

## General Conditions, Payments, and Terms.

1001 Originals, dba The Champagne Tour Co. plans and arrange tours, experiences and events for individuals, groups, and travel professionals through a network of trusted independent guides, drivers, vineyards, champagne houses and other service suppliers.

Payment are made through a secured credit card link to the Freshbooks Invoice platform. Reservations made more than 3 months in advance require a 30% non refundable deposit and balance 60 days prior to service. Clients agree to the following:

### General Conditions:

- The terms of our independent service providers.
- Each tour, cruise, ride, rental, transfer, museum or champagne house visit is totally independent from another and does not rely on, the timely completion of any other service we or another provides.
- Itineraries are not contractual and may change at your service providers discretion according to local conditions, transport delays,
- Reservation dates and times are not modifiable. If we agree to a modification, you may be asked to pay a \$35 minimum fee per activity, reservation, museum or vineyard visit change plus the cost of pre purchased tickets / entry fees.
- 1001 originals may use any photos/videos taken for its own marketing unless requested otherwise in advance in writing
- It is client's sole responsibility to protect their valuables during any service we provide even if the service provider is asked to watch them, to arrive on time, and to respect the tour/service times reserved even if you ask us to reserve a car or train transfer.
- To hold harmless 1001 Originals it's officers, and owners for any accidents or thefts that occur during or as a result of any service provided.
- Jurisdiction for invoices and contracts will be Paris, France.

### Payments & Cancellations:

- All payments are final, and non refundable even if cancelled or no show, and an acceptance of our terms and conditions even without signing the invoice or contract. Any modifications must be made and acknowledged in writing.
- If we are unable to complete a service due to our own error or that of our tour service supplier, a refund based on the percentage of time reasonably missed for that specific service but not any other following service relying on the timely completion of that service.
- To pay your service provider directly for purchases, fees or expenses not included in the invoice, or for extending the service duration beyond the planned times at the following rates per hour: Guides 100€ / Cars & Coaches 100€ / Vintage & Stretch Cars 190€. If unpaid we will bill you for the extra costs.

- If you ask us to invoice a 3rd party for part of the cost of a reservation or fewer participants than the number booked show up, you will be liable for their share if unpaid, and without payment we may cancel the service without refund.

## No Show, Delays and Lateness

- Clients are considered a "no show" if late by over 30 mins for a private tours or private cruise unless we receive a call from you in advance, over 5 mins late for services of 1hr or less, over 10 mins for a carriage ride, over 1hr after landing for an airport transfer, or if you are miss the scheduled departure time for a shared group activity or city transfer.
- We strongly suggest you purchase insurance to cover losses from cancellation, theft, medical emergencies, "no show", lateness, strikes & demonstrations, acts of God, transport delays, events outside of our control or due to a previous service we or another provides. If any of these events occur:
  - Outstanding balances and activity fees to be paid on the spot for tours, cruises, and champagne house will be automatically due.
  - Services will not be automatically guaranteed, extended or modified even though we will do our best to provide service.
  - Payments made for one service may not be used to pay the balance for another.
- **Missed Trains** You MUST call or text your guide if you can not find them at the meeting point or if you will be late. The number is on the voucher / itinerary. This is your FIRST contact. They will NOT call you if you are late. Make sure your mobile phone is charged and turned ON. If you do not call and are late, you will be considered a no show after 30 minutes. If you call we will try to keep to the original timing as best as possible. We will not however change the date of the tour or provide a refund.
- **Extended Tour Time:** Please pay your guide directly on the spot if you and the guide agree to extend the duration of the tour. Your guide may have an appointment after your tour so please discuss this in advance. If you stay past the reserved times, your guide will have the option to end the service in order to respect the planned end of tour timing and you will have to ask the vineyard or location to call a taxi. There will be no refund.
- **Missed Appointments** If you stay longer than we plan at any visit and as a result you will arrive too late to complete the tasting or visit at the following appointment, the vineyard might cancel or cut the visit short. Fees for the visits missed will still be due and payable and if the visit has been prepaid there will be no refund from the vineyard/house.