

General Terms and Conditions - Let's visit Airbus 2018

I - RESERVATION TERMS:

INDIVIDUALS

(Tours are made of grouped individuals starting at specific times)

Prior reservation is mandatory on our booking website www.billetterie.manatour.fr

Necessary details to make the reservation:

- French and EU citizens: last name (maiden name for married women), first name, date and place of birth, nationality and phone number (where you can be reached even on the day of the visit).
- Non-EU citizens : last name (maiden name for married women), first name, date and place of birth, country of birth and nationality, phone number. A reservation deadline of two full working days before the visit date is required.

Airbus' Safety Department reserves the right to refuse entry on their sites.

Each visitor have and present an original proof of identity the day of the visit:

- French and EU-citizens: valid passport or National Identity Card
- Non-EU citizens: valid passport

Driving Licences and Residence Permits are not accepted as proof of identity.

GROUPS

(Visit slot specially reserved for the group)

A group = a maximum of 48 visitors + 1 driver (or 49 visitors + 1 driver if he stays in the coach)

Beyond 49 visitors, a second group has to be constituted.

Invoicing for groups is set at 10 visitors as a minimum.

An option (reservation recommended a few weeks before the day of the visit) can be set by phone however a written confirmation is required by letter or email (reservation@manatour.fr) no later than 45 days before the day of the visit. Once this deadline expired and without any written confirmation from the customer, Manatour/Let's Visit Airbus reserves the right to give the unconfirmed visit slot to another customer.

Necessary details to make the reservation:

- French and EU citizens: last name (maiden name for married women), first name, date and place of birth and nationality. The Reservations Department must receive the final list no later than 1 week before the day of the visit.

- Non-EU citizens: last name (maiden name for married women), first name, date and place of birth, country of birth and nationality. The Reservations Department must receive the final list no later than 10 days before the day of the visit.

Airbus' Safety Department reserves the right to refuse entry on their sites, especially if the information sheet hasn't be given on time.

Each visitor must have an original proof of identity the day of the visit:

- French and EU-citizens: valid passport or National Identity Card
- Non-EU citizens: valid passport
- School children: a "Global Certificate of attendance at school" exempt EU minor children from presenting a proof of identity.

Driving Licences and Residence Permits are not accepted as proof of identity.

**WARNING: the significant number of visitors requires a great punctuality: any delay at the arrival would necessarily lead to a reduction of visiting time.
Cameras and pets are prohibited on Airbus sites.**

II - TERMS OF PAYMENT:

DEPOSIT:

The booking is confirmed upon receipt of a deposit equal to 50% of the total amount of the final bill by cheque payable to Manatour (the reservation n° must be indicated at the back of it), by bank transfer or upon receipt of an order form for administrative regulations. Organizations subject to VAT must necessarily specify their VAT registration number.

The deposit or the order form must be collected by Manatour no later than 15 days before the day of the visit.

Once the deadline has expired, Manatour reserves the right to cancel the reservation.

PAYMENT:

The invoice is edited the day of the visit based on the exact number of participants. The remaining balance is due the day of the visit except in the case of administrative regulations.

A deferred payment upon receipt of the invoice would be exceptionally accepted in accordance with Sales Management.

Any amount unpaid on its due date will lead to late fees calculated on the basis of 1.5 times the legal interest rate in force.

III - MODIFICATION OR CANCELLATION:

The description of the visits as described in our communication supports isn't contractual and is subject to change without notice to the extent that this modification does not distort the purpose of the visit, especially in the case of technical constraints beyond our control.

- until D-15: restitution of the instalment (no expenses)

- from D-14 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

Modification or cancellation by the customer:

Absence of a right of withdrawal: pursuant to Article L121-20-4 of the French Consumer Code, reservations of visits is not subject to retraction.

The group leader is the guarantor of visitors' behavior under its responsibility: any incivility leads to the immediate interruption of the visit and the whole collection of the entrance fee.

Modification or cancellation by Let's visit Airbus / Manatour:

Airbus' Safety Department reserves the right to close access to their sites without notice (for example for an official visit). Manatour/Let's visit Airbus shall not be held responsible for that case of force majeure.

Other cases of force majeure or fortuitous events as : strike, fire, water damage, inaccessibility, etcetera may also cause Manatour/Let's visit Airbus to cancel any reservation.

In these circumstances, Manatour/Let's visit Airbus schedules a new slot for the visit and the refund of sums which have been already collected if there is no other alternative.

IV - PRICE GUARANTEE:

All our prices include VAT and correspond to the current tariffs at the time of booking. Tariffs can be subject to modification (including during high season) without notice.

V - GUARANTEES:

Manatour/Let's visit Airbus accepts no responsibility for damages affecting visitors' belongings. The group leader is responsible for any direct or indirect damage caused by one of its members due to its presence on site.

VI - COMPLAINT:

Any complaint must be sent with acknowledgement of receipt no later than 8 days after the day of the visit.

VII - DISPUTES:

These general terms and conditions are governed by French law. If no amicable agreement is reached, disagreements will be brought before the Court in Toulouse.

6, rue Roger Béteille
31700 Blagnac

reservation@manatour.fr
www.manatour.fr