

BOOKING TERMS AND CONDITIONS

These terms and conditions of booking apply to all sports programmes and cruises for children (holiday camps), adults and families, taking place in France (metropolitan, Corse and the West Indies).

1 / REGISTRATION - PAYMENT

According to article L.221-28 of the French Consumer protection Code, the fourteen-day withdrawal period does not apply to UCPA Clients who have booked a sports programme.

For bookings made less than thirty-one (31) days before the date of departure, the full price of the programme is due to the UCPA. More than thirty-one (31) days before the departure date, a deposit of 30% of the price of the programme is obligatorily required. The full cost of the programme must be paid no later than thirty-one (31) days before departure.

No booking will be considered by the UCPA without the payment of the corresponding deposit. The UCPA will cancel all the bookings if their full price is not paid before the date of departure and will retain the amounts paid to cover cancellation penalties. In case of cancellation by the client, if the deposit paid is not sufficient to pay the cancellation costs, the UCPA will collect the difference due.

All payments by holiday vouchers (ANCV) must be sent by registered post, with acknowledgement of receipt to the following address:

**UCPA Paiement - TSA 31213
92894 Nanterre CEDEX**

The UCPA must receive the payment 31 days before the departure whatever the type of payment the client chooses.

2 / PRICE

The price of our programmes includes supervised activities, ski lifts when they are necessary for the activity, sports equipment, instruction, accommodation, catering, entertainment and an administration fee of 10 euros, as well as a third party liability insurance. It can also include transportation if booked in advance by the client. Prices are applicable from the publication of the current online catalogue on the ucpa.com website. They have non-contractual value and will be confirmed at the time of your booking. They are subject to changes that can be applied to all bookings. Promotions and discounts are neither cumulative nor retroactive.

Please note: A significant modification of one of the elements below will have an effect on our prices:

- cost of transport according to fuel costs;
- fees and taxes for ports and airports (landing, embarkation and disembarkation taxes, security taxes and airport taxes)

The price of the programme may then be increased by the UCPA. If the tariff increase exceeds 8% of the total price of the booking, the client may cancel the contract. If the price increase is less than 8% of the total price of the trip, the client will be required to accept this change. If he wishes to cancel for this sole reason, he will have to pay the cancellation fees provided in article 4 of these terms and conditions.

In any case, the price cannot be modified by the UCPA less than twenty days before the start of the programme.

3 / CHANGES

A) Changes by the client

- Request for changes to the programme, other than to the sports activities :

The client can request a change to his programme (except for

transportation) no later than thirty-one (31) days before the departure date. The client will be required to pay a charge of 50€ per booking.

Either by registered post to the UCPA :

**UCPA - Pôle Relation Client
Annulation /Modification
21-37 rue de Stalingrad
CS 30517 - 94741 ARCUEIL CEDEX**

Or by email at the following address :
serviceclient@ucpa.asso.fr.

In the case of modification of a programme with transportation included, the modification fees will be applied, as well as the cancellation fees for the transportation, in accordance with clause "4 Cancellation".

Any request for changes sent less than thirty-one (31) days before the departure date is considered as a cancellation, and will result in the application of the cancellation fees as described in clause "4 Cancellation". If the client decides to not use one of the services included in the programme, there will be no refund. The transportation ticket purchased is non-refundable in the event of a cancellation, or in case of non-use. Any change regarding the transportation is considered as a cancellation and will result in the application of the cancellation fees.

- Request for changes of the sports activity:

Until the day before departure, and within the limits of availability, the client can request a change to the sporting activity only. The client will be asked to pay a charge of 50€ per booking. In addition, the client will be asked to pay any difference of price between the sports programmes and/or that which may impact the price of the Assur vacances offer.

Please note : if the new programme is cheaper than the one initially chosen, the UCPA will not make any refund.

B) Changes by the UCPA - Before departure

The UCPA may be forced to change some of the travel arrangements connected to the programme, due to circumstances beyond its control, for reasons of public interest, or customer security. The UCPA will inform the clients of these changes. The UCPA may offer an alternative travel plan. If the client does not accept the alternative arrangements, the client remains free to request the cancellation of the booking, and the refund.

C) Changes by the UCPA - After departure

During the stay, the programme can be changed, for reasons of security or current weather conditions. In this case, only the UCPA supervisors are authorised to take the necessary decisions. These changes will not lead to the entitlement of a refund.

4 / CANCELLATION

In any case of cancellation by the client or by the UCPA of a programme paid with holiday vouchers (ANCV), or with a credit note from the UCPA, no refund will be made; the amount received will be refunded in the form of a credit on a future programme.

A) By the Client

Any notification of cancellation must be made :

Either by registered letter to the UCPA :

**UCPA - Pôle Relation Client Annulation /Modification
21-37 rue de Stalingrad
CS 30517 - 94741 ARCUEIL CEDEX**

the postmark being evidence of date.

Or by email to the following address :
serviceclient@ucpa.asso.fr.

In any case, the client will have to pay the cancellation charges calculated on the total price of the programme and according to the date of cancellation, under the conditions appearing in the table above.

PENALTIES FOR CANCELLATION OF PROGRAMS INCLUDING TRANSPORTATION BY COACH AND WITHOUT TRANSPORTATION.

Period before the beginning of the program. Penalties calculated on net price, excluding insurance.			
+ de 31 days	between 31 and 22 days	between 21 and 15 days	between 14 days and departure date or absence on departure without previous cancellation
10 %	25 %	50 %	100 %

Please note: if the Client has subscribed to an insurance pack, its amount cannot be refunded.

PENALTIES FOR CANCELLATION OF PROGRAMS INCLUDING TRANSPORTATION BY TRAIN.

Period before the beginning of the program. Penalties calculated on net price, excluding insurance.					
	+ 45 days	between 45 et 32 days	between 31 et 22 days	between 21 et 15 days	between 14 days and departure date or absence on departure without previous cancellation
Price of the sport program	10 %	10 %	25 %	50 %	100 %
Price of the train	refundable ticket or changeable	Ticket neither exchangeable nor refundable			

Please note: all requests for refunds or changes to a train ticket should be addressed to UCPA only. No request will be processed directly at the station.

PENALTIES FOR CANCELLATION OF PROGRAMS INCLUDING TRANSPORTATION BY FLIGHT.

Period before the beginning of the program. Penalties calculated on net price, excluding insurance.				
31 days +	between 31 and 22 days	between 21 and 15 days	between 14 and 8 days	between 14 days and departure date or absence on departure without previous cancellation
10 %	25 %	50 %	75 %	90 %

B) By the UCPA

The UCPA may be exceptionally forced to cancel the programme :

1. If the minimum number of clients is not reached and in this case, the UCPA will inform the client at the latest 21 days before departure;
 2. In case of force majeure;
 3. If the security, sanitary and climatic conditions require it;
 4. In case of unavoidable and extraordinary circumstances;
- In cases 3 and 4, the administration fee of 10 euros will not be refunded.

If possible, the UCPA will offer the client an equivalent program at an equivalent cost that the client is free to accept. The client will be informed of the cancellation and the alternative of a new programme by UCPA as soon as possible. Any

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additional cost will remain at the charge of the client. In the case that the new programme is refused by the client, the UCPA will refund. Apart from this refund, this kind of cancellation shall not result in any other indemnity of any kind whatsoever.

5/ TRANSFER OF YOUR TRIP

You have the possibility to transfer your trip (excluding rail and air transport), so long as it has not happened, to another customer fulfilling the same conditions as you, under the same conditions as the transferred trip, and up to 7 days before departure. The insurance is neither transferable nor refundable. You must notify the transfer to the UCPA by email at serviceclient@ucpa.asso.fr or by telephone via the reservation centre. The transfer processing fee is €50. Additional costs may be incurred, provided for by the general conditions of reservation, in particular concerning transport.

The transfer costs will be owed jointly by the transferring customer and the transferee customer. The transfer of the stay will be finalised subject to payment of the entire balance and the costs incurred, communicated at the time of the transfer.

6 / DOCUMENTS (PASSPORT, VACCINATION, ETC.)

The client must check and fulfil the passport, visa, health and immigration requirements applicable to their itinerary. The UCPA can only provide general information. The client must check requirements for their own specific circumstances with the relevant Embassies or Consulates (especially if the client is not a European citizen). The client is informed that border formalities can change and the client must keep themselves updated ahead of departure. Formalities and fees for travel documents are at the clients expense. Furthermore, in case of non-compliance, the consequences (being turned back at the border for lack of any other mandatory document), and the costs will be the responsibility of the client.

For minors (as part of holiday camps):

Minors travelling to the West Indies must have a passport, valid up to 6 months after the trip, or their own valid national identity card. The family record book is not an identity document authorising travel abroad. They must also be in possession of an authorization to leave the country signed by the parental authority holder.

A) Applications and medical certificates

The participation in a programme organised by the UCPA requires, for security reasons, the production of the following documents for each child below the age of 18 years old:

- a photo;
- the health form duly completed;
- a complete medical form;
- a parental authorisation for emergency medical or surgical care. Minors must have these documents in order to participate in the trip. The UCPA has the right not to accept minors on the trip without these documents. You will find the different forms in the package of documentation supplied at the time of the registration, and downloadable from ucpa.com. All of these documents must be sent to the holiday centre at least one week before the beginning of the programme.

B) Advance payment of medical, search and rescue expenses

Medical care expenses in case of illness or accident and ambulance fees are sometimes advanced by UCPA. The parents or guardians agree to reimburse UCPA of the full amount of the medical expenses. The terms and conditions of the insurance are detailed below.

7/TRANSPORT

Transportation can be done day or night and the time spent on transportation is included in the duration of the programmes.

Train transportation

Train transportation is available from Paris and its surrounding area, and from other cities at certain times. This includes train tickets, transfers from the station to the centre as well as the management of minors during the whole trip.

Coach transportation

The clients are transported from their city of departure to the location of their planned programme. However, the carrier may have to stop at other UCPA platforms.

Stops for meals and refreshments are planned during transportation. At the different stop points during transportation, passengers are required to remain on board the bus if they have not arrived at their final destination unless instructed otherwise by the driver. Luggage must have the UCPA identification labels attached bearing the name of the clients. Clients are authorised to carry two pieces of luggage (suitcase or bag) free of charge, the sum of the three dimensions of which should not exceed 150 cm each and 30 kg maximum. Any transport of sports equipment in addition to luggage must be requested in advance. The passengers are responsible in case of damage caused by their luggage to third parties (person or property). It is forbidden to transport illicit or flammable products. The packing and security of baggage is the sole responsibility of passengers.

Air transportation

Depending on the flight schedule and the airline company, the day of arrival in France may be the first day of the programme, in which case it is agreed that the planned programme of sport will be upheld. In some destinations, the flights may be night flights. In addition, a carrier may have to modify the conditions of a departure or a return, for reasons of passenger safety, in particular in periods of heavy traffic, or because of strikes either by its staff or by staff at the terminals, or due to weather conditions. The UCPA will not support the costs that may result from these new conditions.

Flight "on request" (reserved to adults)

When the UCPA does not have any more airline seats at the time of your booking, the UCPA may propose to you that they make a special request to the airline company on your behalf. If the client accepts this offer, and if UCPA obtains a seat at the advertised rate within 72 hours following your request, the client is committed under the "booking" paragraph of these Terms and Conditions (the UCPA must purchase the ticket from the airline to respond to your request).

However, if after their search, the UCPA cannot obtain the ticket, the client is free to cancel free of charge. If after research, UCPA cannot offer you transportation, your trip will be considered as not validated. You will be informed by our services at the end of a period 72 hours after your request.

Please note :

The length of the programme is calculated in nights (number of nights) and includes the time spent in transportation, and the duration of the sports programme on site, from the time of the convocation on the day of departure until the time of departure. It is therefore possible that the first and/or the last night as well as the first and/or the last day may be entirely devoted to transportation. The UCPA may be exceptionally forced to cancel your transportation if the minimum number of passengers is not reached and in this case, the UCPA will inform you at least three weeks before the departure. The UCPA may be required to change the conditions of transport for reasons beyond its control. No modification of the conditions of transport may result in any compensation from the UCPA for any reason whatsoever, even in the event that these new conditions result in a modification of the planned sports programme and / or the price. Any costs of any kind will remain your responsibility. The UCPA cannot see its responsibility substituted for that of the carriers. If you are travelling on your own, late arrival or premature departure will not give rise to any reimbursement or credit from the UCPA.

Moreover, the UCPA cannot be liable in case of theft or damage to personal belongings during road, air or rail transport. The clients are advised not to leave valuables, cash, jewellery, cameras, keys or identity papers in luggage given to entrusted carriers. In addition, the UCPA cannot be liable in case of theft or damage to personal belongings during a sports programme that includes travelling. In the event of the theft or loss of your ticket, the UCPA will not issue any refund. The clients will be responsible for purchasing a new ticket.

In case of no-show or non-boarding on the day of departure, the return flight is automatically cancelled. The purchase of a new transport ticket (return and return) will remain the responsibility of the client. If the air transport ticket is not used for any reason (cancellation, missed flight, etc.), clients can request the refund of the taxes and charges related to the ticket :

Either by post to:

UCPA - Pôle Relation Client
21-37 rue de Stalingrad
CS 30517 – 94741 ARCUEIL CEDEX

(for any request by post, 20 € of costs related to the processing of the file will be retained),

Or by email to:

serviceclient@ucpa.asso.fr

8/ GENERAL RULES AND BEHAVIOR

Clients welcomed into UCPA sports villages accept and undertake to respect the local regulations. These are clearly displayed and should be carefully consulted by all clients. The presentation of an identity document will be requested upon arrival at the Sports Village.

Extreme caution is recommended during the sports programme, in order to avoid any incident that could disrupt the normal running of the sports programme not only for yourself but also for the entire group. Each client must comply with the rules specific to the smooth running of the programme. The UCPA reserves the right to exclude at any time a person whose behaviour may be considered a danger to the health, safety or well-being of other clients and/or supervisors. In the event of behaviour that contravenes good morals and public order by a client, and without prejudice to the remedies

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that the UCPA may exercise for compensation for the damage suffered, the UCPA reserves the right to take any useful measure with regard to this client and in particular his exclusion from the Sports Village Centre, as well as the cancellation of all sports programmes for later departures.

No indemnity shall be paid in this regard. The UCPA reminds you that the introduction of alcohol is prohibited in a Sports Village.

In general, the UCPA strongly advises against bringing valuables to the Sports Villages or leaving them in the rooms or tents. The UCPA disclaims all liability in the event of theft or damage to objects that have not been entrusted to it. It is therefore recommended to entrust these objects to the management who will return them upon departure.

A deposit guaranteeing the proper use of the premises and sports equipment made available to you may be requested upon arrival. This deposit does not cover any additional costs for repair or replacement of the equipment. The amount of this deposit may vary depending on the sports program chosen and/or the sports equipment.

Please note that Pets are not allowed on our sports programmes.

For minors (in the context of holiday camps):

The participation of a minor in UCPA activities requires an agreement between three parties : the legal guardians of the child, the child, and the UCPA. Life in a group requires some rules which are given at the beginning of the camp, especially regarding respect to other teenagers / children and members of the staff, their image and their private life. Minors are obliged to respect the rules of the centre (the ten benchmark behaviours applicable in our centres) and to abstain from all behaviour likely to disrupt the normal course of activities and the stay, not only for themselves but also for the rest of the group.

The programme of outings is controlled and minors undertake to respect the schedules and rules agreed with the supervision teams. The UCPA does not tolerate any form of violence and ensures respect for the public health of the minors who have been welcomed onto the programme, through risk prevention, and systematic mediation in the event of an incident or behaviour likely to affect the smooth running of the stay, the health, serenity and safety of the minors. Specifically, and in accordance with the French Health Codes, the sale, possession or consumption of substances or poisonous plants classified as narcotics is prohibited. Regarding alcohol, the UCPA applies the law. Introducing alcohol into the camp is strictly prohibited. This positioning can lead the management team to check the personal belongings of children, to confiscate equipment or erase recordings, audio or video, or photographic material likely to infringe the image or privacy of other clients. In case of disrespect of the UCPA internal regulations the child may be sent home by unilateral decision of the management of the camp, in order to preserve the serenity and safety of the group. Legal guardians of the child will have to collect him; otherwise the child can be handed over to child services.

In this case, no refund or credit will be granted, and all the fees will also be billed to the legal guardians (or to the organisation that registered the minor). UCPA declines all responsibility for acts of vandalism, voluntary destruction and violence committed by a child during the UCPA Camp, including during transportation; these acts are likely to expose the full responsibility of the legal guardians of the child.

9 / DURATION

Generally, UCPA programmes take place from the morning of the first day to the afternoon of the last day. However, different timing may be given to you depending on the programme or the site. This information will appear on the booking documents. The day of the arrival is dedicated to welcoming you and organising your stay.

Depending on the programme, sports activities may be organised or left to your initiative / choice.

10 / TECHNICAL AND PRACTICAL LEVELS

Sports programmes are classified according to their intensity. Each client must take the usual precautions specific to the practice of physical activities. We strongly recommend that you verify the technical and practical levels of difficulty for each activity, and carefully read the documents that may be mandatory for certain activities (medical certificate, level certificate, licences, insurance, etc.). The technical staff of UCPA has the right to change the Client's sporting programme in case of their lack of level for the activity they have booked. These modifications will not give right to any refund.

11 / MATERIAL

Equipment provided can change from one sport programme to another. For some programmes, only collective or "heavy" equipment is provided (mountain bike, windsurfing boards, catamarans, ropes, tents, etc.) you shall, therefore, have to check the information supplied on booking to know the kind of individual equipment that you will be required to bring (shoes, backpack, sleeping bag, etc.).

Please note : Any sports equipment or personnel belongings remain under your responsibility. UCPA have the right to require a deposit guaranteeing the use of the premises and sports equipment made available to you may be required on your arrival. The amount of this deposit may vary depending on the sports program chosen and / or the sports equipment. Equipment provided by UCPA is under your responsibility. In case of damage, you will be liable for the repair or replacement fees.

12 / TECHNICAL PARTNERS

For some sports programmes (either on site or itinerant trips), the UCPA may use local technical partners. These are carefully selected for their knowledge of the practice environment. They work in accordance with UCPA technical specifications guaranteeing UCPA safety and quality.

13 / TWO CONSECUTIVE SPORTS PROGRAMS

If you are registered for two consecutive sports programmes in two different sports villages, separated by an overnight stay, you will leave the first village as soon as your sports programme ends and you will be accommodated upon your arrival at the second sports village. We ask that you contact the second village for details of the conditions of your accommodation. The organisation and cost of the transfer between the two villages will be at your expense .

14 / INSURANCE

UCPA has subscribed to a Civil Liability insurance for its Clients with the MAIF Company through the Cabinet Assu-

rinco. The guarantees for cancellation, assistance, early interruption of the sports programme, bodily injury as well as in case of death, are not included in the programme, the UCPA strongly advises you to subscribe to the Assur'Vacances multi-risk contract, with our partner MUTUAIDE Assistance.

You will find the details of these guarantees at :

<https://www.ucpa.com/assurances>

If you have subscribed to additional cover (cancellation - programme interruption, assistance - repatriation, etc.) and you wish to benefit from them, it is up to you to undertake the procedures with your insurer, including if you have taken out insurance via MUTUAIDE Assistance.

15 / CLAIM

All complaints should be sent by registered letter with acknowledgement of receipt, with all supporting documents, specifying the number of your file, to the following address:

Pôle Relation Client Réclamation
21-37 rue de Stalingrad
CS 30517 – 94741 ARCUEIL CEDEX
the postmark being evidence of date.

Or by email :
reclamation@ucpa.asso.fr

Any complaint following departure shall be sent within the imperative deadline of fifteen days after the return date. After this period, no letter can be taken into consideration. In case of disagreement on the solution provided, you may contact a mediator according to the terms and conditions which will be provided to you on request from the address above. In case of disagreement, and in accordance with the articles L.616-1 and R.616-1 of the French Consumer protection Code, the Client may make a free request for mediation to the CNPM MEDIATION CONSOMMATION mediation service on their website: <https://www.cnpm-mediation-consommation.eu>,

Or by letter to : CNPM - MEDIATION - CONSOMMATION 27, avenue de la Libération – 42400 SAINT-CHAMOND

16 / PROTECTION OF PERSONAL DATA

In accordance with current European legislation and in particular with the General Data Protection regulations (Regulation EU 2016/679 of 26 April 2016), the information requested can be processed by our services. By making a booking with us, you agree to the use and disclosure of the information you provide to enable us to process and fulfill your bookings.

You have a right of access, modification, opposition, and portability of your personal data, which can be exercised at any time by contacting dpd@ucpa.asso.fr. You also have the possibility of introducing a complaint to the competent supervisory authority.

Moreover, the Client has the right to register on a list to avoid telephone canvassing on www.bloctel.gouv.fr