

PREAMBLE

Any reservation implies full and unreserved consultation and acceptance of these general terms and conditions and of the terms and conditions of sale of the rate reserved. These general terms and conditions of sale apply to all bookings and are in addition to the terms and conditions of sale of SARL KaDa'Jo's establishments, stipulated in the proposals and quotations.

ARTICLE 1 • CUSTOMER CHARTER FOR THE PROTECTION OF PERSONAL DATA

These general terms and conditions also include the Customer Charter for the protection of personal data. By accepting these general terms and conditions, the customer expressly accepts the provisions of this Charter.

ARTICLE 2 • PRICES

The prices shown are in Euros and include VAT.

Payment for your stay must be made in Euros. Our prices do not include: tourist tax, any additional services.

Promotions and discounts are not retroactive under any circumstances.

Prices take into account the VAT applicable on the day of the order and any change in the VAT rate will automatically be reflected in the prices indicated on the date of invoicing.

Any change or introduction of new legal or regulatory taxes imposed by the competent authorities will automatically be reflected in the prices indicated on the date of invoicing.

ARTICLE 3 • LOCAL TAX

Until 31/12/2025 La Clusaz : 2 stars = 1.00 EUR /day /adult (>18 years)

From 01/01/2026 Tourist tax will not increase for 2-star properties

ARTICLE 4 • DEFINITIVE BOOKING

Your reservation will be firm upon receipt of the confirmation of your stay, after any deposit requested by the establishment has been cashed. Any delay in the subsequent payments stipulated in the special and general terms and conditions of sale will automatically and unilaterally result in the cancellation of the booking. Optional rooms may then be sold by the establishment and any deposit retained as compensation.

ARTICLE 5 • METHODS OF PAYMENT

To confirm your booking, the deposit can be paid by bank transfer or credit card using our secure payment service Clic&Pay. To pay for any additional services, tourist taxes, etc. on site, the following methods of payment are accepted: cash up to a maximum of 1,000 € (up to 15,000 € for customers whose tax residence is abroad and on presentation of proof of address), bank card (Visa, Mastercard, Carte Bleue, American Express), holiday vouchers, restaurant vouchers (€25.00 per day excluding weekends and public holidays). The credit card used to make the reservation and valid identity papers must be presented on arrival. Failure to do so may result in you being refused access to your accommodation by the SARL KaDa'Jo establishment. Chèques-Vacances : The establishments of SARL KaDa'Jo are approved by the Agence Nationale pour les Chèques-Vacances.

ARTICLE 6 • CHANGING THE LENGTH OF YOUR STAY

Any reduction in the length of stay on site will not give rise to any refund and the full stay will be billed at the rate agreed in the booking contract.

ARTICLE 7 • CANCELLATION BY THE CUSTOMER

In the event of cancellation, you must notify us in writing. If you have booked through intermediaries (online travel agencies, online booking centres, etc), you must continue the commercial relationship established at the time of booking and contact these same intermediaries in order to manage cancellations. Cancellation conditions are mentioned in your proposal or quotation. Non-exchangeable, non-refundable and non-modifiable: given the preferential rate granted by the establishments of Sarl KaDa'Jo, the subscription to the offer/services and/or the stays booked are neither exchangeable, nor refundable, nor modifiable.

For any partial or total cancellation of the stay :

SUMMER 2026 and WINTER 2026:

All cancellations or changes must be made in writing.

- Deposit is non-refundable once paid

In the event of cancellation, the EUR 30 booking fee is non- refundable

Changes:

- Possible between the date of booking and D-30 prior to arrival

ARTICLE 8 • CANCELLATION BY THE ESTABLISHMENT

In the event of external events beyond their control, the establishments of SARL KaDa'Jo reserve the right to modify the services and prices of the holidays or to cancel the courses, packages or holidays. In this case, the customer will have the possibility of cancelling his stay without the cancellation conditions being applied. The sums paid for the holiday will then be refunded in full; the customer will not be entitled to claim any compensation.



ARTICLE 9 • RELOCATION

In case of unavailability, in case of force majeure, technical problem in the establishments of the SARL KaDa' Jo or for any other reason, those reserve the possibility of making accommodate completely or partially the customers in an accommodation of equivalent or higher category for services of the same nature. The establishments of SARL KaDa'Jo may not be sought in payment of any additional compensation.

ARTICLE 10 • RIGHT OF RETRACTION

In accordance with article L 221-28 of the French Consumer Code, the customer does not have the right of withdrawal provided for in article L221-5 of the same code. Accommodation services are excluded from the right of withdrawal.

ARTICLE 11 • MAJOR FORCE

Force majeure refers to any event external to the parties which is unforeseeable, insurmountable and external to the parties and which prevents either the customer or the manager of the SARL KaDa'Jo establishments from fulfilling all or part of the obligations set out in the contract. Are considered as force majeure or fortuitous event those usually recognized by the jurisprudence of the French Courts. Each party may not be held liable towards the other party in the event of non-performance of its obligations resulting from an event of force majeure. It is expressly agreed that force majeure suspends, for the parties, the performance of their reciprocal obligations and that each party shall bear the costs arising therefrom.

ARTICLE 12 • INSURANCE

Everyone's civil and criminal liability does not cease during a stay in a hotel or residence. The customer is responsible for all damage caused by him/herself and undertakes, in the event of damage to the premises, furniture and objects made available, to bear the costs of restoring them.

ARTICLE 13 • RULES GOVERNING DISPUTES AND MEDIATION

According to article L.612-1 of the Consumer Code, any customer may attempt to resolve the dispute amicably and in the event of a negative response or no response from the customer service department of the establishment of SARL KaDa'Jo within 60 days of the referral, the customer may refer the matter to the designated mediator, i.e. the Association of European Mediators (AME CONSO) within 1 year of the written complaint sent to the customer service department. The consumer ombudsman may be contacted either by completing the form provided for this purpose on the AME CONSO website mediationconso-ame.com, or by post addressed to AME CONSO, 11 Place Dauphine - 75001 PARIS.

There is also a European platform for online dispute resolution <http://ec.europa.eu/consumers/odr/>

ARTICLE 14 • PETS

Pets are accepted according to the specific conditions of each SARL KaDa'Jo establishment. Please enquire at the establishment where you will be staying.

ARTICLE 15 • APPLICABLE LAW AND LANGUAGES

The applicable law is French law. The authentic language is French. The French language will prevail over any other translation in the event of a dispute or difficulty in interpreting or executing these conditions.

ARTICLE 16 • PARTIAL NULLITY

The invalidity of one or more articles of these GCS shall not invalidate the whole of these GCS. All other stipulations herein shall remain applicable and in full force and effect.

ARTICLE 17 • REPRESENTATION OF ESTABLISHMENTS

The photos presented on the websites are not contractual. Although every effort is made to ensure that the photographs, graphic representations and texts reproduced to illustrate the establishments of SARL KaDa'Jo give as accurate an idea as possible of the accommodation services offered, variations may occur, particularly due to changes in furniture or possible renovations. The customer may not make any claim as a result. The establishments of SARL KaDa'Jo may not be held liable for any indirect damage resulting from the present, in particular operating loss, third party damage, damage caused by the customer or its partners.

ARTICLE 18 • CHANGES TO THESE GENERAL TERMS AND CONDITIONS OF SALE

These general terms and conditions of sale may be amended and updated at any time on our websites. In this case, the new version of the general terms and conditions of sale will automatically apply to all bookings made from the date of publication online. For earlier bookings, the previous version of the general terms and conditions of sale will remain applicable.

ARTICLE 19 • IN THE EVENT OF A HEALTH CRISIS

If a state of health emergency is declared by the French government or in the customer's country of habitual residence, preventing the free movement of people on national territory, a deferral of the deposit paid will be offered for a period of 18 months from the date of cancellation, or reimbursement beyond 18 months.

