

GENERAL TERMS AND CONDITIONS OF SALE

In accordance with the Tourism Code, the brochures and travel contracts offered by our services include the general terms and conditions set out in Articles R-211-3 to R-211-11 of the Tourism Code, relating to the common provisions governing the organization and sale of travel packages. Excerpt from the Tourism Code

Article R. 211-3 of the French Tourism Code

Any offer and sale of services mentioned in Article L. 211-1 must be accompanied by appropriate documents that comply with the rules defined in this section.

Article R. 211-3-1 of the French Tourism Code

The exchange of pre-contractual information or the provision of contractual terms must be done in writing. It may be done electronically. The name or corporate name and address of the organizer or retailer, as well as their registration number in the register provided for in Article L. 141-3, or where applicable, the name, address, and registration of the federation or union mentioned in the second paragraph of Article R. 211-2 must be indicated.

Article R. 211-4 of the French Tourism Code

Prior to concluding the contract, the organizer or retailer must provide the traveler with the following information:

1° The main characteristics of the travel services:

a) The destination(s), itinerary, and periods of stay, with dates and, if accommodation is included, the number of nights;

b) Means, characteristics, and categories of transport, locations, dates and times of departure and return, duration and place of stopovers and connections. If the exact time is not yet fixed, the organizer or retailer informs the traveler of the approximate time of departure and return;

c) Location, main characteristics, and, if applicable, the tourist category of accommodation according to the rules of the destination country;

d) Meals provided;

e) Visits, excursions, or other services included in the total contract price;

f) If not apparent from the context, whether travel services will be provided to the traveler as part of a group and, if so, the approximate size of the group;

g) If the provision of other travel services relies on effective verbal communication, the language in which these services will be provided;

h) Information on whether the trip or vacation stay is generally suitable for persons with reduced mobility and, at the traveler's request, detailed information on its suitability for the traveler's needs;

2° The corporate name and geographical address of the organizer and retailer, as well as their telephone and, if applicable, electronic contacts;

3° The total price including taxes and, if applicable, all fees, royalties, or other additional costs, or if these cannot be reasonably calculated before concluding the contract, an indication of the type of additional costs that the traveler may still have to bear;

4° Payment terms, including the amount or percentage of the price to be paid as a deposit and the schedule for paying the balance, or financial guarantees to be paid or provided by the traveler;

5° The minimum number of people required for the trip or stay and the deadline mentioned in III of Article L. 211-14 before the start of the trip or stay for potential contract termination if this number is not reached;

6° General information regarding passport and visa requirements, including approximate visa processing time, and information on health formalities of the destination country;

7° A statement that the traveler may terminate the contract at any time before the start of the trip or stay, subject to payment of appropriate termination fees or, if applicable, standard termination fees claimed by the organizer or retailer, in accordance with I of Article L. 211-14;

8° Information on mandatory or optional insurance covering the traveler's termination of the contract or covering the cost of assistance, including repatriation in case of accident, illness, or death.

Article R. 211-5 of the French Tourism Code

The information mentioned in points 1°, 3°, 4°, 5°, and 7° of Article R. 211-4 provided to the traveler forms part of the contract and can only be modified under the conditions defined in Article L. 211-9.

Article R. 211-6 of the French Tourism Code

The contract must include, in addition to the information defined in Article R. 211-4, the following:

1° Particular requirements of the traveler accepted by the organizer or retailer;

2° A statement indicating that the organizer and retailer are responsible for the proper execution of all travel services included in the contract in accordance with Article L. 211-16 and are obliged to assist the

traveler in difficulty, in accordance with Article L. 211-17-1;

3° The name of the entity responsible for insolvency protection and its contact details, including geographic address;

4° The name, address, telephone number, email, and, if applicable, fax number of the local representative of the organizer or retailer, a contact point, or other service through which the traveler can contact the organizer or retailer quickly and communicate effectively, request assistance if in difficulty, or complain about any non-conformity observed during the trip or stay;

5° A statement that the traveler must report any non-conformity observed during the execution of the trip or stay in accordance with II of Article L. 211-16;

6° If minors, unaccompanied by a parent or authorized person, travel under a contract including accommodation, information allowing direct contact with the minor or the person responsible for the minor at the minor's place of stay;

7° Information on internal complaint procedures and alternative dispute resolution mechanisms and, if applicable, the entity to which the professional belongs and the online dispute resolution platform provided for by Regulation (EU) No. 524/2013 of the European Parliament and Council;

8° Information on the traveler's right to transfer the contract to another traveler in accordance with Article L. 211-11.

Article R. 211-7 of the French Tourism Code

The traveler may transfer their contract to a transferee who meets the same conditions to undertake the trip or stay, provided that the contract has not yet taken effect. Unless more favorable to the transferor, the traveler must inform the organizer or retailer of their decision by any means allowing acknowledgment of receipt no later than seven days before departure. This transfer does not require prior authorization from the organizer or retailer.

Article R. 211-8 of the French Tourism Code

When the contract includes an express possibility of price revision, within the limits set in Article L. 211-12, it specifies the precise methods of calculation, both upward and downward, of price variations, including transport costs and related taxes, currencies that may affect the price, the portion of the price to which the variation applies, and the exchange rate used as reference when setting the contract price. In case of price reduction, the organizer or retailer has the right to deduct actual administrative expenses from the reimbursement due to the traveler. Upon request, the organizer or retailer provides proof of these administrative expenses.

Article R. 211-9 of the French Tourism Code

Before the traveler's departure, if the organizer or retailer must modify an essential element of the contract, cannot meet particular requirements specified in 1° of Article R. 211-6, or if the price increases by more than 8%, they must inform the traveler promptly, clearly, understandably, and on a durable medium:

1° Proposed modifications and, if applicable, their impact on the price;

2° The reasonable deadline for the traveler to communicate their decision;

3° Consequences of the traveler's failure to respond within the deadline;

4° If applicable, the alternative service proposed and its price.

If modifications or substitute services reduce the quality or cost of the trip or stay, the traveler is entitled to an appropriate price reduction. If the contract is terminated and the traveler does not accept another service, the organizer or retailer reimburses all payments made by or on behalf of the traveler within the shortest possible time, in any case no later than 14 days after contract termination, without prejudice to compensation under Article L. 211-17.

Article R. 211-10 of the French Tourism Code

The organizer or retailer makes reimbursements required under II and III of Article L. 211-14, or under I of Article L. 211-14, reimbursing all payments made by or on behalf of the traveler minus the appropriate termination fees. These reimbursements must be made as soon as possible and, in any case, no later than 14 days after contract termination. In the case provided in III of Article L. 211-14, any additional compensation the traveler may receive is at least equal to the penalty the traveler would have

borne if the cancellation had occurred by their own action.

Article R. 211-11 of the French Tourism Code

Assistance provided by the organizer or retailer under Article L. 211-17-1 consists notably of:

1° Providing useful information about health services, local authorities, and consular assistance;

2° Assisting the traveler with long-distance communications and finding other travel services. The organizer or retailer may charge a reasonable fee for this assistance if the difficulty is caused intentionally by the traveler or through their negligence. The fee may not exceed the actual costs incurred by the organizer or retailer.

Article R211-3 Sous réserve des exclusions prévues aux troisième et quatrième alinéas de l'article L. 211-7, toute offre et toute vente de prestations de voyages ou de séjours donnent lieu à la remise de documents appropriés qui répondent aux règles définies par la présente section. En cas de vente de titres de transport aérien ou de titres de transport sur ligne régulière non accompagnée de prestations liées à ces transports, le vendeur délivre à l'acheteur un ou plusieurs billets de passage pour la totalité du voyage, émis par le transporteur ou sous sa responsabilité. Dans le cas de transport à la demande, le nom et l'adresse du transporteur, pour le compte duquel les billets sont émis, doivent être mentionnés. La facturation séparée des divers éléments d'un même forfait touristique ne soustrait pas le vendeur aux obligations qui lui sont faites par les dispositions réglementaires de la présente section.

Article R211-3-1 L'échange d'informations précontractuelles ou la mise à disposition des conditions contractuelles est effectué par écrit. Ils peuvent se faire par voie électronique dans les conditions de validité et d'exercice prévues aux articles 1369-1 à 1369-11 du code civil. Sont mentionnés le nom ou la raison sociale et l'adresse du vendeur ainsi que l'indication de son immatriculation au registre prévu au a de l'article L. 141-3 ou, le cas échéant, le nom, l'adresse et l'indication de l'immatriculation de la fédération ou de l'union mentionnées au deuxième alinéa de l'article R. 211-2.

Article R211-4 Préalablement à la conclusion du contrat, le vendeur doit communiquer au consommateur les informations sur les prix, les dates et les autres éléments constitutifs des prestations fournies à l'occasion du voyage ou du séjour tels que :

1° La destination, les moyens, les caractéristiques et les catégories de transports utilisés - 2° Le mode d'hébergement, sa situation, son niveau de confort et ses principales caractéristiques, son homologation et son classement touristique correspondant à la réglementation ou aux usages du pays d'accueil - 3° Les prestations de restauration proposées - 4° La description de l'itinéraire lorsqu'il s'agit d'un circuit - 5° Les formalités administratives et sanitaires à accomplir par les nationaux ou par les ressortissants d'un autre Etat membre de l'Union européenne ou d'un Etat partie à l'accord sur l'Espace économique européen en cas, notamment, de franchissement des frontières ainsi que leurs délais d'accomplissement - 6° Les visites, excursions et les autres services inclus dans le forfait ou éventuellement disponibles moyennant un supplément de prix - 7° La taille minimale ou maximale du groupe permettant la réalisation du voyage ou du séjour ainsi que, si la réalisation du voyage ou du séjour est subordonnée à un nombre minimal de participants, la date limite d'information du consommateur en cas d'annulation du voyage ou du séjour ; cette date ne peut être fixée à moins de vingt et un jours avant le départ - 8° Le montant ou le pourcentage du prix à verser à titre d'acompte à la conclusion du contrat ainsi que le calendrier de paiement du solde - 9° Les modalités de révision des prix telles que prévues par le contrat en application de l'article R. 211-8 - 10° Les conditions d'annulation de nature contractuelle - 11° Les conditions d'annulation définies aux articles R. 211-9, R. 211-10 et R. 211-11 - 12° L'information concernant la souscription facultative d'un contrat d'assurance couvrant les conséquences de certains cas d'annulation ou d'un contrat d'assistance couvrant certains risques particuliers, notamment les frais de rapatriement en cas d'accident ou de maladie - 13° Lorsque le contrat comporte des prestations de transport aérien, l'information, pour chaque tronçon de vol, prévue aux articles R. 211-15 à R. 211-18.

Special terms and conditions of sale

Article 1. Legal Information

Maison des Vins de Cadillac
104-106 rue Cazeaux Cazalet – 33410 Cadillac –
France
Tel.: +33 (0)5 57 98 19 20
Email: contact@maisondesvinsdecadillac.com
Website: www.maisondesvinsdecadillac.com
Registration Atout France: IM 033250001
Professional Liability Insurance: Groupama Centre
Atlantique – Policy No. 055000650004
Financial Guarantee: Groupama Assurance-Crédit

Article 2. Included Services

Our stays include:

- Private transfers and transportation by van or minibus throughout the duration of the program
- Accommodation in wine estate guesthouses (double rooms with private bathrooms)
- Breakfasts, lunches, and dinners, including wine and drinks
- Entry fees and guided tours of the sites and estates mentioned in the program
- Private dinners with a chef and food & wine pairings

Not included:

- International flights and airport transfers
- Travel and cancellation insurance
- Personal expenses and tips

The prices shown on our website and brochure are listed in euros, VAT included, per person, and are indicative only. Contractual rates are available upon request, depending on duration, season, and number of participants. Subject to provider availability.

The duration and schedules are indicative and may be adjusted to local conditions.

Reserved for adults over 18 years of age.

Article 3. Booking and Payment

A 50% deposit is required at the time of booking.

The balance must be paid no later than one month before departure.

In the event of non-payment within this timeframe, the reservation will be cancelled without refund of the deposit.

Cancellation by the Client

- Less than one month before departure: no refund will be issued, but the client must inform the Maison des Vins de Cadillac.
- Between one and two months before departure: 30% of the total amount will be retained.

Cancellation by the Organizer

If the stay is cancelled by the Maison des Vins de Cadillac, the client will receive a full refund of all sums paid, with no additional compensation.

Modification or Interruption of the Stay by the Client
The client may not modify the content or progress of the services unless previously agreed with the Maison des Vins de Cadillac.

The contract is established for a specific number of participants. If this number is altered, the Maison des Vins de Cadillac reserves the right to modify or terminate the contract.

Non-approved modification costs remain at the client's expense without entitlement to any refund for unused services. Any additional registration will result in a corresponding surcharge.

The number of participants confirmed **2 months before the date of the service** will be the minimum number invoiced.

Renouncing one or more services will not entitle the client to any refund or compensation.

Likewise, if the client interrupts their stay, no refund will be granted.

Modification or Interruption of the Stay by the Maison des Vins de Cadillac

In the event of cancellation or modification of services included in the contract by the Maison des Vins de Cadillac, the client will be informed and may:

- Obtain a refund of all sums paid, without penalties or compensation, **or**
- Accept the modification or substitution by signing a new sales contract provided by the Maison des Vins de Cadillac.

Any price reduction will be deducted from outstanding payments or refunded if the client has already paid more than the final price.

If, during the stay, the Maison des Vins de Cadillac is unable to provide a significant part of the services, a replacement solution will be offered.

- Schedules are indicative and may be modified depending on site visit constraints.
- The Maison des Vins de Cadillac reserves the right to modify programs after informing the client.

Transfer of Contract by the Client

The client may transfer their contract to another person who meets the same conditions as long as the contract has not taken effect.

The client must inform the Maison des Vins de Cadillac in writing at least 7 days before the beginning of the stay.

This transfer does not require prior authorization by the Maison des Vins de Cadillac.

Article 4. Arrival

The client must arrive on the date and time indicated on their itinerary.

In case of late arrival, delay, or last-minute impediment, the client must notify the relevant service provider directly using the contact details shown on the itinerary.

If the delay exceeds 30 minutes, guides and staff conducting visits are not required to provide the service. Unused services due to late arrival remain due and are non-refundable.

Article 5. Modifications and Force Majeure

Programs, schedules, and durations are indicative and may be adjusted according to local conditions.

In cases of force majeure (natural disasters, strikes, administrative closures, etc.), the Maison des Vins de Cadillac cannot be held responsible for partial or total cancellation of the stay.

Article 6. Liability

The Maison des Vins de Cadillac acts as a travel organizer and is responsible for proper execution of the services as per Article L.211-16 of the Tourism Code.

It cannot be held liable for:

- Delays, closures, or changes beyond its control (weather, estate decisions, technical constraints, etc.)
- Damage or loss resulting from participant negligence

Whenever possible, an equivalent experience will be offered as a replacement.

Article 7. Responsible Conduct and Tastings

Tastings are intended for discovery and learning. They are strictly reserved for adults over 18.

The Maison des Vins de Cadillac promotes responsible consumption and accepts no liability in case of abuse or inappropriate behavior related to alcohol.

Article 8. Insurance

No travel or cancellation insurance is included in the price.

Participants are responsible for obtaining any necessary additional insurance (cancellation, assistance, repatriation, etc.).

The client is responsible for any damage caused by their actions.

They are advised to purchase "holiday rental" insurance for various risks.

The Maison des Vins de Cadillac cannot be held responsible for theft or loss of personal belongings.

Article 9. Personal Data Protection

Collected data is used solely for booking management and communication related to the stay.

In accordance with the GDPR, clients may access, rectify, or delete their data by contacting:

contact@maisondesvinsdecadillac.com

No personal data is shared with third parties without prior consent.

Article 10. Complaints / Disputes

Any complaint relating to a service must be submitted to the Maison des Vins de Cadillac by registered letter with acknowledgment of receipt within 8 days after the end of the service.

Information on accommodations and services is provided as reliably as possible. However, descriptions and illustrations (images, locations, distances, etc.) are indicative and not contractually binding.

The Maison des Vins de Cadillac cannot be held responsible for provider failures (accommodation or services), force majeure, unforeseen events, strikes, or acts of third parties unrelated to the organization of the stay.

Whenever possible, equivalent replacement services will be provided.

There is no refund for services the client voluntarily does not use.

Disputes relating to these terms fall under the jurisdiction of the Administrative Court of Bordeaux.

(This contract is governed by French law.)