



OUTSIDE
RIVAGE
Activités & Transferts

General terms and conditions of sale

Outside Rivage is a brand belonging to the SARL CAMELEON.

The mission of Outside Rivage is to propose and to commercialize a panel of activities for the clientele of the hotel RIVAGE.

Outside Rivage proposes activities providers selected on the digital platform of marketing.

Each provider is responsible of the organization of his activity and of the human and material means implemented for its good progress.

Outside Rivage is an intermediary of marketing between the customer, and the provider.

Booking process :

- Outside Rivage proposes a panel of activities selected via a dedicated web platform (www.outside-rivage.fr).
- The customer after having acquainted with the conditions of practices and tariffs makes a request of reservation via this platform. This request is not a definitive reservation but a request of availability.
- Outside Rivage after reception of this request questions the provider about his availability.
- In case of availability, Outside Rivage confirms to the customer his reservation.
- The payment of the activity is made between the customer and Outside Rivage, once the availability confirmed by Outside Rivage to the customer.

Conditions of payment :

- Prices of every activity are indicated on the platform www.outside-rivage.com
- Prices are indicated in TTC, VAT of 20% included.
- In case of availability, the payment of 100 % of the activity is asked at the order.
- Cancellation conditions are indicated below.

Conditions of cancellation on behalf of Outside Rivage:

- Outside Rivage applies the conditions of cancellations specific to each activity, linked to each provider organizer, indicated in the product sheet of the activity.
- The conditions of cancellations are specific to each activity and providers.

Conditions of cancellation on the part of the client:

The conditions of cancellation on the part of the client are the following, applicable to all activities, except if the conditions of cancellation on the part of the provider are more restrictive and mentioned in the product sheet of the activity:

- Cancellation more than 7 days before the date of the booked activity: 100% of the amount paid will be refunded to the client.
- Cancellation between 7 days and 48 hours from the date of the reserved activity: 50 % of the amount committed will be refunded to the client.
- Cancellation less than 48 hours before the date of the reserved activity: no refund.