



GENERAL CONDITIONS

GUIDED VISITS

1 – GENERAL

Our staff is qualified to do guided visits in museums and historic monuments, in French and foreign languages. All our guides are qualified and registered by the Tourist Minister.

2 – PRICES

Prices are valid from January, 1st, 2019 until December, 31st, 2019
Prices are all tax included.

Prices include :

- Services of a qualified interpreter guide
- Prices are available whatever the language
- Prices apply to groups from 1 to 40 people.
For more than 40 people, another guide is recommended

Prices do not include :

- Administrative charges for any reservation service (15 €)
- Meals and accommodation for the guide in case of a trip lasting a full day or several days
- Transports of the guide for the beginning or end of a visit outside of Orleans
- Time overrun (40 € per extra hour)
- Night hours between 9 pm and 6 am (50 € per extra hour)

3 – PAYMENT

A 25% deposit must be paid on booking and the remainder on receipt of the invoice.

4 – CANCELLATION

Cancellation must be notified at least 48 hours prior to departure time. After this dead-line the booking can not be modified and no refunds will be given. Each service started is totally due. No refunds will be given if the customer does not arrive at the hours and places of departure agreed upon.

Bank or Paypal fees remain at the customer's charge and will be automatically deduced from the refund.

5 – INSURANCES

Liability

Odyssee en Val de Loire licence n° 2007/24/0000490 has signed a contract of insurance with ALLIANZ Company that covers its civil professional responsibility for the transport of travellers and the organisation of excursions without an overnight stay.