

## General terms of sale Let's visit Airbus 2016

### I. TERMS OF RESERVATION:

#### INDIVIDUAL VISITORS

(individual visitors grouped on one specific date and hour for a tour):

Booking is required by phone a few days before at  
00 33 (0)5 34 39 42 00 or on line at [www.manatour.fr](http://www.manatour.fr)

Required information to book a tour:

- **French and EU citizens:** Name or maiden name for married women, first name, date of birth, place of birth, nationality and phone number.

- **No EU citizens:** Name and maiden name for married women, first name, date of birth, place of birth, nationality and phone number. Booking deadline 48 working hours in advance is required.

The Airbus security service reserves itself the right to close the access to the site.

Each visitor will have to show an identity card before the tour  
(EU citizens: I.C or passport / No EU citizens: passport)

#### GROUP VISITORS

(specific date and hour booked for the group/exclusivity of the tour):

Number: a group is composed of 48 people maximum + 1 bus driver (or 49 people maximum if the bus driver stays in the bus during the tour of the plant).  
Pre-booking by phone for the option (2 months in advance are required) and a required written confirmation by fax or by post at least 45 days before the day of the tour.  
Required information to book a tour:

- **French and EU citizens:** Name and maiden name for married women, first name, date and place of birth and nationality.  
The list has to reach Taxiway - Let's visit Airbus at least 1 week before the day of the tour.

- **No EU citizens:** Name and maiden name for married woman, first name, date and place of birth, nationality. The list has to reach Taxiway - Let's visit Airbus at least 10 days before the day of the tour.

The Airbus security service reserves itself the right to close the access to the site.

Each visitor will have to show an identity card before the tour:

- EU citizens: I.C or passport.
- No EU citizens: passport.
- School groups: a global certificate of scholarship

Caution: the big number of visitors requires punctuality; the delay of the group involves necessarily a reduction of the visit's time and gives right no refunding.

Cameras, camcorders and pets are not allowed during the tour.

### II. TERMS OF PAYMENT:

#### INSTALLMENT:

The booking becomes firm with reception of the instalment of 90,00€ by an order check or by credit transfer of Taxiway - Let's visit Airbus or of a purchase order for administrative payments.

Taxable organisms with VTA have to indicate its intracommunity VTA number.  
You must send the instalment or the purchase order at the latest 15 days before the date of the visit. After this date, Taxiway - Let's visit Airbus reserves the right to cancel the reservation.

#### BALANCE:

The invoice is calculated on the basis of the exact number of visitors the day of the visit.

We require the balance payment the day of the visit with the arrival of the group, except for administrative payments.

According to the sales management, we can accept remote payment, with reception of the invoice.

Amounts no paid in the term can cause the application of penalties of delay calculated on the basis of 1,5 multiplied by the legal and inforce interest rate.

### III. MODIFICATION OR CANCELLATION:

The tour programme as described in our communication medium is not contractual and may be modified without advance notice so long as this modification does not distort the object of the visit, in particular, in case of technical constraints which are beyond our control.

#### Modification or cancellation on behalf of the customer:

Requests of modification or cancellation of confirmed reservation have to be written (by post or by fax).

Expenses of cancellation are governed according to the following bill book:

- until D-15: restitution of the instalment (no expenses)
- from D-14 to D-7: conservation of the instalment 90,00€
- from D-6 to D-2: invoicing of 50% of booked services on the basis of the estimated number of people
- from D-1 to D day: invoicing of 100% of booked services on the basis of the estimated number of people.

The person in charge of the group is responsible for the group behaviour: any act of incivility cause immediately the interruption of the visit and the complete perception of the entrance fee.

#### Modification or cancellation on behalf of Taxiway Let's visit Airbus:

The Airbus security service reserves itself the right to close the access to the site without notice (for example in the case of an official visit). These circumstances are outside Let's visit Airbus control. Other circumstances like: strike, fire, damage of water, access problems etc... can oblige Lets' visit Airbus to cancel reservations. In these cases, we suggest to the visitors a new schedule for the tour and repayment if no choice.

### IV. TARIFF GUARANTEE:

Fares include VTA and correspond to in force fares the day of the reservation.  
They can be changed without notice, included during the season.

### V. INSURANCE:

Let's visit Airbus declines any responsibility as regards damage that can affect the visitors' personal effects who do not deposit them in the place envisaged for this purpose. The person in charge of the group is responsible for any direct or indirect damage caused by one of the group members during its presence in the site.

### VI. CUSTOMER COMPLAINT:

Any complaint must be addressed with acknowledgement of delivery at the latest 8 days after the date of the visit.

### VII. LITIGATION:

These general conditions of sales are subjected to the French right. In the absence of solution with an amicable settlement, disagreements will be carry in front of Toulouse court.