from all or part of its liability by providing proof that the non-performance or poor performance of the contract is attributable either to the Client entity, to a traveller and/or his legal representatives, or to the unforeseeable and insurmountable act of a third party unrelated to the provision of the services provided for in the contract, or a case of force majeure.

GDPR.

Horizons du Monde attaches particular importance to the protection of the data it collects and its use. Also, in application of the European Regulation on the Protection of Personal Data, Horizons du Monde ensures appropriate procedures aimed at protecting the collection, storage, access, processing, transmission and retention of personal data of all natural and legal persons involved in our activity. A copy of the Privacy Policy relating to the collection, storage, access, processing, transmission and retention of data is sent to the Client entity upon request.

Responsibility

Under no circumstances may Horizons du Monde be held liable for circumstances of force majeure, for the act of third parties unrelated to the provision of the

services provided for in the contract or for the poor performance of the contract attributable to the Client entity, a traveller and/or his or her legal representatives.

Claims.

The goal of Horizons du Monde is for travelers to make the most of their stay. This is why, in the event of a problem on site, it is absolutely necessary that the Client entity immediately contact Horizons du Monde (emergency line available 24/7: +33 5 45 62 38 10).

After the return, it is not reasonable for the Guest entity to claim a refund and/or compensation of any kind for a problem, even minor (e.g. food in the host family, non-existent storage space in the room, incompatibility of mood, etc.), which was not reported during the stay at World Horizons when it could have been resolved during the stay.

Any complaint by the Client entity after the traveller's return and relating to the course of the trip or stay must be sent to Horizons du Monde by registered letter with acknowledgement of receipt as soon as possible and at the latest within 90 days of the return. Horizons du Monde undertakes, as far as possible, to respond within 14 days of receipt.

These claims are limited to the services provided by Horizons du Monde and within the limits of its own direct responsibility.

In the event of any disputes, Horizons du Monde promotes an amicable settlement and encourages the Client entity to do the same. In any cases where a dispute between Horizons du Monde and the Client entity has not been resolved amicably, only the courts of Charente will have jurisdiction. In the event that the courts of competent jurisdiction declare any of the provisions of the Agreement, its Schedules or these Terms invalid or unenforceable, such provision shall be modified by the court only to the extent necessary to make it reasonable and enforceable; All other provisions remain valid and enforceable.

Membership of the Association MONDES NOUVEAU.

The registration of a traveller entails his or her membership of the MONDES NOUVEAUX Association, the associative partner of Horizons du Monde, which implies full and complete subscription to the Statutes and Internal Regulations of the MONDES NOUVEAUX Association, which will be communicated on request. Membership is free.