

# CANOE SLALOM WORLD CUP IN PAU JUNE 10<sup>TH</sup> TO JUNE 17<sup>TH</sup> 2012

## SPECIFIC HOTEL BOOKINGS CONDITIONS

**1 – Tourist offices that are authorised to do so** in accordance with the Law of 13<sup>th</sup> July 1992 may book and sell all types of leisure, accommodation and general services within their respective areas. They may help the clients by providing them with a selection of services.

### 2 – Booking

- **Accommodation and other services may be pre-booked before the 1st of March 2012 at Pau-Pyrénées Tourisme** by returning the attached reservation slip by fax or e-mail.

You will then receive confirmation of availability and notification of the total cost of your reservation :

- o **by fax** : (33) (0) 559 276 663
- o **or mail** : [receptif@tourismepau.fr](mailto:receptif@tourismepau.fr)

- **Booking can be confirmed by post** by sending this booking form, along with the full payment for the booking (credit card or transfer).

Your booking will be confirmed as soon as this letter is received.

*Booking fees are not included in the price (5 € per room).*

### 3 – Payment

**Payment may be made by debit or credit card (except American Express) to Pau-Pyrénées Tourisme** or by bank transfer to the Banque de France - 64000 Pau:

Account number Bdf 10071\_64000\_00002000573 29

From abroad: IBAN Code: FR76 1007 1640 00 00 0020 0057 329 / BIC Code: TRPUFRP1

The client accepts to pay Pau-Pyrénées Tourisme the total cost of the booking, at the latest 1 month before the beginning of the service, by May 10<sup>th</sup> 2012.

Any client failing to respect the above condition will be considered as having cancelled his/her order. Once the limit date has passed, there will be no refund unless agreed beforehand by both parties.

### 4 – Documents issued:

You will be sent your invoice and a voucher by post that is to be exchanged against the booked service.

### 5 – If the client cancels the booking, he/she must inform the Pau-Pyrénées Tourisme booking service:

- Immediately by telephone, fax or e-mail in order for the booking service to inform the hotel owner and cancel the reservation.
- There will be no cancellation charges as long the reservation is cancelled up to 8 days prior to the start of the service.
- Should the cancellation take place within 8 days before the beginning of the service, 50% of the full amount will be charged.
- Should the client not show without previous notification or should the stay be interrupted, there will be no possible refund.
- No charges will be made in the case of a name change.

### 6 – Claims/disputes

Any claim related to a service must be sent by registered letter within eight days of the end of the service to Pau-Pyrénées Tourisme, the only structure allowed to make a decision regarding any dispute. Any disputes arising from this payment or booking or contract options will be heard by the Pau administrative courts. The accountant and signatory is the Trésorier Municipal de Pau, 4, rue Henri IV – 64000 PAU, the accounting representative of Pau-Pyrénées Tourisme, code number: 064026

**Pau-Pyrénées Tourisme\*\*\*\* – Booking Service / IM064100040**

Booking Service - Tel: +00 33 (0)5 59 27 17 49 Fax: +00 33 (0)5 59 27 66 63

E-mail : [receptif@tourismepau.fr](mailto:receptif@tourismepau.fr) – Web: [www.tourismepau.com](http://www.tourismepau.com)