

REGISTRATION

The group rate is applicable for the purchase of a minimum of 10 places for the same destination on the same departure date. Registration is considered as firm on signature of the contract. A 30% deposit is payable on registration and must be paid within 8 days of signing the contract. The balance is payable 30 days before departure. For registrations made within less than **thirty (30) days of the departure date, the full price is due**. The general conditions of registration are considered acknowledged and accepted on signature of the quote/order form or contract, or as soon as the deposit has been paid, regardless of the method of payment used (cheque, bank transfer, group remote payment). Submission of bank details and acceptance of documents from the UCPA also imply acknowledgement and acceptance of the general conditions of registration. In conformity with article L.221-28 of the French Consumer Code, individuals registered on a course do not have a cooling off period of fourteen days. If the 30% deposit or balance is not paid, The UCPA may cancel the registration. The cancellation shall be considered as coming from you. Consequently, cancellation charges provided for in article 4 of the general Conditions of Registration will be applied.

SPECIAL REGISTRATION CONDITIONS FOR A COURSE FOR "MINORS" DECLARED BY UCPA

For safety reasons, participation in a course at the UCPA requires us to request the following documents for each minor:

- A full and accurate medical file,
- Parental permission to provide medical or surgical treatment.

Child under 18 years old must have these documents with them in order to take part in the course. UCPA reserves the right not to accept minors if they do not have these documents. You will find the various forms in documentation provided on registration. All of these documents must be sent to the holiday centre at least one week before the course starts, accompanied by an passport photo.

Any medical expenses incurred through illness or accident and ambulance charges are sometimes paid upfront by UCPA. In registering their minor with UCPA, the parents or guardians hereby agree in advance to reimburse all amounts paid in full. Please familiarise yourself with the insurance conditions in the Chapter entitled General Conditions of Insurance.

MODIFICATIONS

The following actions are considered as modifications: change of sports activity, change of supplement and/or option (Arrival the evening, room for two...). All other modifications will be considered as cancellations (see cancellation conditions below).

1/ If you change your booking

Notification of modifications must be submitted by letter, email or fax to UCPA Group Department as soon as possible. In all cases, the UCPA will retain modification charges calculated from the modification date conditions below.

More than 45 days prior to departure	No charge
Between 44 days and 31 days prior departure	20€ per modification
Between 30 days and the departure date	Please refer to cancellation conditions

For stays with air transport it is possible to change the name (or spelling of a name) of one or more passengers without charge up to 31 days prior departure.

For stays with train transport it is possible to change the name (or spelling of a name) of one or more passengers without charge up to 46 days prior departure.

After this date, any change of name (or spelling of a name) shall be equivalent to a cancellation. A new application will have to be made for the new name or names, without any guarantee with regard to availability or rate. An increase in the number of passengers over and above the initial number is subject to approval by UCPA, depending on availability and capacity. After the ticket has been issued, a change of name is considered as a cancellation.

There will be no refund if any service included in the UCPA package is not taken up. Travel Documents issued will not be refunded or credited by UCPA if they are not used.

2/ If UCPA change your booking

UCPA may be compelled to modify an essential element of the contract due to circumstances not attributable to it, reasons of common interest or by reason of the safety of participants. The UCPA will inform the participants of any such modifications, which might include suggesting substitute elements. If you choose not to accept the substitute elements offered, you have the option to request the cancellation of your registration, and you will be reimbursed for any amounts already paid.

NB: during the course, the programme may be modified or rearranged for safety reasons or weather conditions prevailing at the time. If this is the case, only UCPA Managers are authorised to make the necessary decision(s). No refund will be offered for such modifications.

CANCELLATION

The following actions are considered as cancellation : change of the travel destination, change of the departure date, change of number of participants

1/ If you cancel your booking

Any notification of cancellation must be sent to the UCPA Group Department by registered letter as soon as possible, and the postmark will be proof of this. In all cases, the UCPA will invoice cancellation charges according to the modification date and the conditions as outlined below.

PACKAGE TYPE	PARTIAL CANCELLATION Cancellation charges per participants*	FULL CANCELLATION Cancellation charges per group (Calculated on the total Amount for the group)
STANDARD PACKAGE + ESPRIT DE FAMILLE PACKAGE		
Up to 90 days	. No charge : Decrease up to 20% of the total number of participants . 10% : Decrease over 20% of the total number of participants	10%
Between 90 and 31 days	10%	30%
Between 30 and 21 days	25%	30%
Between 20 and 15 days	50%	50%
Between 14 and 8 days	75%	100%
Between 7 days and departure date	100%	100%
SPORT FAMILY PACKAGE		
For a departure between 01/12 and 31/03		
Up to 30/09	.No charge : Decrease up to 25% of the total number of participants .20€/pers : Decrease over 25% of the total number of participants	10%
Between 01/10 and 31/10	25%	50%
Between 01/11 and 30/11	50%	75%
Between 01/12 and departure date	100%	100%
For a departure between 01/04 and 07/05		
Up to 30/10	.No charge : Decrease up to 25% of the total number of participants .20€/pers : Decrease over 20% of the total number of participants	10%
Between 01/11 and 31/12	25%	50%
Between 01/01 and 28/02	50%	75%
Between 01/03 and departure date	100%	100%
FLIGHT PACKAGE OR CRUISE PACKAGE		
Up to 105 days	. No charge : Decrease up to 20% of the total number of participants . 5% : Decrease over 20% of the total number of participants	5%
Between 104 and 65 days	20%	30%
Between 64 and 31 days	50%	75%
Between 30 days and departure date	100%	100%
For packages with flights included: it is possible to change the name (or spelling of a name) of one or more passengers without charge up to 31 days prior departure. After this date, any change of name (or spelling of a name) shall be equivalent to a cancellation. A new application will have to be made for the new name or names, without any guarantee with regard to		

availability or rate. An increase in the number of passengers over and above the initial number is subject to approval by UCPA, depending on availability and capacity. After the ticket has been issued, a change of name is considered as a cancellation. There will be no refund if any service included in the UCPA package is not taken up. Travel Documents issued will not be refunded or credited by UCPA if they are not used.

SCHOOL / STUDENT GROUPS PACKAGE

For a departure between 01/11 and 28/02

Up to 01/10	. No charge : Decrease up to 20% of the total number of participants . 10% : Decrease over 20% of the total number of participants	10%
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For a departure between 01/03 and 30/04

Up to 01/11	. No charge : Decrease up to 20% of the total number of participants . 10% : Decrease over 20% of the total number of participants	10%
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For a departure between 01/05 and 30/06

Up to 05/01	. No charge : Decrease up to 20% of the total number of participants . 10% : Decrease over 20% of the total number of participants	10%
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For a departure between 01/07 and 28/08

Up to 01/03	. No charge : Decrease up to 20% of the total number of participants . 10% : Decrease over 20% of the total number of participants	10%
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For a departure between 29/08 and 31/10

Up to 01/05	10%	10%
Over 90 days	10%	20%
From 90 et 31 days	10%	30%
From 30 et 21 days	25%	30%
From 20 et 15 days	50%	50%
From 14 to 7 days	75%	100%
From 7 days and departure	100%	100%

PACKAGE TYPE	PARTIAL CANCELLATION Cancellation charges per participants*	FULL CANCELLATION Cancellation charges per group (Calculated on the total Amount for the group)
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PACKAGE TYPE with accommodation privatisation

Departure between 01/12 and 31/01

Up to 22/09	. No charge : Decrease per band of 50 participants . Cancellation of the privatisation if the condition above is applied	10% of the total amount of group contract
Between 23/09 and 31/10	. One decrease of 10% of the capacity is accepted without fees	50% of the total amount of group contract
Between 01/11 and departure date	. Over 10% all places cancelled will be invoiced with the full cancellation conditions	100% of the total amount of group contract

Departure between 01/02 and 01/05

Up to 31/10	. No charge : Decrease per band of 50 participants . Cancellation of the privatisation if the condition above is applied	10% of the total amount of group contract
Between 01/11 and 31/12	. One decrease of 10% of the capacity is accepted without fees	50% of the total amount of group contract
Between 01/01 and departure date	. Over 10% all places cancelled will be invoiced with the full cancellation conditions	100% of the total amount of group contract

Departure between 08/05 and 31/06

Up to 08/02	. No charge : Decrease per band of 50 participants . Cancellation of the privatisation if the condition above is applied	10% of the total amount of group contract
Between 09/02 and 30/03	. One decrease of 10% of the capacity is accepted without fees	50% of the total amount of group contract
Between 01/04 and departure date	. Over 10% all places cancelled will be invoiced with the full cancellation conditions	100% of the total amount of group contract

Departure between 01/07 and 31/10

Up to 01/06	. No charge : Decrease per band of 50 participants . Cancellation of the privatisation if the condition above is applied	10% of the total amount of group contract
Between 02/06 and 30/07	. One decrease of 10% of the capacity is accepted without fees	50% of the total amount of group contract
Between 01/08 and departure date	. Over 10% all places cancelled will be invoiced with the full cancellation conditions	100% of the total amount of group contract

PACKAGE TYPE with COACH transport privatisation

Up to 30 days	100€
Between 30 and 15 days	50%
Between and departure date	100%

*If the minimum number of 10 participants is no longer reached, the conditions for cancelling the entire group will apply and you will be offered a new "individual" contract. For special travel outside the UCPA Group Travel Quota, the penalties applied shall be equivalent to the amounts incurred by the UCPA. We will make these conditions clear to you when you make your booking.

2/ If UCPA cancel your booking

In exceptional cases, UCPA may be compelled to cancel your programme if: the minimum number of participants is not reached (in which case, UCPA will inform you at least 21 days before departure), safety requirements demand it, or for any unforeseeable event.

Where possible, UCPA will offer you a programme at a comparable price, which you will have the option to accept. You will be informed of the cancellation and offered a new programme by UCPA as soon as possible. Should the new programme not be taken up, UCPA will reimburse the amounts already paid except 50€ per group.

INTERRUPTED STAY

Given that the rates are based on a package, persons registered may not request reimbursement if they choose not to take up any service, even where an illness or accident leads to reducing or extending the period of the activity ordered. In either case, the related costs incurred shall be paid by the individual registered. **However, these risks can be partially covered by optional insurance for "cancellation and interrupted stay".**

PRICES

Our program prices are calculated as accurately as possible according to the economic conditions known at the time of printing our brochure. Prices apply on publication are valid up to the next publication. Prices have no contractual value and will be confirmed with you on registration. Prices are subject to change. Such change applies to all persons already registered or wishing to register. Our program prices are package prices and include meals, accommodation, sports equipment and supervision according to the chosen option, apart from special instances stated in our documentation, and for snow activities include ski passes.

Courses abroad:

a/ Any significant change to the following information will affect our prices : transport cost, particularly in relation to the cost of fuel, charges and taxes relating to services offered, such as landing, embarkation and disembarkation taxes at ports and airports, variation in the exchange rate applied to transport and/or stay, security tax and airport tax.

b/Transport included programs include the cost of air travel, transfers and airport tax.

c/ "Adventure" programs include the cost of visits and excursions scheduled on the program, as stated in our documentation.

TRANSPORT IN GENERAL

UCPA will not provide any kind of compensation for a change to transport conditions, even where the new conditions might lead to a change in the scheduled programme. Any costs will be charged to you. UCPA may not be held liable in the place of the carriers.

If you are making your own travel arrangements, late arrival or early departure will not be grounds for compensation or a credit note from UCPA.

Moreover, UCPA may not be held liable for theft of or damage to your personal belongings during travel by land, rail or air. We advise you not to leave any items of value, cash, jewellery, cameras, keys or ID documents in luggage left with carriers. UCPA may not be held liable in this regard. Nor can UCPA be held liable for theft of or damage to your personal belongings during a multi-site outdoor course.

PROGRAMME DETAILS

Programme details will be sent to you on registration. We will ask you for a deposit to cover the proper use of premises and sports equipment provided for you when you arrive at the centre. The deposit may vary between centres, depending on the sports equipment and your type of course.

Sports equipment: for certain programmes, individual sports equipment is not provided (shoes, rucksack, duvet etc.). Only collective or "heavy" equipment is supplied (mountain bikes, sail boards, catamarans, ropes, tents etc.). For each programme, the equipment provided by UCPA and that which you must bring with you are detailed in the practical information. **Important: you are liable** for any sports equipment belonging to you in the event of theft or damage **outside UCPA centres**, and UCPA may not be held liable in this regard.

Each participant hereby undertakes to adhere to the internal regulations of the centre and abide by the rules of UCPA programme for which s/he is registered. UCPA hereby draws specific attention to the fact that alcohol is not allowed to be brought to a centre. UCPA reserves the right to exclude any person at any time if their behaviour can be considered to be threatening the safety or well-being of the other participants. No compensation will be due in this respect.

INTERNAL REGULATIONS APPLYING TO COURSES FOR "MINORS"

A UCPA course is subject to an agreement between three parties : the parents responsible for the minor (or the child's legal guardians), the minor taking part in the course and UCPA. In conformity with the provisions of the French code of public health, the sale, holding or consumption of noxious substances or plants classified as narcotics is prohibited. With regard to the consumption of alcohol, UCPA applies the regulations in force. UCPA will look after the public health of minors received through risk prevention, systematic mediation and communication with legal authorities in the case of any deviant behaviour (drugs, alcohol, tobacco, violence).

This educational approach may result in the course director sending an individual home to preserve the peace of mind and safety of children and adolescents. Outings are controlled and minors hereby undertake to adhere to the times and rules agreed with the management team. During the stay, a failure to adhere to UCPA internal regulations and specific regulations at each centre may result in your child being sent home at the decision of the Centre Directors. Consequently, you hereby undertake to be in a position to be available for your child if s/he is sent home. In such a case, no compensation or credit note will be provided, and the costs for return travel and accompanying the child will also be invoiced to the legal representative (or organisation that registered the minor). UCPA will retain all amounts already paid, and the balance is to be paid as soon as possible. In registering a minor with UCPA, the parents, guardians or legal representatives or managers hereby agree to the possible invocation of their civil liability and hereby undertake to inform the party in question of this. UCPA shall not be liable for any acts of vandalism, wilful destruction or theft committed by a minor while on their course at UCPA, including while travelling. As a general rule, UCPA strongly advises against bringing items of value to centres or leaving them in bedrooms or tents. UCPA shall be in no way liable for theft of or damage to items not handed over to it. We therefore advise these items to be handed over to the management, who will return them on departure.

TECHNICAL PARTNERS

For certain programmes, (single or multiple sites), UCPA may use technical partners. Premises. They are carefully selected for their knowledge of the activity sector. They work to our specifications, delivering UCPA levels of safety and quality.

COMPLAINTS

Any complaints must be sent for processing to UCPA- Pôle Relations Clients - 7 rue Nationale 59800 Lille by recorded letter (accompanied by proofs as required) within a **maximum of 30 days of the end date of the stay** in France or return from abroad, the West Indies or Corsica.

DOCUMENTS

(Passport, Visas, Vaccination etc.)

For each destination, a list of required documents will be sent as information only. UCPA may not be held liable in this regard. Each participant is required to enquire with the relevant bodies and check the compliance of documents that are indispensable to the selected programme (particularly non EU nationals). The procedures and cost of obtaining these are at your expense. In addition, in the event of non-compliance, any consequences arising (return at the border for absence of a visa or other compulsory document) and all costs incurred are the responsibility of the participant.

INSURANCE

UCPA has Civil Liability insurance with MAIF, covering all participants in their activities for injury to others solely during the period when the participants are under direct UCPA responsibility. Given that cover for Accidental Bodily Injury is not included in the cost of the stay, UCPA would strongly encourage you to check your personal cover, especially with regard to death and invalidity cover, and take out additional individual insurance with Mutuaide Assistance, UCPA Insurance partners (please refer to UCPA General Insurance Conditions at www.ucpa-assurvacances.fr or your own insurer.)

IT

In accordance with current European legislation and in particular within the framework of the general data protection regulations (EU Regulation 2016/679 of April 26, 2016), the information requested from you is necessary so that your registration can be processed by our services. Your answers are obligatory, the lack of answer making it impossible to register. You have a right of access, rectification, opposition, portability of information concerning you, which can be exercised at any time at dpo@ucpa.asso.fr or sent at : UCPA - Customer Services and Complaint, 21-37 rue de Stalingrad CS 30517 - 94741 ARCUEIL CEDEX. You also have the option of lodging a complaint with the competent supervisory authority.

UCPA SPORT VACANCES – Association loi 1901 à but non lucratif. L'UCPA est agréée par les pouvoirs publics, entreprise solidaire, association de jeunesse et d'éducation populaire, fédération sportive et partenaire de l'éducation nationale – Siret : 775 682 040 01964 – APE : 9319Z – N°AF : IM075110249 – Garantie financière : UNAT, 8 rue César Franck 75015 Paris – Garantie responsabilité civile professionnelle : MAIF, société d'assurances mutuelle à cotisations variables CS 90000 – 79038 Niort Cedex – Coordonnées bancaires : Crédit Coopératif 42559 0005 41020015382 68 – Siège Social : 21 rue de Stalingrad – CS 30517 – 94741 ARCUEIL CEDEX – Tél. : 01 45 87 45 87