



ESCAPADE FRANÇAISE

CANCELLATION POLICY-MONTE MEDIO

CANCELLATIONS FOR INDIVIDUAL CLIENTS (LESS THAN 6 PEOPLE):

IF YOU DECIDE TO CANCEL THE WHOLE SERVICE, YOU WILL HAVE TO LET US KNOW BY EMAIL. YOUR CANCELLATION WILL RESULT IN THE FOLLOWING DEDUCTIONS FROM THE TOTAL AMOUNT OF THE SERVICE.

- MORE THAN 15 DAYS BEFORE YOUR ACTIVITY: NO DEDUCTIONS, FULL REFUND OF THE DEPOSIT PAID,
- FROM 15 TO 8 DAYS: 50% WITHHOLDING,
- LESS THAN 7 DAYS: 100% DETENTION.

PARTIAL CUSTOMER CANCELLATION: IF PART OF THE STAFF WITHDRAWS, YOU HAVE UP TO 7 DAYS BEFORE THE START OF THE ACTIVITY TO GET AN UPDATED RATE. OUTSIDE OF THIS PERIOD, YOU WILL BE INVOICED FOR THE TOTAL AMOUNT OF THE QUOTE.

REIMBURSEMENT WILL ONLY BE MADE IN THE EVENT OF INABILITY TO CARRY OUT THE ACTIVITY, UPON PRESENTATION OF A MEDICAL CERTIFICATE. THIS REIMBURSEMENT ONLY CONCERNS THE PERSON NAMED IN THE SAID CERTIFICATE; EXCEPTION MADE FOR MINOR PARTICIPANTS, UNDER THE RESPONSIBILITY OF THE ACCOMPANYING ADULT CONCERNED.

CANCELLATION FOR SEMINAR CLIENTS AND GROUPS OF MORE THAN 6 PEOPLE:

TOTAL CANCELLATION ON THE PART OF THE CLIENT: IF YOU DECIDE TO CANCEL THE ENTIRE SERVICE, YOU MUST LET US KNOW BY E-MAIL. YOUR CANCELLATION WILL RESULT IN THE FOLLOWING DEDUCTIONS FROM THE TOTAL AMOUNT OF THE SERVICE.

- MORE THAN 30 DAYS BEFORE YOUR ACTIVITY: NO DEDUCTIONS, FULL REFUND OF THE DEPOSIT PAID,
- FROM 30 TO 16 DAYS: 30% WITHHOLDING,
- FROM 15 TO 8 DAYS: 50% WITHHOLDING,
- FROM 7 TO 2 DAYS: 90% DETENTION,
- LESS THAN 2 DAYS: 100% DETENTION.

**ALL COMPLAINTS OR DISPUTES SHOULD BE ADDRESSED TO
US ON THE CONTACT TAB.**

PARTIAL CANCELLATION OF THE CUSTOMER SEMINAR AND GROUPS OF MORE THAN 6 PEOPLE: IF PART OF THE STAFF WITHDRAWS, YOU HAVE UP TO 15 DAYS BEFORE THE START OF THE ACTIVITY TO LET US KNOW BY EMAIL AND GET AN UPDATED RATE. AFTER THIS DEADLINE, YOU WILL BE INVOICED FOR THE TOTAL AMOUNT OF THE ESTIMATE.

REIMBURSEMENT WILL ONLY BE MADE IN CASE OF INABILITY TO CARRY OUT THE ACTIVITY, UPON PRESENTATION OF A MEDICAL CERTIFICATE. THIS REIMBURSEMENT ONLY CONCERNS THE PERSON NAMED IN THE SAID CERTIFICATE; EXCEPTION MADE FOR MINOR PARTICIPANTS, UNDER THE RESPONSIBILITY OF THE ACCOMPANYING ADULT CONCERNED.

SPECIAL CANCELLATION CONDITIONS: MONTÉ MÉDIO PROFESSIONALS RESERVE THE RIGHT TO CANCEL AN ACTIVITY FOR SAFETY REASONS (WEATHER, E.D.F. WATER RELEASES, FLOODS...) OR FOR ANY OTHER CASE OF FORCE MAJEURE. IN THESE CASES, A REPLACEMENT ACTIVITY WILL BE ORGANIZED AS FAR AS POSSIBLE OR ANOTHER DATE WILL BE PROPOSED TO YOU. IF THE OUTING CANNOT BE CARRIED OUT, THE SERVICE IS FULLY REIMBURSED WITHOUT BEING ABLE TO CLAIM ANY OTHER COMPENSATION. ONLY THE INSTRUCTOR IS ENTITLED TO CANCEL AN ACTIVITY IN CASE OF BAD WEATHER.

MONTÉ MÉDIO RESERVES THE RIGHT TO CANCEL AN ACTIVITY IF THE MINIMUM NUMBER OF PARTICIPANTS IS NOT REACHED.

APPOINTMENT TIMES AND DELAYS:

AN APPOINTMENT TIME IS ALWAYS COMMUNICATED REGARDLESS OF THE SERVICE. FOR THE GOOD PROGRESS OF THE ACTIVITIES AND OUT OF RESPECT FOR THE OTHER PARTICIPANTS AND THE INSTRUCTOR, WE DO NOT TOLERATE ANY DELAY. BEYOND THIS DEADLINE, THE INSTRUCTOR(S) WILL START THE ACTIVITY AND NO REFUND AND NO COMPENSATION WILL BE DUE.

THE SIGNATORY OF THIS DOCUMENT CERTIFIES THAT HE HAS READ THE GENERAL AND SPECIAL CONDITIONS OF SALE AND UNDERTAKES TO INFORM THE PARTICIPANTS OF HIS GROUP OF ALL THE TERMS AND CONDITIONS.

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US ON THE CONTACT TAB.**