

TERMS AND CONDITIONS

Please read carefully as they set out our respective rights and obligations. By confirming your booking, you accept these terms and conditions.

There is no personal travel insurance cover included in the price of the tour. Customers are insured during transportation & transfers but not while loading or unloading vehicles. We take no responsibility for any theft, loss or damage to personal belongings. We strongly recommend that you take out comprehensive insurance cover for cancellation, medical expenses, personal accident, personal baggage, money and public liability before you travel.

We strive to fulfil the program as described, although changes may need to be made that are outside our control. We reserve the right to change our itinerary at our discretion and in your best interests. We accept no responsibility for weather conditions that may affect the delivery and implementation of our itinerary. We apologize to our customers for any inconvenience.

You must inform us in writing of any medical condition that requires attention, food allergy or vital medication before your tour commences.

During your tour, your tour leader may take photographs and films of you (as part of a group) while you are a passenger and these may be used in our tour brochures and/or advertising material without obtaining any further consent or payment in respect of such photographs and/or films.

Visitors must obey the laws of the Republic of France whilst travelling on our soil. We re-serve the right to refuse to allow the continuation of the tour without any refund in case of breach of the law. Your appointed "Provence Premium Transport" Representatives may need to make a decision in the interests of safety. It is a condition of bookings that you comply with their authority and decisions.

Cruise customers :

If the ship docks in another port (Toulon instead of Marseilles for example), the driver guide will come to pick you up at the other port if possible as soon as we are informed of the change. The company will certainly have to change the itinerary because of the driving constraints and will propose another itinerary. We apologize to our customers for any inconvenience.

GARANTY – DEPOSIT

To confirm the booking, we ask a deposit of 20% of the total amount of the tour.
As soon as we receive the payment on our bank account, we confirm the services.

CANCELLATION POLICY

Cancellation of your booking must be done by email to "Provence Premium Transport" (info@provence-transport.fr).

Cancellation fees will be charged according to the below calendar:

Cancellation between 39 days and 15 days prior arrival: 30% of the deposit

Cancellation between 14 days and 8 days prior arrival: 70% of the deposit

Cancellation from 7 days prior arrival or No show : 100% of the deposit. The deposit is used to cover the very minimum of our expenses.

Note : The deposit is not refundable except if the cancellation is due to our own responsibility.

P. PROVENCE PREMIUM TRANSPORT
VERONIQUE FLAYOL