

GENERAL TERMS AND CONDITIONS AEROSCOPIA MUSEUM 2019

The aeroscopia museum ticketing service is managed by the company MANASCOPIA, a subsidiary of Manatour group.

I - RESERVATION TERMS:

INDIVIDUALS:

Access to the museum doesn't require any prior reservation.
Every minor must be accompanied by an adult in the museum.

GROUPS:

Self-tours or guided tours require prior reservation. (Slot specially reserved for the group)
10 visitors is a minimum to constitute a group.

In the case of a guided-tour:

- 1 guide from 10 to 25 visitors,
- 2 guides from 26 to 50 visitors,
- 3 guides from 51 to 75 visitors,

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 15 days before the day of the visit. Once this deadline expired and without any written confirmation from the customer, Manascopia reserves the right to give the unconfirmed visit slot to another customer.

II - TERMS OF PAYMENT:

A group must consist of 10 visitors as a minimum and is subject to a single payment.
If a group booked a visit for 10 persons or more but ends up with less than 10 persons on the day, the equivalent charge of 10 visitors will be applied.

DEPOSIT:

The booking is confirmed upon receipt of a deposit equal to 50% of the total amount of the service 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 MANASCOPIA no later than 15 days before the day of the visit.
Once the deadline has expired, MANASCOPIA 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 emaining 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.

Modification or cancellation made by the customer:

Demands for modification or cancellation of confirmed reservations must be made by email. Cancellation fees will be as follows:

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- Up to 15 days before the visit : total refund of the deposit
 - Between 14 and 2 days before the visit: MANASCOPIA keeps the deposit (50% of the total amount)
 - The day before or on the day: invoicing of the full amount for the service on the basis of the projected number of participants.
- 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 caused by MANASCOPIA:

MANASCOPIA reserves the right to close access to the site without notice (for example MANASCOPIA 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 MANASCOPIA to cancel any reservation. In these circumstances, MANASCOPIA schedules a new slot for the visit or the refund of sums which have been already collected if there is no 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:

MANASCOPIA 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 in the museum.

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.