



## General Terms and Conditions

### **How to pay your stay ?**

All payments are to be done to Séjour France Famille and under no circumstances directly to the family.

Upon receipt of the 90 € registration fee, we will guaranty you a housing.

This fee will not be returned in case of cancellation but will remain valid for the current year in case of postponement of your stay.

### **Terms of payment**

- on line by Paypal
- By Bank transfer to

S.A.R.L Séjours France Famille

Banque BNP PARIBAS, 60 rue du Maréchal Foch, 78000 Versailles

France Swift address : BNP AFR PP VRS

IBAN (international Bank Account Number) : FR76 3000 4014 1200 0101 8935 647

Champ 71A = OUR

We call to your attention the fact that bank charges must be carried by the participant and will not be supported by Séjours France Famille.

### **INSURANCE**

All participants have the obligation to take out insurance for their trip and the duration of their stay (illness, accident, repatriation...) They must be able to prove they are well insured once arrived in France.

Neither Séjours France Famille nor the family will be held responsible should any damage, loss or thievery occur to the student .

In certain cases, Séjours France Famille can act as authorised intermediary between the participants and service providers (museums, monument visits, passenger carriers etc...). The company shall in no event be held liable for any accidents or damage caused by any defect of the service providers or road, rail, maritime and air transporters during the duration of their stay.

The same applies in case of any delay or irregularity caused by strikes or bad weather.

Any extension of stay due to illness or any interference due to illness as well as the costs regarding the arrangements to be put in place concerning the illness are to be supported by the participant.

### **EXCLUSIVITY CLAUSE**

The families whose details are provided belong to Séjours France Famille's file. They shall in no case be used or contacted directly under penalty of prosecution.



## **YOUR CONTRACT**

You have concluded a contract with dates and choice of accommodation determined in advance. This cannot be changed unless a new contract is undertaken.

Any financial matter is to be treated directly with Séjours France Famille. It is prohibited to make any direct financial arrangements with a family working with Séjours France Famille (for any extension of stay or return at other periods) under penalty of prosecution.

### **a) Contract cancellation**

The student is engaged for a fixed period determined in advance (week, month, quarter or semester) which can only be broken in the following circumstances :

- Death of the student having booked the stay.
- Death of a first-degree relative of the student having booked the stay.
- Total or partial inability of third category (as referred to in Article L.434-2 of the Social Security Code) of the student having booked the stay.
- Case of Force Majeure \*.

Apart from the cases referred to above any stay started shall be due in full.

Note : Any stay started late or interrupted before the end is due in full.

The services not taken (meals, classes, excursions) shall not be refunded.

Cancellation :

- Less than 1 week before the beginning of the stay : 70% of the total cost of the stay shall be retained.
- From 1 to 3 weeks before the beginning of the stay : 50% of the total cost of the stay shall be retained.
- From 3 to 4 weeks before the beginning of the stay : 20% of the total cost of the stay shall be retained.

**\*Force Majeure** means an event beyond the control of both parties, which could not be reasonably foreseen on conclusion of the contract and whose effects cannot be avoided by appropriate measures, including, without this list being exhaustive : act of Prince, war (declared or not) terrorism, invasion, rebellion, blockade, sabotage, vandalism, total or partial strike, social conflicts, civil disorders, severe weather, natural disaster, fire, epidemic, interruption of transport facilities or energy supplies, shortfalls in the supply of electricity, heating, air conditioning and of the telecommunication networks, transport of data, failure of satellites.

### **b) Breach of contract**

Both parties (family and student) are free to terminate the appointment at any time for serious motives such as health or incompatibility within one month's notice. If wished by the student, Séjours France Famille commits to find a new family for the student in so far as the student is determined eligible to it. If not so, the organization reserves the right not to propose another family. If a month notice is not respected, the equivalent of a full month's stay with the original booking options will be charged to the student.



**c) Extension of stay**

A students wishing to extend his stay must imperatively inform Séjours France Famille at least 3 weeks in advance. We recall that any financial aspect must be treated with Séjours France Famille.

**d) Holidays**

If you should decide to go on a holiday for a few days or weeks during your stay, no refund shall be granted unless prior arrangement with Séjours France Famille who will propose to the student a special lump sum for keeping the room during the student's absence.

**e) Type of Stay**

You have booked a stay with certain options. This cannot be changed during your stay. If you have not fulfilled the contract (ex : if you have not taken all the meals) no refund will be made.

**f) Complaints**

Any complaints must be made during the stay. No complaints will be taken into account after having left the family.

**g) Expulsion of a student**

Séjours France Famille reserves the right to take the decision to expel a student in case of non respect of the family rules and in case of bad behaviour.  
No refund will be considered.

**ASSISTANCE**

The presence of a local supervisor near the home-stay family enables to rapidly reach a solution to any eventual problem.

The participants having a complaint to make during the stay must contact Séjours France Famille who will take whatever required steps are needed according to the nature of the problem.

The participant may eventually be proposed another home-stay family if Séjours France Famille considers him capable of it. If not so, Séjours France Famille reserves the right not to propose another family.

The organization does not accept, in any case, any complaints after the departure of the participant.