

Terms and Conditions of Sale

These terms and conditions of sale govern the contractual relationship between Terres Énergies Voyages and any person registering for a journey, a retreat or an experience offered by the organiser.

Any booking implies full and unreserved acceptance of these terms and conditions of sale.

Organiser information

Terres Énergies Voyages

Address: 43, avenue des Molières, 78470 Saint Rémy lès Chevreuse, France

Email: contact@terres-energies-voyages.fr

Phone: +33 6 62 41 08 75

The organiser is registered in accordance with the regulations applicable to travel and holiday operators.

Professional liability insurance: APST

Financial guarantee: HISCOX No. HA PRC0136470 IMS

Registration and booking

Any registration for a journey or retreat organised by Terres Énergies Voyages becomes effective upon receipt of:

- the completed and signed registration form
- payment of a deposit equal to 30 % of the total price of the journey

Booking confirmation is sent to the participant once these items have been received.

The balance of the journey must be paid no later than 45 days before the departure date.

Should payment not be received within this deadline, the organiser reserves the right to cancel the booking and to apply the cancellation terms set out below.

Price

Prices are quoted in euros and cover exclusively the services described in the trip description.

Unless stated otherwise, prices do not include:

- international flights or transport to the meeting point
- travel insurance (cancellation, assistance, repatriation)
- personal expenses
- optional activities not included in the programme
- any gratuities

Prices may be revised in the event of a significant change in:

- transport costs
- taxes or charges imposed by local authorities
- exchange rates

No price increase may take effect less than 7 days before departure, in accordance with the applicable regulations.

Cancellation by the participant

Any cancellation must be notified to the organiser in writing (by post or email).

Deposit

The 30 % deposit remains payable to the organiser.

Less than 45 days

Any cancellation less than 45 days before departure may result in the full price of the stay being charged.

Costs incurred

These charges correspond to expenses already incurred in organising the journey.

Participants are strongly advised to take out cancellation insurance.

Assignment of the contract

In accordance with the French Tourism Code, a participant may assign their contract to another person meeting the same conditions for taking part in the journey.

- The participant must inform the organiser at least 7 days before departure.
 - Any costs arising from this change may be invoiced.
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Group size

Journeys are organised for a minimum of 9 and a maximum of 16 participants, unless a different group size is stated in the trip description.

Should the minimum number of participants not be reached, the organiser may cancel the journey under the conditions set out below.

Cancellation by the organiser

The organiser reserves the right to cancel a journey in the following cases:

- insufficient number of participants (fewer than the minimum stated above)
- exceptional and unavoidable circumstances (extreme weather conditions, natural disaster, health crisis, political unrest, etc.)

In such cases, participants will be informed as soon as possible and all sums paid will be refunded in full.

No further compensation may be claimed in the event of force majeure.

Changes to the programme

Itineraries, activities or conditions of the stay may be modified before or during the journey for reasons beyond the organiser's control, in particular:

- weather conditions
- logistical constraints
- safety reasons

Wherever possible, the organiser will endeavour to offer equivalent services.

Such adjustments may not give rise to any compensation where they are justified by safety or by local conditions.

Insurance

Every participant must be covered by assistance and repatriation insurance valid for the entire duration of the journey. Taking out cancellation and trip-interruption insurance is strongly recommended. The organiser may not be held liable for medical or assistance costs not covered by the participant's own insurance.

Liability and special conditions

Liability

The organiser is responsible for the proper performance of the services set out in the contract, in accordance with the regulations applicable to travel operators.

However, the organiser's liability may not be engaged in the event of:

Participant's fault

fault or negligence on the part of the participant

Act of a third party

an unforeseeable act of a third party

Force majeure

exceptional and unavoidable circumstances

Participants must comply with safety instructions and with the group's rules of conduct.

International transport

Where international flights or transport are not included in the price of the journey, the organiser may not be held liable for delays, cancellations or changes made by airlines.

Any costs arising from such changes remain payable by the participant.

Personal data

Information collected as part of the registration process is used solely for organising the journey.

In accordance with the applicable personal data protection regulations, participants have the right to access, rectify and delete their data.

Complaints and mediation

Any complaint relating to the journey must be sent to the organiser in writing as soon as possible after the stay.

Should a dispute not be resolved amicably, the participant may refer the matter to the Tourism and Travel Ombudsman (Médiateur du Tourisme et du Voyage).

Governing law

These terms and conditions of sale are governed by French law.

Special conditions — spiritual and shamanic retreats

Journeys offered by Terres Énergies Voyages may include:

Meditations

Guided meditation practices within a cultural and spiritual setting.

Shamanic rituals

Rituals inspired by shamanic traditions, in respect of local cultures.

Energy practices

Energy-based activities offered within a spiritual and cultural setting.

Walks in nature

Immersion in the natural world to reconnect body and mind.

These activities are offered within a cultural and spiritual setting. They constitute neither medical treatment nor therapy.

Participants undertake to respect:

- safety instructions
- local traditions
- the balance of the group

The organiser reserves the right to exclude any person whose behaviour would endanger the group.

Registration Form

TERRES ÉNERGIES VOYAGES — IMMERSIVE JOURNEYS AND RETREATS

Please complete this form and return it together with payment of the deposit.

Personal details

Surname	First name
Date of birth	Nationality
Address	Postcode
Town / city	Phone
Email	

Chosen journey

Name of the journey	Dates of the journey	Intended departure point
Passport or identity card number		

Travel details

Outbound flight — flight number	Arrival time	Airline
Return flight — flight number	Departure time	

Emergency contact

Name	Phone	Email
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Health information

Do you have any food allergies? ☐ yes ☐ no

If yes, please specify

Are you taking any medication? ☐ yes ☐ no

Do you have any medical conditions to declare? ☐ yes ☐ no

If yes, please specify

Diet: ☐ Omnivore ☐ Vegetarian ☐ Vegan ☐ Other (please specify)

Insurance, undertaking and payment

Travel insurance

Name of insurer

Policy number

Assistance phone number

Image use authorisation

During the journey, photographs or videos may be taken for the communications of Terres Énergies Voyages.

- ☐ I agree that images featuring me may be used.
- ☐ I do not agree.

Intention for taking part (optional)

What inspires you about this journey?

Participant's undertaking

I declare that I:

- have read the terms and conditions of sale
- accept the liability waiver relating to outdoor activities
- am physically and psychologically able to take part in the journey

I acknowledge that I:

- am responsible for my own physical and psychological condition
- am covered by assistance and repatriation insurance
- accept the conditions of the journey and the risks inherent in activities in the natural environment

I declare that I am taking part voluntarily in the journey or retreat organised by Terres Énergies Voyages.

Payment terms

01

Receipt of the registration form

The booking becomes effective once the completed and signed registration form has been received.

02

Payment of the deposit

A deposit of 30 % of the price of the journey is paid at the time of booking.

03

Payment of the balance

The balance must be paid 45 days before departure.

Signature

Surname and first name

Date

Signature