

Greece like a local defines its conditions of sale in terms of the special characteristics of the travel services offered on its website www.greece-like-a-local.com. Any purchase of a tour implies acceptance of these conditions. We would draw your attention to the fact that the travel services offered on our website www.greece-like-a-local.com are, in terms of the regulations in force, a package and as such you are entitled to the rights reproduced in Article 15 of this Contract.

1 - REQUEST PROCESSING AND BOOKING

1.1. Processing of a request

Greece like a local is a Destination Management Company based in Greece. We offer tailor-made trips (excluding international airline services) according to your requirements and provide theme-based travel and examples of itineraries and stays on our site to inspire you and give ideas of prices.

To receive a quote for the trip of your choice, you must submit your request using our online form, which you can access at <https://www.greece-like-a-local.com/request-quote>.

Generally speaking within 48 hours, our team will send you a quote for your trip (with an expiry deadline) based on your request, including a firm and final price setting out all costs, taxes and services, apart from possible minor adjustments provided for in Article 2.4 below. The quote includes a validity date, after which the price stated is no longer guaranteed. Should your quote expire, **Greece like a local** can draw up a new quote on request. As soon as you confirm your approval of the quote by paying a deposit, we will go ahead and reserve the services you have chosen with our various suppliers. Customised trips mean we have to constantly adjust the services we purchase according to our customers' choices. We do not therefore hold an in-house stock of services in order to be able to meet requests for fully customised trips. As soon as possible after you book we will notify you of the confirmation status of your services and where appropriate offer alternatives for services that may not be available.

For your peace of mind, both legally and financially, **Greece like a local** works in close collaboration with bynativ, its partner in France. This alliance was set up to guarantee first, that your trip is organised securely and in complete freedom without an intermediary and secondly, to offer you the payment and contractual security you receive from any tourism business governed by French law. In this respect, the quote, your travel itself and the travel documents you will receive are produced by **Greece like a local**. The invoice, booking form and online payment services are managed by bynativ, which pays the amounts due to **Greece like a local**.

1.2. Booking

You should make your booking via our website

at the following address: <https://www.greece-like-a-local.com/profil>

Go to the "Customer Area" by entering the user ID and password given to you by **Greece like a local** and follow the instructions to make your booking.

Please note that you must use the last name and first names shown on your passport or the identity document you will use to take your trip.

Your booking is considered final once your booking form has been validated and your deposit and/or balance, depending on the booking date, has been paid through the online booking procedure on our website. Once payment has been made, you will be sent a confirmation e-mail. This contains confirmation of your payment and a copy of your invoice, which you can download via a link.

We hereby notify you that the person who makes the booking in the name and on behalf of the various participants in the trip undertakes to inform all the participants of any information provided about the trip by **Greece like a local**.

In accordance with Article L 221-28 of the French Consumer Code, you will not be entitled to a cancellation period for the purchase of travel services.

2 - PRICE AND CONDITIONS OF PAYMENT

2.1. Payment schedule

For any booking completed more than 35 days prior to the departure date, you must pay a deposit of 35% of the total amount of the services booked and the balance must be paid 35 days before the date of departure. No reminder will be issued.

For any booking made less than 35 days prior to the departure date, full payment for your trip must be made in a single instalment. As part of your trip you have the option of taking out insurance cover. The premium must be paid at the same time as your booking.

Any delay in payment of a deposit and/or balance will be considered to constitute a cancellation for which cancellation fees will be applied as set out in Article 5 below.

2.2. Means of payment

All payments must be made by bank card from your Customer Area or by bank transfer.

2.3. Invoice

As soon as you have paid the deposit or total price of your trip, you will be issued with an invoice, which can be viewed in your Customer Area.

2.4. Conditions of the revision of prices

The invoice price is firm, definitive and in euros. However, in accordance with Article L 211-12 of the French Tourism Code, we may revise prices up or down up to 20 days before your scheduled departure without you being entitled to cancel/withdraw. We may give either or both of the following reasons for revising our prices:

- changes in the cost of transport resulting from the cost of fuel or other sources of energy and/or
- variations in the level of taxes or fees on the travel services included in the contract imposed by third parties not directly involved in the

performance of the contract, including tourist, landing or boarding taxes at ports and airports. Costs, fees or other additional costs (tourist tax, resort fees, parking fees, entrance to national parks, etc.) may be payable by the travellers during the trip. Any such fees not included in the total cost of the trip are stated in the offer. We advise you to make sure you have appropriate means of payment during your trip.

If one or more travellers listed on the same booking cancel(s), the trip may go ahead provided that, prior to the departure, the participants have paid any surcharge for services which have had to be changed because of the travellers' cancellation.

Any refusal on the part of the traveller(s) remaining booked to pay this adjustment will be regarded as cancellation on the part of the travellers in question and the cancellation fees in Article 5 below will apply.

3 - INFORMATION ABOUT YOUR TRIP

3.1. Administrative and health formalities

Before you head off on your trip, please ensure you have met all the police, customs and health requirements (valid passport, visa if necessary, exit permits for minors, vaccination certificate, recommended vaccinations). You are strongly advised to check all your information with the authorities in question. Neither **Greece like a local** nor bynativ may, under any circumstances, be held liable for the consequences of any failure to observe police, customs or health regulations, prior to and during the trip.

Greece like a local issues information on formalities for all French nationals. For other nationalities, we would be pleased to help you complete the formalities required.

In order to organise your trip we wish to inform you that some countries and/or service providers outside the EU (particularly customs authorities, airline companies, etc.) require us to send them some of your personal data so that they can fill in the forms and/or comply with the instructions relative to their reservation and/or control system.

To do this we may have to send the following data to these service providers:

- your surname(s), forename(s), date of birth and gender that appear on the passport or NIC (if the destination permits this) that you will use for your trip and to complete the transit or entry authorisations (visa, ESTA, etc.),
- data relating to assistance needs, children, persons of reduced mobility or others.

It is important to point out that if you have to fill in government forms for your trip you should enter the same information as you gave to **Greece like a local**, namely surname(s), forename(s), date of birth and gender. Failure to comply with this procedure could result in you being refused entry to the territory (transit country or your final destination).

3.2. Information concerning health and safety risks

Greece like a local advises you to check the country sheet for your destination published by the French Ministry of Foreign Affairs (MAE) on the website www.diplomatie.gouv.fr, "Advice to travellers" section.

NB The information on the above website may

change before your departure date and we therefore recommend you check it regularly.

To comply with our communications obligation, **Greece like a local** may be required to have you sign the MEAE sheet of the country or countries visited or transited through. This formality does not constitute a discharge of liability.

We also invite you to regularly check the information published by the relevant authorities on the health risks associated with your trip and to follow the health recommendations and measures to combat these risks accessible on the websites <https://solidarites-sante.gouv.fr/> (French Ministry for Solidarity and Health) and www.who.int/fr (World Health Organization).

3.3. Accessibility

Our fully customised trips make it possible for us to envisage services tailored to your personal situation, particularly if you have limited mobility and/or problems undertaking all the activities that are part of a leisure trip (travel, accommodation, excursions, etc.). When you tell us about your request to travel we ask you to notify us of any restrictions and/or special characteristics so that we can offer suitable services that are accessible particularly to those with reduced mobility.

4 - CHANGES AND CANCELLATIONS REQUESTED BY THE CLIENT

4.1. Changes prior to departure

Costs resulting from any requests for changes (additions or withdrawals) in the travel services made after booking but before the departure date will be charged to the travellers and payable by any means to **Greece like a local**. These fees are non-refundable under the cancellation insurance taken out.

4.2. Changes during the trip requested by the client

Any change to the programme requested by you can only be implemented after it has been approved by **Greece like a local**. You will incur the additional costs which must be paid to **Greece like a local**. If the resulting payments are not settled, **Greece like a local** will not be obliged to make the desired changes.

4.3. Interruption of the journey

If you interrupt your trip (for health or other reasons), you will not be entitled to a refund for any unused services by **Greece like local** or **bynativ**. The additional costs arising as a result will not be covered by **Greece like a local** or **bynativ**.

5 - CANCELLATION FEES AND RESOLUTION

If the traveller(s) listed on the booking form are compelled to cancel taking part in the trip they must notify their insurance company and the person who signed the booking form should inform **Greece like a local** as soon as the operative event occurs by any written means yielding an acknowledgement of receipt: the date on which the written correspondence is sent shall be considered as the cancellation date for invoicing the cancellation fees. We would draw your attention to the fact that insurers assess, on the basis of the documents sent to them directly by their insured party, the date of the operative event at the origin of the cancellation of the trip in order to cover the cancellation fees. Neither the insurance premium nor the visa fees

will be refunded by **Greece like a local**, **bynativ** or the insurer.

Depending on the services planned for your trip and in order to take account of the limitations imposed on us by our service providers, if you cancel we may apply either (i) cancellation fees based on documentary evidence of our real costs, (ii) or the scale of cancellation fees given at 5.1 below. Unless stated otherwise, the scale of cancellation fees given at 5.1 below will be applied. Travellers will be notified that (i) or (ii) will be applied before booking.

5.1. Fee structure for complete cancellation

- More than 60 days prior to the departure date: 35% of the total price of the trip
- From 60 to 31 days prior to the departure date: 40% of the total price of the trip
- From 30 to 14 days prior to the departure date: 45% of the total price of the trip
- From 13 to 7 days prior to the departure date: 50% of the total price of the trip
- Less than 7 days prior to the departure date: 60% of the total price of the trip

5.2. Partial cancellation fees

If one or more travellers listed on the same booking form (BI) cancel their participation in a trip that is maintained for the other participants, each cancelling traveller will be invoiced cancellation fees according to the scale given in Art. 5.1 above or the costs actually incurred) up to the proportionate share (total price divided by the number of travellers listed on the same booking form) of the total price due from each traveller who cancels together with, for each traveller who cancels, the entire proportionate share of the fees occasioned to maintain the common services of the trip.

Where several travellers are included on the same booking and one or more of them cancel the trip, the cancellation fees shall be deducted from the sums collected by **Greece like a local** for this trip, irrespective of who has made the payment.

For every cancellation, for any reason whatsoever, external expenses for the trip arranged with **Greece like a local** and incurred by the traveller(s) such as transport expenses up to the departure point for the trip and the return home, charges for obtaining visas, travel documents or charges for vaccinations may not be refunded.

On the date of your cancellation when your trip includes airline tickets, (1) either you paid the total price of your trip to **Greece like a local** and the amount of the cancellation fee charged will include the refund of taxes and airline boarding fees, (2) either you only paid a deposit to **Greece like a local** and the amount of cancellation fees, which will be deducted from the down payment, will not include taxes and airline boarding fees.

6 - CHANGES AND CANCELLATION BY **Greece like a local**

6.1. Cancellation by **Greece like a local**

Reasons related to maintaining traveller safety and/or exceptional inevitable circumstances such as: wars, political disturbances, strikes, riots, climatic conditions, natural disasters, etc. may result in the cancellation of the trip you have booked. In this type of situation **bynativ** and/or **Greece like a local** will notify you in writing. You will then be asked to decide between a refund or the sums paid being put towards a different trip of your choice. You may not, however, claim

any payment of compensation from **Greece like a local** or **bynativ**.

6.2. Changes to the trip

Between the time of confirming your booking and your actual departure, it may be necessary to make changes to your programme (dates, times, itinerary, leader, accommodation, etc.) as a result of organisational difficulties or safety concerns. Should this occur, **Greece like a local** will inform you of the changes immediately in writing. If the change affects an essential component of your trip in terms of the regulations you will be entitled to either break/cancel the Contract or accept the changes proposed by **Greece like a local**.

During your trip, it may be necessary to make changes to your programme (dates, times, itinerary, leader, accommodation, etc.) as a result of organisational difficulties or safety concerns. Should replacement services be proposed by **Greece like a local**, any additional cost will be covered by **Greece like a local**. Should no replacement services be provided, except in the case of one-off, unavoidable circumstances, **Greece like a local** undertakes to refund the difference in price between the planned services and those actually provided.

6.3. Interruption of the journey

Any trip may be interrupted at your guide's discretion for justified reasons (safety, health, etc.). Under these circumstances unless the interruption is due to one-off, unavoidable circumstances, **Greece like a local** undertakes to refund the difference in price between the planned services and those actually provided.

7 - TERMS AND CONDITIONS OF TRANSPORT

Greece like a local and **bynativ** do not handle sales of the international flights needed for your trip. You are solely responsible for your travel to your holiday destination. But before reserving the tickets to undertake your trip we recommend that you consult the European list of banned airline companies on the site: https://ec.europa.eu/transport/modes/air/safety/air-ban_fr. It is possible to include internal flights as part of planning your trip.

7.1. Identity of the carrier

The identity of the carrier or carriers that may provide your flights during the trip are shown on the quote for your trip. If any changes are made after you have booked, **Greece like a local** hereby undertakes to inform you of the fact via any medium as soon as it learns of any changes in the identity of the carriers, particularly airline companies (internal flights).

For more flexibility, we recommend that you purchase services that can be changed and/or refunded and to allow enough transfer time between airports and/or railway stations.

We advise you to notify **Greece like a local** as soon as possible if you encounter difficulties reaching the destination where your trip is to take place due (i) to force majeure, (ii) to actions by third parties or (iii) through your own actions. You are liable for any changes to services and expenses resulting from such events.

7.2. Changes to transport timetables

We may not know the exact times of your journeys (e.g. : flights) when we publish our travel offer.

For air travel (internal flights) we hereby notify

you that timetables may change at any time according to the traffic authorisations issued to the companies by the competent authorities. In order to avoid any risk of confusion we will send you the timetables as soon as they have been confirmed by the airline companies.

Stopover times are established by the airlines in line with their flight plans which may be modified without this constituting grounds for a no-charge cancellation.

7.3. Changes of itinerary, station, port and/or airport

Any carrier may have to modify without notice not only its timetables but also the itinerary as well as the departure and arrival stations, ports and/or airports particularly due to technical, climatic or political incidents or strikes external to **Greece like a local**. Such events may result in delays, cancellations or additional stopovers, changes of aircraft or itinerary. For air transport all travellers holding a boarding pass are entitled to retain the protection and assistance of the airline company.

7.4. Non-provision of transport

If the transport services are not provided for reasons for which the traveller is responsible, for any reason external to **Greece like a local**, the carrier will cancel the ticket for the said journey. In order to reach the destination the traveller must purchase one or more travel tickets at his/her own expense. For airline tickets, boarding fees for unused and fully paid tickets are refunded upon request (Article L 224-66 of the French Consumer Code).

7.5. Delay / Cancellation of travel services

In the event of delay in the outward or homeward journey and/or damage to or loss of baggage, refusal to board and/or cancellation of a flight by the airline company, we advise travellers, in order to claim their rights, to retain all original documents (tickets, boarding passes, baggage tickets, etc.) and ask the carrier for any written documentary evidence.

8 - INSURANCE

8.1. Travel insurance policy

bynativ can offer you an insurance package for your trip: our Tranquillity policy is invoiced 4.0% of the price of the trip inclusive of all taxes.

The policy (N°6489) contains limitations on cover, exclusions, excesses and obligations in the event of a claim. We suggest you check the full booklet containing the General and Special Conditions of this insurance policy and the Insurance Product Information Document on our website or from your Customer Account area.

In the proposed package, the insurance premium, booking costs and visa fees are not refundable by either **Greece like a local**, bynativ or the insurer.

8.2. Claims procedure and processing of requests:

It is your responsibility to contact the insurer personally, before or during your trip, to activate your insurance policy.

a. Requests for medical assistance:

You should contact Mutuaide for any request for medical assistance 24/7. Tel. from France 01.55.98.57.11 – from abroad +33.(0)1.55.98.57.11. By e-mail: medical@mutuaide.fr

b. Other requests:

In the event of your trip being cancelled or any other incident covered by the travel insurance policy taken out (loss of baggage, etc.), please submit your claim online at the following address: <https://bynativ.assurinco.com/en/>

8.3. Withdrawal period

If you are already insured for the same cover by an insurance policy you took out previously, we hereby inform you that you are entitled to a withdrawal period of 14 days under the insurance taken out provided this has not been called upon.

9 - MINORS

Booking requests for minors must be signed by the father, mother, or legal guardian and marked «consent of the father, mother or guardian». Minors who are not travelling with their parents or guardians must be in possession of the identity documents required for the trip and, depending on the destination, a valid authorisation to leave your country of origine. Finally, a telephone number and an address permitting the minor or the responsible person to establish direct contact with the parents or legal guardian must also be provided. For minors who are travelling with one parent, guardian, or other adult, you must ensure that you are in possession of the necessary documents for the minor who is accompanying you (national identity card or passport, and, if necessary, authorisation to leave the country) to allow them to leave your country of origin.

10 - TRANSFER OF THE CONTRACT

In accordance with Article R.211-7 of the French Tourism Code, you are entitled to transfer your contract to a transferee who meets the same conditions as you for undertaking the trip on condition that the contract had not been used. You must inform **Greece like a local** of your decision at the latest seven days before the start date of your trip by any means that will produce an acknowledgement of receipt.

If the contract is transferred, the transferor and/or transferee must first pay the fees incurred for the transfer. Your adviser will inform you how much is owed.

11 - ADDITIONAL SERVICES

Independently of the relationship with **Greece like a local**, bynativ has selected a number of commercial partners (hereinafter the "Partner(s)") offering services that may interest its clients (such as flight reservations with MisterFly, a visa service, contact with a doctor for all travel-related health issues, and an analysis of the insurance cover provided by your bank card (hereinafter the «Service(s)»).

Apart from the free assessment of your insurance cover, if you are interested in one of the Services offered on bynativ's website, simply click the link you have been sent and you will be re-directed to the Partner's website. It is important to note that the service is sold and invoiced by the Partner according to its own conditions of sale. The Partner is responsible for the performance and delivery of the Service concerned. As a result, in the event of a complaint relating to the Service(s), you must make direct contact with the Partner concerned, who is solely responsible for dealing with it.

In this respect, we would like to inform you that bynativ's website contains information and content made available by Partners, as well as hypertext links to sites not created by bynativ, that allow access to the Service, for which bynativ cannot be held responsible under any circumstances.

The contract or contracts relating to the additional Services on offer signed with our Partners do not constitute a package as understood in Article L211-2 2 of the French Tourism Code or a related travel service as understood in Article L 211-2 III 2 of the French Tourism Code.

12 - LIABILITY

Greece like a local may not be held liable for the consequences of the following events:

- Loss or theft of travellers' tickets.
- Failure to present the authorities and/or carriers (airline companies, etc.) with the administrative and/or health documents required to undertake the journey and/or cross the borders in accordance with the information provided by **Greece like a local**.
- Arrival after the scheduled time for check-in and/or boarding for any journey, particularly by air. **Greece like a local** shall not be liable to refund any travel ticket under these circumstances.
- Unforeseeable or unavoidable events caused by third parties such as: wars, political disturbances, strikes external to **Greece like a local**, riots external to **Greece like a local**, technical or administrative incidents external to **Greece like a local**, airspace congestion, bad weather, delays (including in mail shipping services, etc.), breakdowns, loss or theft of baggage or other travellers' personal effects.
- Cancellation imposed by exceptional, unavoidable circumstances and/or for reasons related to maintaining traveller safety, and/or injunction by an administrative authority: under these circumstances **Greece like a local** reserves the right to change planned dates, timetables or itineraries in order to ensure the safety of travellers who will not be entitled to any redress.
- The person making the booking in the name and on behalf of all the participants in the trip undertakes to ensure each traveller receives the information provided by **Greece like a local** about the trip so that **Greece like a local** may not be held liable for any inaccurate information or omission in the information provided.

In the event of **Greece like a local** being held liable by virtue of actions performed by service providers, the compensation limits provided for by the international conventions in accordance with Article L 211-17-IV of the French Tourism Code will apply. Except in the event of bodily injury, the maximum financial liability of **Greece like a local** will be limited to three times the total cost of the journey.

Lastly we hereby inform you that the photographs that appear in our various commercial descriptions are merely examples of the landscapes of the country or countries you will be visiting.

13 - COMPLAINTS

13.1. During the trip

You must report to **Greece like local** any non-conformities observed during the performance of the travel services by immediately ringing our

emergency number the details of which appear on your Contract of sale or the contacts included on your travel documents. Failure to do so may have an effect on any damages or price reduction due if earlier notification could have avoided or reduced the damage to the traveller.

13.2. After the trip

Travellers may send any complaints in writing together with documentary evidence to bynativ-Service clients, 3 rue de Gramont, 75002 Paris - by e-mail to the following address: sav@bynativ.com

If, after referring the matter to our Customer Service department, you have not received a satisfactory response within a maximum 60 days, you may contact the Travel and Tourism Mediation Service, whose contact details are shown below: MTV Médiation Tourisme Voyage – BP 80 303 – 75 823 Paris CEDEX 17. Details of how to refer a case can be found on their website: www.mtv.travel.

14 - PERSONAL DATA

The information you provide to **Greece like a local** is recorded in a computer file by bynativ, a company listed on the Paris Companies Register as number 753 020 437 with headquarters at 2bis place du Puits de l'Ermite, 75005 Paris, in its capacity as controller.

Certain information must be given to **Greece like a local** when you make your booking and/or your request for a travel plan; this information is indicated by an asterisk. Unless it is provided, your requests cannot be processed. The other information requested is optional. We need to process your personal data in order to draw up your contract and provide you with travel services. The personal information collected is used to enable you to access all the information about your trip(s) or trip request(s), the implementation of your requests (planned trip, provision of travel services), to offer you similar services or trips that may be of interest to you, compile statistics, sign you up for the newsletters you request and, with your permission, send you information about **Greece like a local**, bynativ and their partners (new features, products and services, commercial canvassing and customised offers). We hereby inform you that in order to fulfil your order for travel services your data will be sent to companies affiliated to our Group and partners of bynativ, providers of the services booked such as hotels and travel companies or technical service providers such as IT, accommodation, e-mail distribution, on-line payment services, etc. which may be located outside the European Union. Our subsidiaries and/or partners hereby undertake to only use your personal data to perform certain tasks that are vital to the planning of your trip in the strictest respect of your rights concerning the protection of personal data and in compliance with the legislation in force. **Greece like a local** and bynativ hereby undertake not to transfer or sell personal data about you to non-partner third parties.

Your data will be held for the duration of our contractual relationship and for the duration necessary to meet any legal or regulatory obligations. In accordance with amended French Data Protection Act No. 78-17 dated 6 January 1978 you have a right to access, object to (including the sending of marketing communications), correct, limit and delete your data as well as a right of portability over the

nominative data about you. You also have the right to define the directives regarding what happens to your personal data after your death. You may exercise these rights by writing to the following address: Service Relations Clients, 3 rue de Gramont, 75002 Paris, or by e-mail to: sav@bynativ.com.

bynativ has appointed a Data Protection Officer whose contact details are: Data Protection Officer department, 3 rue de Gramont, 75002 Paris - dpd@bynativ.com.

You are entitled to make a complaint to the French Data Protection Commission (CNIL) if you believe we have not complied with the regulations that apply regarding personal data. In accordance with Article L 223-2 of the French Consumer Code you are entitled to be included on a list refusing telephone canvassing.

For further information on how we collect and process your personal data, please see our policy on confidentiality and cookies.

15 - TRAVELLERS' RIGHTS

The combination of travel services you are offered is a package as defined by EU directive 2015/2302 and Article L.211-2 II of the Tourism Code.

You therefore enjoy all the rights granted by the European Union applicable to packages as transposed into the French Tourism Code. bynativ is fully responsible for the overall provision of the package.

In addition, as required by law, bynativ holds insurance cover to refund your payments and, if carriage is included in the package, to repatriate you in the event of bynativ being declared insolvent.

Travellers will receive all the essential information about the package before signing the package contract.

The organiser and the retailer are liable for the proper performance of all the travel services included in the contract.

Travellers receive an emergency telephone number or the contact details of a contact point enabling them to contact the organiser or the retailer.

Travellers may sell their package to some other person provided they give reasonable notice and possibly subject to payment of additional fees.

The package price may only be increased if specific costs increase (for example, fuel prices) and if this possibility is explicitly provided for in the Contract and may under no circumstances be modified less than twenty days before the start of the package. If the increase exceeds 8% of the cost of the package, travellers may terminate the Contract. If the organiser reserves the right to increase the price, travellers are entitled to a reduction in price if the costs decrease.

Travellers may terminate the Contract without paying termination fees and may be fully reimbursed for the payments made if one of the essential factors of the package other than the price is subject to major change. If before the package begins the travel professional responsible for the package cancels the package, travellers may be reimbursed and receive a compensation.

Travellers may terminate the Contract without paying termination fees before the start of the package if there are exceptional circumstances

such as, for example, serious safety problems at the destination venue that are liable to affect the package.

In addition, travellers may at any time before the start of the package terminate the Contract in exchange for payment of appropriate, justifiable termination fees.

If after the start of the package major components of the package cannot be provided as planned, the travellers must be offered other appropriate services without additional cost. Travellers may terminate the Contract without paying termination fees when the services are not provided in accordance with the Contract, when this considerably disrupts the performance of the package and the organiser does not remedy the problem.

Travellers are also entitled to a price reduction and/or compensation in the case of non-performance or poor performance of the travel services.

The organiser or retailer must provide help if a traveller is in difficulty.

The sums paid will be refunded if the organiser or retailer is insolvent. If the organiser or retailer becomes insolvent after the start of the package and if the travel is included in the package, repatriation of the travellers is guaranteed. bynativ has taken out insurance against insolvency with ATRADIUS Credit Insurance NV (listed on the Nanterre Companies Register as No. 417 498 755) of 44 avenue Georges Pompidou 92596 – Levallois- Perret CEDEX.

Travellers may contact this body (<https://atradius.fr/demande-de-renseignement.html>) if they are refused services on the grounds of bynativ's insolvency.

The text transposing EU Directive 2015/2302 into French law may be accessed via the Légifrance website at: www.legifrance.gouv.fr under the heading «Codes in force» / «Tourism Code».

Conditions of sale updated on December 1st 2020

bynativ

Trade name of Destinations Direct S.A.S. with a share capital of €310,000 - RCS Paris 753 020 437

2 bis, Place du Puits de l'Ermite - 75005 Paris
Registration Atout France IM075120377
ATOUT FRANCE (Registre des Opérateurs de Voyages et de Séjours) - 79 / 81 rue de Clichy 75009 Paris.

Financial guarantee: Atradius Credit Insurance - 44 avenue Georges Pompidou 92596 Levallois Perret Cedex.

Civil and Professional Liability: MMA - 14, boulevard Marie et Alexandre Oyon 72030 Le Mans Cedex 9 - Contract n°146 161 560