

Terms and Conditions – School Trips

Gallico-LCE, trading as Alpine French School
934 Route des Bois Venants, 74110 Morzine, France
info@alpinefrenchschool.com
+33 (0)4 50 79 08 38

1. Contract Formation

- 1.1. A binding contract is formed once the first payment is received and acknowledged by The Company.
- 1.2. The contract is governed by French law and any disputes shall fall under the exclusive jurisdiction of the Tribunal de Commerce de Thonon-les-Bains.

2. Services Provided

The Company will provide the services agreed in the booking confirmation, which may include:

- Accommodation and full board as specified
- Language lessons and course materials
- Certificates and end-of-course awards
- Mountain activities as outlined in the booking
- Ski equipment, ski passes, and ski lessons in the winter
- Transfers and transport as outlined in the booking

Services not included:

- Insurance outside the scope of lessons or activities provided by Alpine French School (ski insurance not included)
- Medical services, medication, or repatriation
- Excursions, evening entertainment, or supervision during free time
- Coach hire beyond transfers
- Damages, lost/stolen property, or any additional costs incurred during the stay

3. Client Responsibilities

3.1. Party Leader: You must designate a Party Leader responsible for:

- Supervising students
- Ensuring appropriate behaviour and courtesy
- Preventing damage and covering costs if it occurs
- Ensuring correct travel documentation (passports, visas)
- Submitting a full list of participants (name, DOB, gender, emergency contact) at least 15

working days prior to departure

3.2. Conduct during French lessons: We reserve the right to exclude any participant whose behaviour endangers others or disrupts activities. No refunds will be provided in such cases.

3.3. Insurance: Clients must ensure they have comprehensive travel and medical insurance for the duration of their stay. This includes coverage for personal belongings and liability. A copy of insurance must be provided to Alpine French School.

3.4. Travel Documents and Visas: Clients are responsible for obtaining and carrying valid travel documentation. EU and Schengen zone citizens do not require a visa for stays under 90 days. We can provide supporting documents for visa applications but accept no responsibility for visa outcomes.

4. Company Responsibilities

4.1. We are responsible for delivering the contracted services, except where non-performance is due to:

- Client acts or omissions
- Third-party acts beyond our control
- Unforeseeable circumstances or force majeure

4.2. We will strive to resolve any issues that arise, but complaints must be made immediately during the stay and followed up in writing. Complaints received after departure will not be considered.

5. Booking and Payments

5.1. Deposit: A 10% non-refundable deposit is required to secure the booking.

5.2. Second Payment (Further 40%): A payment of 40% of the total cost is due 3 months before arrival. A 25% refund of this amount may be applicable if the booking is canceled due to exceptional circumstances (see Section 6).

5.3. Final Payment (Further 50%): The remaining 50% of the total cost must be paid 8 weeks before arrival. A 15% refund of this amount may be applicable if the booking is canceled due to exceptional circumstances (see Section 6).

5.4. Less than 3 weeks before arrival: No refund will be available under any circumstances.

5.5. Payment Methods: Bank transfer and credit card (Visa/MasterCard) are accepted. American Express is not accepted. All bank or exchange rate charges are the client's

responsibility.

6. Changes, Cancellations, and Force Majeure

6.1. We reserve the right to make changes to programmes, accommodation, or activities due to weather, operational factors, or other circumstances beyond our control. Most changes will be minor.

6.2. In the event of significant changes or cancellations by us, we will offer an alternative service or a refund for the cancelled portion.

6.3. No refunds will be provided for cancellations due to weather conditions, resort closures, or force majeure events.

6.4. In the event that a booking is canceled due to exceptional circumstances beyond the control of either party (such as war, natural disasters, pandemics, government-imposed travel restrictions, or other force majeure events):

- If the cancellation is made by Alpine French School, the Company will reimburse the Client for the applicable amount.
- If the cancellation is made by the Client, the Company will issue a credit note for the applicable amount, which may be used toward future bookings and will be valid for a period of two (2) years from the date of issue.

6.5. Group Size Reductions and Minimum Numbers:

The price is based on a minimum number of participants. If, at any time after the deposit is paid, the number of participants decreases below that minimum:

- We reserve the right to recalculate the per capita price for the remaining participants by applying any lost discounts or concessions, or apply a surcharge to cover fixed costs.
- We may withdraw any "free places" or concessions previously granted.
- If the number falls too far below the minimum, we may cancel the contract altogether (subject to the cancellation terms or renegotiate the terms).

6.6. All cancellation terms and fees outlined in this section apply equally whether the cancellation concerns the entire group or an individual participant

7. Complaints Procedure

Any complaint must be reported immediately to a member of our team during the stay so that we can attempt to resolve it.

Contact us at:

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8. Data Protection

We process personal data in full compliance with the General Data Protection Regulation (EU) 2016/679 (GDPR) and the French Data Protection Act (“Loi Informatique et Libertés”) as amended.

We act as the data processor, and you act as the data controller.

Personal data is processed solely for the purposes of organising travel, accommodation, meals, and meeting any health, disability-related, or dietary requirements.

The data processed may include names, contact details, dates of birth, emergency contacts, health information, dietary requirements, passport details, and other information necessary for the provision of our services.

We will not transfer personal data outside the European Economic Area (EEA) without prior consent and will delete or return all data upon termination of the contract, unless retention is required by law.

All data is handled securely and confidentially in accordance with applicable data protection regulations, and data subjects have the right to access, rectify, and request deletion of their data at any time.

9. Liability

Our liability is limited to the services we directly provide. We are not responsible for:

- Acts or omissions of third-party providers
- Loss, theft, or damage to personal property
- Medical expenses, repatriation, or insurance claims

10. Final Provisions

- All brochures and sample itineraries are indicative and subject to change.
- These Terms and Conditions constitute the entire agreement between the parties and supersede all prior communications.