



## **GENERAL TERMS AND CONDITIONS OF SALE - SPECIAL GUEST PROGRAM**

These general terms and conditions of sale apply to all reservations for Special Guest immersion holidays, managed by SASU – S.L.Immersion, located at 35 impasse des mûriers 84450 Saint Saturnin lès Avignon, Atout France registration number – IM084230002, Guarantor APST, 15 rue Carnot 75017 Paris and insurer Hiscox SA – Insurer Hiscox France, 38 Avenue de l’Opéra – 75002 Paris Atout France registration guarantee the quality and safety of your travels. Only a tourism professional (registered by the State), member of the APST is able to guarantee all the funds you have deposited and to be able to carry out your trip thanks to the APST service guarantee.

### **Article 1. Insurance**

It is the responsibility of the student to take out insurance covering cancellation, accident, illness, injury, loss or theft of personal belongings or other disaster against a third person. Liability insurance-Civil Remedies is strongly recommended. We can not assume any liability for accidents caused to third parties or property during the stay.

We reserve the absolute right to dismiss a student (without refund) for theft, deterioration of equipment or furniture, criminal or inappropriate behavior, with an obligation to return home at his own expense.

### **Article 2. Terms of sale**

#### **2.1 Scope**

These terms and conditions apply to any booking of a Special Guest Stay, named interchangeably under the term “services” in all of the T&C and distinguished if necessary, made remotely by a natural person with legal capacity and acting in a personal capacity as a consumer with S.L.Immersion directly on the partner’s website.

#### **2.2 Price of services**

The prices of the services are provided on the quote and program. S.L.Immersion reserves the right to modify the price of its services at any time, in compliance with applicable legislation. You will be billed for the services you order on the basis of the price in effect of the program price at the time of validation of your order.

### **Article 3 - Details of services**

S.L.Immersion offers a complete range of services, including tailor-made lessons and teaching practice dedicated to a group. These lessons can take place outdoors and/or indoors. They also include excursions, lunches in local restaurants and cultural activities. Special Guest stays include accommodation in a boutique hotel in the city, as well as supervision by qualified professionals and a VIP guest.

### **Article 4 - Reservations and quotations**

Participants can make their booking requests by filling in the dedicated form. S.L.Immersion, as booking manager, will draw up a detailed quote. For the reservation to become effective, you will be asked to pay a deposit of €1300 per person. Reservations and invoices will only be issued upon receipt of full payment, which will be requested from participants after registration has closed.

### **Article 5 - Payment**

A deposit of €1300 per person is required to confirm the reservation. Payment of the remainder must be made no later than 21 days after the call to finalize payment. After this deadline, S.L.Immersion reserves the right to offer the stay to other participants on the waiting list.

If the minimum number of participants is not reached (**see article 6**), the €1300 deposit paid by the participants will be reimbursed in full by S.L.Immersion.

In the event of cancellation by the Participant, refunds will be processed in compliance with **article 8** of these terms and conditions.

Cancellation or postponement can only be accepted in writing (letter, e-mail...) and the Participant must ensure that S.L.Immersion has received the letter.

### **ONLINE PAYMENT**

Online transactions are processed on fully secure pages. Wise Support takes care of encrypting your credit card numbers and all information submitted during the transaction, so that all transaction details are encrypted and guaranteed. S.L.Immersion has chosen Wise Support or bank transfer, secure payment systems to ensure that transactions are processed in a secure environment. Your payment is processed directly on the Wise Support website in an encrypted mode (the SSL encryption process) or by bank transfer dealing directly with the bank. At no time can S.L.Immersion have access to your bank account details.

## **Article 6 - Space limits and minimum and maximum number of participants**

Reservations are subject to availability and will be confirmed according to the number of places available for each program. In addition, please note that a **minimum** number of **9 Participants** is required for the program to be effectively organized. If the minimum number of Participants is not reached, S.L.Immersion reserves the right to cancel the program and refund the Participants concerned in full. The **maximum** number of participants required is **11**; once this number has been reached, Participants will be notified.

## **Article 7 - Cancellation, Interruption, and Refund Policy**

### **Article 7.1 - Cancellation by the Participant**

Any request for cancellation by the Participant must be submitted in writing (letter, e-mail, etc.) to S.L.Immersion. The date of dispatch of the letter with acknowledgement of receipt will be taken as the date of cancellation.

All cancellations are subject to fees.

If a notice of cancellation or postponement is received at least 90 days before your arrival, S.L.Immersion will charge you the 150 euros cancellation/postponement fee +30% of the total fee amount (full program) of the week(s) you are cancelling.

If cancellation or postponement are less than 90 days prior to arrival, no refund is possible. Refunds for cancellation requests made between the 1st and the 15th day of the month are processed on the last day of the month in which the request was made; refunds for cancellation requests made after the 15th day are processed the last day of the following month.

Once a program has started it is deemed to be completed and no refund nor credit can be given for unattended lessons, weeks or courses, in whole or in part, nor can refunds of accommodation fees be made in whole or in part.

If you need to cancel during the stay for an emergency we will not be able to reimburse you. Please see your travel insurance terms.

### **7.2 - Cancellation by S.L.Immersion**

In the event of cancellation by S.L.Immersion for reasons beyond our control, such as unforeseen circumstances or government restrictions, we will offer you alternative dates, or another destination homestay or reimburse the amount paid by the Participant to book with us.

### **7.3 - Cancellation due to an insufficient number of Participants**

SASU S.L.Immersion, registered capital 8500€, located at 35 impasse des mûriers 84450 Saint Saturnin lès Avignon, RCS 21824797211, registered with Atout France n°IM084230002. Guarantor APST, 15 rue Carnot 75017 Paris and insurer Hiscox SA - Insurer Hiscox France, 38 Avenue de l'Opéra - 75002 Paris.  
contact: [celtina.masardo@slimmersion-france.com](mailto:celtina.masardo@slimmersion-france.com) 06.26.57.25.10

A minimum number of nine **(9)** Participants is required for a Special Guest stay. In the event that this minimum number is not reached, S.L.Immersion will reimburse the full amount paid by the Participant who has already made a payment to reserve their stay.

#### **7.4 - Non-Participation**

Once a program has begun, it is considered due, and no refund will or can be given.

#### **7.5 - Dissatisfaction during the stay**

Despite the care taken during your stay by our team, if you are not satisfied and decide to cancel during the stay, please contact the director at [celtina.masardo@slimmersion-france.com](mailto:celtina.masardo@slimmersion-france.com) and explain your reasons (proof such as photos, etc. will be required). Then, if your reasons are accepted we will offer you alternative dates depending on your preferences and availability, or will provide you with some compensation to be agreed.

#### **LITIGATION :**

In case of dispute between the professional and the consumer, they will try to find an amicable solution.

In the absence of an amicable agreement, the consumer has the possibility of seizing free of charge the mediateur de la consommation to which the professional belongs, namely AME CONSO, within one year as from the written complaint addressed to the professional.

The referral to the consumer mediator must be made :

either by completing the form provided for this purpose on the AME CONSO website: [www.mediationconso-ame.com](http://www.mediationconso-ame.com) ;

or by mail addressed to AME CONSO, 197 Boulevard Saint-Germain, 75007 Paris.

#### **7.6 – Right of Withdrawal**

In accordance with article L. 221-18 of the French Consumer Code, the Consumer Customer has the right to withdraw and cancel and return the Order in whole or in part, without having to give any reason or pay any penalties, within a period of fourteen (14) calendar days from the day following the date of delivery of the Order.

Nevertheless, in accordance with article L. 221-28 12° of the French Consumer Code, the Customer is hereby informed that the right of withdrawal provided for in article L221-18 of the French Consumer Code may not be exercised for the provision of accommodation services, other than residential accommodation, goods transport services, car hire, catering or leisure activities that must be provided on a specific date or during a specific period.

#### **Article 8 - Liability**

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S.L.Immersion declines all responsibility in the event of damage or loss occurring during the stay.

### **Article 9 - Modifications**

S.L.Immersion reserves the right to make changes to programs or accommodations in the event of circumstances beyond its control. S.L.Immersion will inform participants of any changes as soon as possible. S.L.Immersion also reserves the right to modify services in the event of unforeseen circumstances.

### **Article 10 - Acceptance of Conditions**

Booking a Special Guest stay implies full acceptance of these General Terms and Conditions by the Participant.

### **Article 11 - Confidentiality**

S.L.Immersion undertakes to protect the confidentiality and security of Participants' personal data. Information collected in connection with reservations will be used solely for the purpose of providing the requested services and will not be disclosed to third parties without explicit consent. Data will be kept for the time strictly necessary to achieve the purpose for which it was collected and for as long as consent persists and has not been expressly revoked.

### **Article 12 - Applicable law in the event of dispute**

Any dispute arising in connection with these General Terms and Conditions of Sale shall be governed by French law. In the event of a dispute, any controversy arising from access to or use of this website will be the responsibility of the Tribunal de Commerce d'Avignon.

### **Article 13 - Updating of terms and conditions**

These General Terms and Conditions of Sale may be modified and/or supplemented at any time by S.L.Immersion. In the event of modification, the new version of the GTC will be put online. The present General Sales Conditions were updated on 27/08/2025.



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