

SPECIAL TERMS AND CONDITIONS OF THE "CANCELLATION OF OR AMENDMENT TO BOOKINGS WITHOUT CHARGE UP TO 3 DAYS BEFORE ARRIVAL" OFFER valid from 04/12/2020 to 16/05/2021

Bookings made between **the 04/12/2020 and the 16/05/2021** for visits due to take place up between **the 06/02/2021 and the 02/01/2022** 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 2021 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 04/12/2020 up to and including the 16/05/2021 for arrival dates between the 06/02/2021 and the 02/01/2022.
- 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 2nd January 2022 (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@futurescope.fr no later than 6 p.m. local time 3 days before your visit.