

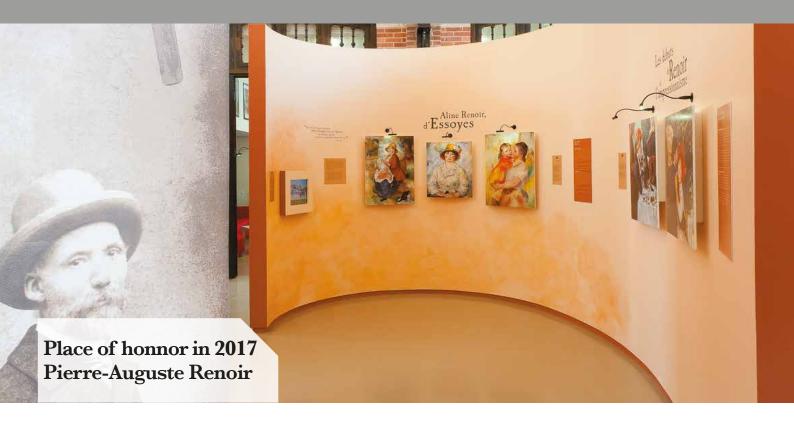
Champagne Breaks 2017

for tourism professionals

Excursions and group holidays



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Welcome to Aube en Champagne only one hour and a half from paris



Easy access:

Motorways: A5 (Paris – Dijon) et A26 (Calais-Reims)

Distances : Paris-Troyes : 150 km Bruxelles-Troyes : 350 km

Stations:

Troyes, Romilly-sur-Seine, Nogent-sur-Seine, Bar-sur-Aube and Vendeuvre-Sur-Barse



2017 events calendar on our website : **www.aube-champagne.co.uk** - your diary

Take a break in Champagne !



Check out our holiday ideas on our dedicated website :

http://groupes.champagne-breaks.com/en

Scan to find our offers



Depending **on your needs**, **your interests** or **you wishes**, contact **Estelle:** +33 (0)3 25 42 50 83 **For « custom holidays »**

The Prestige of Champagne and of Crystal



CHAMPAGNE

In Aube, the Champagne Route runs from Villenauxe la Grande to Côte des Bar via Montgueux. Chardonnay is found in the west, while in the east, Pinot Noir reigns in Côte des Bar. Aube en Champagne represents almost a quarter of the Champagne vineyard and bottles sold throughout the world each year.

Be surprised by :

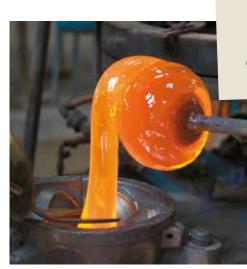
- The winegrowers' warm welcome in south champagne
- The work of crystal glass blower in Bayel
- The Cistercian Abbey of Clairvaux

MORNING

Guided tour of the Crystal Museum followed by a **demonstration** of glass blowing, a visit to the museum boutique and a tasting of champagne in 2 different Bayel crystal flutes. Lunch in the heart of Clairvaux Abbey.

AFTERNOON

Immersion into the ecclesiastical world of **Clairvaux Abbey** and visit to a **Cistercian champagne cellar**, a former outbuilding of the Abbey, followed by a champagne tasting.



66

« An extremely good day exploring the Bayel crystal factory and Aube Champagne »

EXCURSION 1 day

From € 50* per person Distance : 31 km *price based on a group of 30 people

Option to extend for a stay 2 days

From € 196* per person Distance : 124 km *price based on a group of 30 people

Finish your day with a fabulous dinner of food/champagne combinations in a Côte des Bar cellar before spending the night in a 3* hotel. The next day, discovery by bus of the **champagne vineyard**, the «cadoles» (dry stone vine workers shelters) and a visit to a **champagne cellar** in search of Louis XIV's favorite wine, **Les Riceys rosé**. Lunch of a local produce.



A «Heritage and garden» day

NEW

Be surprised by :

- Mr. Guyot's wish is to save a threatened chef d'œuvre
- Wooden toys in the château
- The medieval vegetable garden

MORNING

You will be received in a **medieval vegetable garden** before going to explore the **market garden** where you will stop at the peddler's stand. The walk will then take you through the different techniques of organic vegetable gardening as well as growing savory herbs and drying and bagging them, which you will try during a **workshop. Tasting** of organic products. Champagne lunch in the Vaux Castle stables

AFTERNOON

Guided tour of the 18th century Vaux Castle and its fully restored cellars.

You will be offered a **Champagne tasting** in the cellars, after which you can take advantage of the castle's magnificent park and enjoy wooden toys and the entire estate (commons, dovecote, stables and kennel).

EXCURSION

From € 42*





Aube gastronomy

NEW

GASTRONOMY

From the fine food point of view, Aube has everything needed to bring joy to the hearts of Gourmets and food enthusiasts: the famous Brienne le Château sauerkraut, the celebrated Troyes «andouillette» chitterling sausages and the tasty Chaource cheese. Champagne complements Aube's cuisine wonderfully well. To champagne, add the delicate Les Riceys' rosé, Louis XIV's favorite rosé, or the Othe region's sparkling bottled cider. And to finish, champagne marc or sloe gin liqueur...

Be surprised by :

- The "Rosé des Riceys" a wine of exception
- The tasty Chaource cheese
- The little train who wander among the apple trees

MORNING

In the heart of **Pays d'Othe**, find out everything there is to know about **apples** from an educational point of view via film, an exhibition, a trip in a little train and a visit to the shop. Apple juice for the children, **Cider** for the adults.

You will then discover a **mushrooms farm**, its production and the cooked mushroom products like mushroom fondue with Chaource cheese. **Product tasting**. Lunch of a local product.

AFTERNOON

Visit a **cheese dairy** and discover traditionally made (handladled) Chaource cheese and other specialities : Délice de Mussy, Lys de Champagne Ardenne... and then on to a champagne cellar in Les Riceys to discover the preferred wine of Louis 14th, **Rosé des Riceys.**



EXCURSION 1 day From € 46* per person Distance : 55 km

*price based on a group of 30 people



In the footsteps of Renoir

NEW GREAT MENS

Aube has also known its famous men: Hugues de Payns, founder of the Order of the Templars; Saint Bernard founded Clairvaux Abbey here, Napoléon at Brienne le Château, Danton born in Arcis sur Aube not to mention the great impressionist master Pierre Auguste Renoir who lived in the village of Essoyes during some of the best years of his life.

Be surprised by :

- Essoyes, beloved village of the painter Renoir
- The garden of Renoir's workshop
- Renoir's champagnes

MORNING

The day begins with **a walk in Troyes**, in the footsteps of the famous impressionist painter, Pierre-Auguste Renoir, through the city's 19th century urban setting. «Renoir went for walks in Troyes. He loved the old houses and liked to feast his eyes on the sculptures of its churches» (Jean Renoir).

Next you will visit the exhibition dedicated to the painter's works on the theme of women at the Troyes **Museum of Modern Art.**

AFTERNOON

Then you will visit the village of **Essoyes**, which pays tribute to one of its most famous residents: the painter **Renoir**. From the «Du Côté des Renoir» centre to the family home and workshop, before heading to the cemetery where the painter and his family are buried, you are walking in the artist's footsteps. Before leaving, taste one of **Renoir's champagnes!**





EXCURSION

l day From € 46*

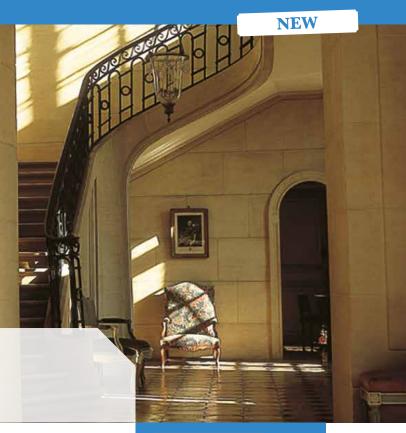
Distance : 56 km *price based on a group of 30 peopl

Castle and Claudel Museum just outside Paris



Be surprised by :

- The work of Camille Claudel
- The city of Nogent-Sur-Seine
- The château interior



MORNING

Go back in time to the 18th century in the corridors of **Motte Tilly Château** and its French gardens (60 hectares). Lunch in the historic center of Nogent-Sur-Seine.

AFTERNOON

Understanding the context in which the artist **Camille Claudel** was formed, developed and had to make her mark, this is the challenge of this visit to the museum, in the town where as an adolescent, Camille Claudel met the sculptor Alfred Boucher in 1874.

EXCURSION

1 day Validity: the museum will open in the spring of 2017

From € 40*

Distance : 6 km *price based on a group of 30 people





Beginnings of the Templars

Be surprised by : - Reception by the Templars at the Avalleur commandery - The medieval menu

- The narratives of your accompanying guide

MORNING

You begin the day at the **Hugues de Payns Museum**, which traces the life of the founder and first master of the Order of the Temple born around 1070, and then you will be accompanied by a guide who will recount the **History of the Templars** before you enjoy a **medieval menu**.

AFTERNOON

You will be received at the **Avalleur Templar Commandery** by Templars and finish the day with a **Champagne tasting** in the heart of the **Chapel**.

EXCURSION

NEW

1 day

From € 50*

Distance : 56 km

*price based on a group of 30 people



European road circuit of the Templars www.templarsroute.eu

YOUR DIRECT CONTACT : VOYAGES COLLARD 17, PLACE DES MARIYRS - BP 125 - 10104 ROMILLY-SUR-SEINE TEL : 03 25 24 06 64 servicegroupes@groupe-collard.fr www.groupe-collard.fr





Aube, land of energy from yesterday to tomorrow

NATURE

You can choose from many activities: 24 bicycle loops, two greenways and 51 circuits for walking tours, fishing, swimming, watersports, ornithological discoveries and lots of other surprises...

Be surprised by :

- French National Agency for Radioactive Waste Management (ANDRA)
- Dosches windmill and its medicinal herb garden
- The visit of the Public Information Centre at the Nuclear power station

MORNING

Visit of the Public Information Centre at the **Nuclear power station** in Nogent-sur-Seine. You will discover its interactive areas and the secrets of how the power station operates. Lunch of a local produce.

AFTERNOON

Follow the flour production steps at the **Dosche windmill**, a traditional Champagne windmill similar to the windmills that existed in the 18th century!

Let yourself be surprised by a visit to **ANDRA**, the radioactive waste storage centre in Aube.

EXCURSION l day

NEW

From € 33* per person

Distance : 117 km *price based on a group of 30 people

We have learned lots of things and especially appreciated the visit to the windmill.»



From half-timbered houses to the windmill

Be surprised by :

- The colourful half-timbered houses of the city of Troyes
- Dosches Windmill and its gardens
- Cruises on Orient lake

MORNING

The city of **Troyes**, its cathedral and its colorful timber-frame houses invite you to stroll. Enter the imposing cathedral with multicolored stained glass. **Lunch on the shores of Orient Lake.**

AFTERNOON

Discover of the regional natural park of the Orient Forest on **a cruise with commentary** before entering a post **windmill** to explore flour milling and extend your visit with a walk through the ancient gardens and the 15th century tithe barn.

EXCURSION

NEW

l day

From € 50* per person Distance : 44 km

*price based on a group of 30 people

Option to extend for a stay

1 day or $\frac{1}{2}$ day

Cross the Orient Lake in a canoe, lunch on a peninsula (picnic option) and return by the submerged forest.



«How enjoyable to take advantage of the quiet and landscapes of Orient Forest! A walkers paradise.»

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Troyes in Champagne



TROYES IN CHAMPAGNE

Champagne's historic capital, Troyes invites visitors to lose themselves in its maze of little cobbled streets bordered by richly coloured, timber-frame houses. Street by street, Troyes' fabulous history is revealed, that of the 16th century, the golden age of artistic creation.

Be surprised by :

- The treasure hunt to discover Troyes
- The Cellier St Pierre distillery
- The collection of 11 000 tools at MOPO

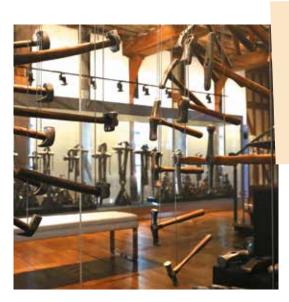
MORNING

Tour the city of **Troyes** as a family in an entertaining way via a treasure hunt suitable for children from 4 to 12 years before discovering the city of stained glass.

Lunch of a local produce.

AFTERNOON

Browse through the unique collection of 11 000 tools at the Maison de l'Outil et de la Pensée Ouvrière (craft tool museum) and then, at the foot of the Cathedral, discover the distillation of the Prunelle de Troyes liqueur before tasting it at **Cellier St. Pierre.**





«We had no idea how exotic the city is. We took a step back in time to the period of the Champagne fairs!»

EXCURSION

From € 42*

Option to extend for a stay

 $\frac{1}{2}$ day

event with the Dance «BM» orchestra (music from the 1980s) in a true 1924 open-air dance hall under it arbors of yesteryear and with a light snack: share a pie and a drink.



The magic of Nigloland

RECREATIONAL

In a group or as a family, come and enjoy yourself geocaching, treasure and scavenger hunting ... and don't miss Nigloland Amusement Park which will delight young and old. Magnificently flower-filled and offering attractions for all ages, this park is designed for the family's well-being.

Be surprised by :

- A warm and friendly family park
- The beautiful ****"Hotel des Pirates"
- The champagne welcome

DAY 1

A **champagne welcome** for an evening in a remarkable ********hotel with Pirate decor. Enjoy dining out with discreet gastronomic buffets, drinks included, and an overnight stay.

DAY 2

Day and lunch in the park. Immerse yourself into **four stunning worlds** and find **39 attractions and shows** for young and old, as well as 8 themed restaurants.

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« An excellent day at Nigloland, a park where young and old of any age can enjoy themselves. You can also appreciate its proximity to the Orient Forest lakes and the Champagne vineyards. »

> YOUR DIRECT CONTACT: PARC D'ATTRACTIONS NIGLOLAND RN19 - 10200 DOLANCOURT TEL : 03 25 27 94 52 commercial@nigloland.fr www.nigloland.fr

BREAK

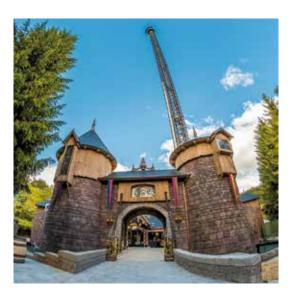
2 days Valid from april to November

From € 139* per person

From € 99**

Free for children under 1 meter Distance : Whole program is based in Nigloland

* price based on a minimum of 20 people **for children up to 12 years



The art of stained glass

BE SURPRISED

Enjoy creative or unusual activities such as participation in the harvests, a picnic in the vineyards, lunch on board a bus and a chance to meet artists or to discover halftimbered houses or churches, contemporary stained glass windows...

Be surprised by :

- The Stained glass workshop
- The cathedral's 1500 sqm of stained glass windows
- The city of stained glass

MORNING

Start your day in **a workshop** led by Flavie Vincent Petit, conservator and restorer of glass and stained glass. After a walk in the city, enjoy a lunch of local specialities.

AFTERNOON

Discover **Troyes** and its «Masterpieces of the Troyes School of Stained Glass and Sculpture» as well as **the city of stained glass**: 10 centuries of stained glass at eye level.

EXCURSION

1 day

From € 38* per person Distance : Whole program is based in Troyess





Champagne along the waterways

Be surprised by :

- The friendly atmosphere of a trip by canoe
- The flavor of the Aube Champagne
- The picnic on the shores of the Seine River

MORNING

After visiting a **Champagne cellar** during which you will be initiated in the secrets of the King of wines, you will enjoy a **Champagne tasting** before **picnicking on the shores of the Seine River.**

AFTERNOON

Canoe ride on the Seine River with its limpid waters gently meandering through the Barséquanais vineyard; more fun than technical, more gentle than turbulent, the Seine River offers a total change of scenery while kingfishers, grey herons and dippers watch you discreetly.

EXCURSION

1 day Validity : from April to November **From € 49*** Per person Distance : 8 km

price based on a group of 30 people

6 6 «A really enjoyable day, with guaranteed relaxation between Champagne and wandering along the Seine River.»



Champagne, from the vineyard to the flute

Be surprised by :

- The flavors of champagne from Côte des Bar (south champagne)
- The vineyard visit
- The pastoral atmosphere of a picnic in the vineyards

MORNING

You will visit **Champagne cellar** facilities (a guided tour of the wine presses, fermentation rooms, cellars, etc.) and understand all the subtleties of the champagne method before tasting the Champagne. Then you will partake in a tasty **picnic** overlooking a green panorama.

AFTERNOON

A walk amongst the vines will familiarize you with the work in the vineyard and the first tasting at the 2nd estate will take place in the cellar! At the end of the walk, you will taste 2 other flutes of Champagne from the range, accompanied by savory biscuits, in different estate locations with a visit of the facilities: wine press & fermentation room.

EXCURSION

1 day

From € 67* Per person Distance : 12 km *price based on a group of 30 peop





Who are we?

These groups holidays are created and qualified by Aube en Champagne Tourism and Congress. They are sold by 8 travel agencies that have been selected for their professionalism, availability, quality of service and responsiveness. Your demand will be forwarded to those travel agencies which will propose to you their **best offer**. Each folder is subject to **monito-ring quality** according to our **ISO 20121** certification for event sustainable management system.

List of tour management agencies in Aube en Champagne



CHAMPAGNE TRAVEL 1 bis, rue Cardinal Ancher - 10000 TROYES (N° Immatriculation : IM010100001)



GLOB'TOUR VOYAGES SELECTOUR 17, boulevard du 14 juillet - BP 271 - 10008 TROYES Cedex (N° Immatriculation IM 010100007)



LES ESCAPADES DE CÉLINE 1, voie Bassole - 10270 BOURANTON (N° Immatriculation IM010120005) Martine Roussel

MARTINE ROUSSEL VOYAGES 2 rue Aristide Briand - BP 196 - 10006 TROYES CEDEX (N° Immatriculation IM010120009)



TNP - TOURISME NATURE ET PATRIMOINE 5 route de Géraudot - 10220 ROUILLY SACEY (N° Immatriculation IM010110006)



TRANSGALLIA VOYAGES 12 rue l'Orme de la Croix - 10600 LA CHAPELLE ST LUC (N° Immatriculation IM010110004)



VOYAGES COLLARD 17, place des Martyrs - BP 125 - 10104 ROMILLY-SUR-SEINE (N° immatriculation IM010100004)

Et aussi....



NIGLOLAND PARC ET HÔTEL 10200 DOLANCOURT (N° Immatriculation IM010110001)

Our services to make organizing your holiday easier:

- Booking of your lunches and dinners in selected establishments, 2, 3 and 4 star hotels
- Booking of a coach (personalized quotation on request)
- Private visits to prestigious sites
- \bullet Themed visits (green tourism, wine courses, cookery courses...)
- Personalized management of your file by a dedicated contact person
- Fast responses to your questions
- Put in touch with our partner travel agencies



General terms of sale

In accordance with article R.211-12 of the Code of Tourism, travel brochures and contracts offered by travel agents to their customers must include verbatim the following general terms from articles R.211-3 to R.211-11 of the Code of Tourism.

In accordance with articles L211-7 and L211-17 of the Code of Tourism, the provisions of articles R.211-3 to R.211-11 of the Code of Tourism, the text of which is presented below, are not applicable to operations involving the reservation or sale of tickets for transportation that are not part of a package tour.

The organizer's brochure, quote, proposal, and program constitute the prior information covered by article R.211-5 of the Code of Tourism. Consequently, in the absence of contrary provisions appearing on the other side of this document, the characteristics, particular terms and price of the journey as indicated in the brochure, quote, and proposal of the organizer, will be contractual as of the signing of the registration form.

In the absence of a brochure, quote, program or proposal, this document constitutes, before the signing by the buyer, the prior information covered by article R.211-5 of the Code of Tourism. It is null and void if there is no signing within 24 hours of its issuing

In the event of a transfer of contract, the transferor and/or the transferce must first pay the resulting expenses. When these costs exceed the amounts displayed at the point of sale and those mentioned in the contractual documents, supporting documents will be provided.

This conditions are applicated by all of tour management agencies partners of Aube en Champagne Tourism.

Excerpt from the Code of Tourism.

Article R.211-3:

With the exception of the exclusions provided for in paragraphs three and four of article L. 211-7, all offers and all sales of travel or holiday services lead to the delivering of appropriate documents that comply with the rules defined by this section.

In the event of sales of airline tickets or tickets on regularly scheduled services that are not accompanied by package-type services linked to this transportation, the seller issues the buyer one or several passenger tickets for the entire journey, issued by the carrier or under his responsibility.

In the case of transport upon request, the name and address of the carrier on whose behalf the tickets are issued must be mentioned.

The separate invoicing of the various elements of a given tourism package does not absolve the seller of his obligations under the regulatory provisions of this section.

Article R.211-3-1:

Exchanges of pre-contractual information and the providing of contractual terms are done in writing. These can be done electronically in the conditions of validity and exercising provided for in articles 1369-1 to 1369-11 of the civil code. They must mention the name or company name and address of the seller and indication of his listing in the registry provided for in article L. 141-3 or, if applicable, the name, address and indication of the registration of the federation or the union mentioned in the second paragraph of article R. 211-2.

Article R.211-4:

Prior to the signing of the contract, the seller must give the consumer information about the prices, dates and other elements that constitute the services provided for the journey or holiday such as:

- 1° The destination, means, characteristics and categories of transport used;
- 2° The type of accommodations, their location, level of comfort and main characteristics, authorization and tourism rating according to the regulations or customs of the host country;
- 3° The meal services offered;
- 4° A description of the itinerary for tours; 5° The administrative and health formalities to be carried out by French citizens or citizens of another member state of the European Union or of the European Economic Area, particularly in cases involving the crossing of borders, and the deadlines for carrying these out;
- 6° The visits, excursions and other services included in the package or possibly available at an additional cost;
- 7° The minimum or maximum size of the group making it possible to carry out the journey or holiday and, if the carrying out of the journey or holiday depends on a minimum number of participants, the deadline for informing the consumer in the event of cancellation of the journey or holiday; this date cannot be set at less than twenty-one days before the departure;
- 8° The amount or the percentage of the price to be paid as a deposit upon signing the contract and the schedule for the payment of the balance due;
- 9° The conditions for revision of the prices as provided for by the contract in application of article R. 211-8;
- 10° The conditions of cancellation of a contractual nature;

- 11° The cancellation terms defined in articles R. 211-9,
- R. 211-10 and R. 211-11; 12° The information concerning the optional subscription of an insurance contract covering the consequences of certain cases of cancellation or of an assistance contract covering certain particular risks, such as expenses for repatriation in
- the event of accident or illness;
 13° When the contract includes air transport services, the information, for each section of the flight, provided for in articles R. 211-15 to R. 211-18.

Article R.211-5:

The prior information given to the consumer binds the seller, unless, in this information, the seller expressly reserves the right to modify certain parts of it. The seller must, in this case, clearly indicate to what extent this modification can take effect and on what elements.

In any event, the modifications made to the prior information must be given to the consumer before the signing of the contract.

Article R.211-6:

The contract signed between the seller and the buyer must be written, drawn up in duplicate with one original given to the buyer, and signed by both parties. When the contract is signed electronically, articles 1369-1 to 1369-11 of the civil code apply. The contract must include the following clauses: 1° The name and address of the seller, his guarantor and his

- ¹⁰ The name and address of the seller, his guarantor and his insurer and the name and address of the organizer;
- 2° The destination or destinations of the journey and, in the case of a holiday in stages, the various periods and their dates;
- 3° The means, characteristics and categories of transport used, the starting and return dates and places;
- 4° The type of accommodations, their location, level of comfort and main characteristics and the tourism rating by virtue of the regulations or customs of the host country;
- 5° The meal services offered;
- 6° A description of the itinerary for tours;
- 7° The visits, excursions or other services included in the total price of the journey or holiday;
- 8° The total price of the services invoiced and the indication of any possible revisions of this invoicing by virtue of the provisions of article R. 211-8;
- 9° The indication, if applicable, of the fees or taxes for certain services such as landing, disembarking or embarking fees at ports and airports, visitor's taxes when they are not included in the prices of the services provided;
- 10° The schedule and method for payment of the price; the last payment made by the buyer cannot be less than 30 % of the price of the journey or holiday and must be made at the time of submission of the documents allowing him to carry out the journey or holiday;
- 11° The particular terms requested by the buyer and accepted by the seller;
- by the seller; 12° The manner in which the buyer can submit to the seller a complaint for non-fulfillment or poor fulfillment of the contract. This complaint must be sent as early as possible, by any means allowing him to obtain a confirmation of receipt, to the seller, and, if necessary, indicated in writing, to the organizer of the journey and to the provider of the services involved;
- 13° The deadline for informing the buyer in the event of cancellation of the journey or holiday by the seller if the carrying out of the journey or holiday is linked to a minimum number of participants, in accordance with the provisions of 7° of article R. 211-4;
- 14° The conditions for cancellation of a contractual nature;
- 15° The conditions for cancellation provided for in articles R. 211-9, R. 211-10 and R. 211-11;
- 16° The specifications concerning the risks covered and the amount of the guarantees under the insurance contract covering the consequences of the seller's professional legal liability;
- 17º Indications concerning the insurance contract covering the consequences of certain cases of cancellation subscribed by the buyer (policy number and name of insurer) and those of the assistance contract covering certain particular risks, particularly the costs of repatriation in the event of accident or illness; in this case, the seller must give the buyer a document specifying at least the risks covered and the risks excluded;
- 18° The deadline for informing the seller in the event of a transfer of the contract by the buyer;
- 19° The commitment to give the buyer, at least ten days before his planned departure date, the following information:a) The name, address and telephone number of the local repre-
- a) The name, address and telephone number of the local representative of the seller or, failing that, the names, addresses and telephone numbers of the local organizations that could help the consumer in the event of difficulties or, failing that, the telephone number to contact the seller in the event of an emergency;
- b) For journeys or holidays of minors abroad, a telephone number and address allowing for the establishing of direct contact with the child or the on-site manager for the holiday;

- 20° The clause for termination and reimbursement without penalties of the sums paid by the buyer in the event of nonobservance of the information obligation provided for in 13° of article R. 211-4;
- 21° The commitment to give the buyer, in a timely manner before the beginning of the journey or holiday, the departure and arrival times.

Article R.211-7:

The buyer can transfer his contract to a transferee who fulfills the same conditions as him to carry out the journey or holiday, as long as this contract has not produced any effect.

Unless there is a stipulation that is more favorable to the transferor, he must inform the seller of his decision by any means allowing him to obtain a confirmation of receipt seven days before the beginning of the journey at the latest. When it is a cruise, this period is extended to fifteen days. In no event is this transfer subject to prior authorization.

Article R.211-8:

When the contract includes the express possibility of a price revision, within the limits provided for in article L. 211-12, it must mention the precise method used for the calculation of the price variations, both upward and downward, and in particular the amount of the transportation costs and related taxes, the currency or currencies that could have an impact on the price of the journey or holiday, the share of the price to which this variation can apply, and the rates of the currency or currencies used as references for the establishment of the prices appearing in the contract.

Article R.211-9:

When, before the departure of the buyer, the seller is forced to modify one of the essential elements of the contract, such as a significant price increase and when he ignores the information obligation mentioned in 13° of article R. 211-4, the buyer can, without prejudice to recourse for reparation of damage that might be suffered, and after having been informed by the seller by any means allowing him to obtain a confirmation of reception:

- either terminate his contract and obtain the immediate reimbursement of the sums paid without penalties;

 or accept the modification or substitution journey proposed by the seller; a rider to the contract specifying the modifications made is then signed by the parties; any decrease in prices is deducted from sums that may remain due from the buyer and, if the payment already made by him exceeds the price of the modified package, the surplus must be refunded to him before the date of his departure.

Article R.211-10:

In the case provided for in article L. 211-14, when, before the departure of the buyer, the seller cancels the journey or the holiday, he must inform the buyer by any means allowing him to obtain a confirmation of reception; the buyer, without prejudice to recourse for reparation of damage that might be suffered, obtains from the seller the immediate reimbursement of the sums paid without penalty; in this case, the buyer receives compensation at least equal to the penalty that he would have had to pay if the cancellation had occurred due to him as of that date.

The provisions of this article do not in any way represent an obstacle to the concluding of an amicable settlement leading to the acceptance, by the buyer, of a substitute journey or holiday officred by the seller.

Article R.211-11:

When, after the departure of the buyer, the seller is unable to provide a preponderant share of the services provided for in the contract representing a significant percentage of the price honored by the buyer, the seller must immediately take the following measures without prejudice to recourse for reparation of damage that might be suffered:

 either offer services to replace the planned services, bearing any additional cost and, if the services accepted by the buyer are of a lower quality, the seller must reimburse him for the price difference upon his return;

or, if he cannot offer any replacement service or if these are refused by the buyer for valid reasons, provide to the buyer, at no additional cost, passenger tickets to guarantee his return in conditions that can be judged to be equivalent to the place of departure or to another place accepted by both parties.

The provisions of this article are applicable in the event of nonobservance of the obligation provided for in 13° of article R. 211-4..

TO STAY IN TOUCH WITH OUR NATIONAL NETWORK



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We look forward to welcoming you to Aube en Champagne...



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