

The general conditions of sale apply between the Vallée d'Ossau Mountain Office and the people booking the activity (ies).

Registration for an activity implies that all major practitioners (or their legal representative for minors) have read these general conditions and declare that they subscribe to them.

- ARTICLE 1: Services

The coaching and teaching services offered by the Vallée d'Ossau Mountain Office are supervised and provided by state-certified guides (BEAMM & DEAMM - AQA Canyon - BP JEPS Eaux Vives) and responding to their needs. legislative obligations (URSSAF, RCP, DDCSPP declaration, professional cards).

- ARTICLE 2: Prices and regulations

The prices are available on our website www.pyrenees-ossau-loisirs.com

The prices are expressed in euros and are not subject to VAT, art 293B of the CGI.

The prices include: the organization, the supervision service provided by a state-certified guide, the loan of the technical and safety equipment necessary for the practice of the activity (neoprene suit, neoprene socks if necessary, helmet, vest rescue, paddle, boat, etc.), and professional liability insurance.

Prices do not include: transportation, personal costs, personal equipment (clothing, shoes, backpacks) and for all day or multi-day activities, picnics, meals, accommodation, etc. remain the responsibility of the customer, unless otherwise stated.

When booking online, the registration of the credit card only constitutes a payment guarantee for the Bureau Montagne Vallée d'Ossau. It may be used in the event of cancellation by the client under the conditions defined in article 4 of the GTC. Payment for the activity is to be made on site.

Method of payment on site: checks, cash, Ancv holiday vouchers or cashing of the amount deposited as a guarantee when booking via the secure Stripe banking site. The credit card is not accepted for payment on site.

- ARTICLE 3: Reservation

The reservation must be made by an adult and emancipated person.

Reservations are made by phone, email, mail or physical meeting.

The reservation is effective either upon receipt of a 30% deposit, or after payment of the amount corresponding to the on-line reservation.

The reservation is confirmed subject to our availability.

The outing: The meeting is fixed either at the chalet of the Montagne office in Laruns, either in front of the Gourette house, or at the Chalet l'Hermine or at another place defined previously in agreement with the client. The meeting time is fixed when booking. For the smooth running of the activities and out of respect for the other participants and the professional who supervises you, we ask you to do everything necessary so as to be punctual. We can tolerate a delay of up to 15 minutes. Beyond this deadline, the guides go on activities and no reimbursement or compensation will be due.

- ARTICLE 4: Modification / cancellation

4.1: Due to the client:

4.1.1: For individuals

- Cancellation more than 8 days before the appointment: nothing is due, you are fully reimbursed.

- .-Cancellation from 7 to 2 days before the appointment: 30% of the total amount of the service remains due.
- Cancellation less than 48 hours before the appointment: the total amount of the service remains due.

4.2.2: For groups and private commitment

- Cancellation more than 30 days before the appointment: nothing is due, you are fully reimbursed.
- Cancellation 30 to 15 days before the appointment: 30% of the total amount of the service remains due.- - Cancellation 15 to 3 days before the appointment: 50% of the total amount of the service remains due.
- Cancellation less than 72 hours before the appointment: the total amount of the service remains due.

In the event of force majeure and upon presentation of proof, the Bureau Montagne Vallée d'Ossau may consider reimbursing the amount paid, or in the case of online reservations, not debit the bank card deposited as a guarantee. However, the customer cannot demand it.

In all cases, the client agrees to notify the Vallée d'Ossau Mountain Office of all notifications relating to the reservation: organization of the program, change in staff, delay or cancellation.

In the event of an interruption during the service (abandonment during the outing, due to fatigue, skills not required, non-compliance with instructions, endangering the client or other participants, etc., non-exhaustive list) the client or the participants cannot claim any refund or compensation.

An outing can only be canceled due to weather conditions if these generate a risk in the practice of the activity. The decision to cancel or postpone the activity is taken by the Bureau Montagne Vallée d'Ossau, this decision is sovereign.

4.2: Due to the Ossau Valley Mountain Office:

- In the event of serious climatic events or for any other reason influencing the safety of the activity, the Bureau Montagne Vallée d'Ossau reserves the right to modify the activity program in consultation with the participants or to cancel a exit unilaterally.

In the event that it is impossible to carry out the activity, it will be possible to postpone it to a later date or to obtain reimbursement thereof, without being able to claim any compensation.

- The guides of the Bureau Montagne Vallée d'Ossau reserve the right to exclude a participant who is intoxicated or whose behavior is likely to disturb the smooth running of the activity or compromise the group's safety. In this case, the customer or participant will not be able to claim any refund or any compensation.

- Cancellation for insufficient number of participants:

The departure of our outings is guaranteed with a minimum number of participants (excluding outings for private hire). This minimum number is 4 participants.

If this minimum number is not reached, the Vallée d'Ossau Mountain Office reserves the right to cancel the service. The customer may, however, pay a supplement corresponding to the minimum number required in order to be able to make the outing despite an insufficient number of registrants.

- In the event of cancellation decided by the Vallée d'Ossau Mountain Office, any sum previously paid would be fully reimbursed to the customer, without being able to claim any compensation. Valid in particular in the event of unavailability on the part of the Mountain Office if all the guides of the office are already engaged.

- ARTICLE 5: Insurance

All accompanying members of Bureau Montagne Vallée d'Ossau are covered by professional liability insurance for the supervision of their activities.

Each participant must ensure that he is properly covered by an individual accident insurance for the practice of the sport envisaged.

- ARTICLE 6: Recommendations and conditions of participation

Our activities are open to everyone; however, depending on the activities and routes, certain conditions must be taken into account (physical condition, mountain experience, knowing how to swim, etc.). Although we adapt and personalize the outing, it is up to each participant to have evaluated their physical condition and their abilities according to the choice of hikes or activities they wish to carry out. It is therefore advisable to be well informed before any reservation.

For all whitewater activities, it is imperative to know how to swim 25m and immerse yourself.

You should not be subject to a medical contraindication to the practice of the chosen activity.

IMPORTANT: If you are not subject to a medical contraindication but you are dependent on special medical care or treatment (asthma, diabetes, heart problems, breathing or cardiovascular difficulties, people with epilepsy, etc.) or although your state of health requires special attention (fragile joint, back problem, wearing of glasses compulsory, tetany attacks, pregnant women, etc.): you must imperatively inform the guide before the start of the activity and plan adapted emergency medicines, according to medical recommendations.

- ARTICLE 7: Loss, damage, theft

The responsibility of the guides of the Bureau Vallée Vallée d'Ossau supervising the activity cannot be engaged in the event of loss, theft or damage to personal effects during the course of the activity.

- ARTICLE 8: Gift voucher

The gift voucher is a prepaid voucher of the value of your choice, which will allow the beneficiary to spend it with us, for the activity (s) of his choice, in one or more installments, within the maximum time indicated on the gift voucher.

The gift voucher is nominative, it is nonetheless transferable to the person of your choice. To benefit from this, all you need to do is reserve by giving us the name on the voucher and present it on the day of the activity. The recipient of the gift voucher must contact us to reserve the outing. A distinction is made between good winter gifts and good gifts outside of snow. A winter gift voucher is valid for the current winter and possibly the following winter subject to a supplement in the event of a price increase. Ditto for the off-snow gift vouchers.

The outing will be guaranteed in the event that the minimum number of 4 participants required is insured, except private commitments. Guaranteed departures are numerous during school holidays and public holidays.

GDPR compliance and Protection of personal data

All the personal information collected from the customer is necessary for the processing of the reservation as well as for the establishment of the invoice. This information remains confidential and is not disclosed to any other company or supplier. They will never be the subject of a commercial approach and will only be used for the administrative follow-up of a file or for information

concerning the strict activities of the Bureau Montagne in the Vallée d'Ossau. In addition, the failure to provide this information by the Internet user makes it impossible for the Montagne de la Vallée d'Ossau office to process any reservation.

The latter undertakes to protect this data which concerns you. In accordance with the law "IT and liberties" of 6/01/1978, modified by the law of August 6, 2004. In accordance with article 34 of this same law, the internet user has a right of access, modification, rectification and deletion of data concerning him or to exercise the right to limit the processing of your data. You can withdraw your consent to the processing of your data at any time; You can also object to the processing of your data; You can also exercise your right to the portability of your data. If you believe, after contacting us, that your rights "Data Protection" are not respected, you can send a complaint to the CNIL. Visit cnil.fr for more information on your rights.

Contact for the exercise of your rights

For any question relating to this charter or for the exercise of your rights, you can send us, in accordance with the regulations, a request accompanied by a valid proof of identity:

Either by mail to the following address:

Ossau Valley Mountain Office - 6 rue de l'Aigle - 64260 Louvie-Juzon

Either by e-mail to: bamvo64@gmail.com

Applicable right

These general conditions of use and sale are subject to French law. In case of persistent disagreement on the application. The interpretation and the execution of the present, and in the absence of an amicable agreement, any litigation will come under the competent French courts.

Legal Notice

Company name: Syndicat Local Bureau Montagne de la Vallée d'Ossau

Headquarters: 6 rue de l'Aigle - 64260 Louvie-Juzon

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