

## **SPECIAL TERMS AND CONDITIONS OF THE "CANCELLATION OF OR AMENDMENT TO BOOKINGS WITHOUT CHARGE UP TO 3 DAYS BEFORE ARRIVAL" OFFER valid from 30/10/2020 to 14/12/2020**

Bookings made between **the 30/10/2020 and the 14/12/2020** for visits due to take place up to the **03/01/2021** may be changed or cancelled **without charge up to 3 days** before you arrive (hereinafter referred to as the "Offer").

**This offer shall only apply under the following conditions:**

- Futuroscope is closed during the period of your booking as part of national measures to prevent the spread of COVID-19.
- Travel restrictions imposed by government and/or health authorities prevent you from coming to Futuroscope due to:
  - The region you are travelling from or to (Nouvelle Aquitaine) being placed in lockdown.
  - The border between the country you are travelling from and France being closed.
  - Quarantine restrictions on holidaymakers travelling in the Nouvelle Aquitaine region.
- You or a person travelling with you who is included in your booking file has been diagnosed positive by a Covid-19 RT-PCR test and you/they are subject to quarantine for the duration of your/their stay. You will be required to provide medical proof of your test.
- You are required to go into quarantine under doctor's orders. You will be required to provide medical proof.

### **CANCELLATION OR AMENDMENT WITHOUT CHARGE UP TO 3 DAYS BEFORE ARRIVAL - GENERAL TERMS AND CONDITIONS**

The 2020 general terms of sale for non-groups (people visiting with family or friends-less than 20 pers.) still apply, with the exception of the conditions set out below which shall take precedence:

#### **Validity of the offer**

- This offer may not be backdated. It is valid for new bookings made from the 30/10/2020 up to and including the 14/12/2020 for arrival dates no later than the 03/01/2021.
- This offer applies to any booking for Futuroscope dated-entry tickets and breaks. It does not apply to open-ended entry tickets, open-ended Ticket Gourmand meal vouchers, Futurochèque Cadeau gift vouchers, or group bookings.
- This offer is valid for bookings made by telephone with our booking office, and on futuroscope.com.

#### **Amendment without charge up to 3 days before your arrival date**

- You can amend your booking **once**, no later than 3 days before your date of arrival.
- You can postpone your visit retaining the same conditions (same services, same hotel) until the 3<sup>rd</sup> January 2021 (final day of visit) subject to availability.
- The price at the time of booking shall apply to any change: if the price of the new stay is higher, the difference in price shall be due.

#### **Cancelling a break**

- For bookings made up to 3 days before your arrival:
  - Cancellation available without charge, with a full refund for the booked services, except open-ended entry tickets, open-ended Ticket Gourmand meal vouchers, Futurochèque Cadeau gift vouchers.
  - The applicable costs for any cancellation made less than 3 days before your date of arrival are as indicated in our general terms of sale.

To **change or cancel your booking**, please send your request by e-mail to [contacts@futuroscope.fr](mailto:contacts@futuroscope.fr) no later than 6 p.m. local time 3 days before your visit.