

GENERAL TERMS OF SALE AND TERMS OF USE

PREAMBLE

Choral Events is a non-profit association governed by the French law of July 1, 1901, registered with the Sub-Prefecture of Brignoles, Var, France. RNA: W833004248; SIRET: 842 304 966 00026; Intra-community VAT number: FR 17 842304966. Registered office: 564 avenue des Cinq Ponts, 83470 Saint-Maximin-la-Sainte-Baume, France. Contact: admin@choral-events.com; +33 (0)4 94 78 63 84; www.choral-events.com.

Choral Events is registered with the travel and tourism operators register under number IM083240001. Its professional liability insurance is underwritten by Groupama Méditerranée, 24 parc du Golf, BP 10359, 13799 Aix-en-Provence Cedex 3, policy number 513976850002, under the conditions, within the limits, and for the activities covered by this policy. The contact details of the financial guarantor are provided in the "FINANCIAL GUARANTEE" section.

These terms and conditions govern the sale of trips and stays by Choral Events. Independent artistic performances commissioned for professional purposes fall under the specific section "Artistic Services for Business Clients." The quote identifies the nature of the sale. The provisions concerning identity, contract formation, My Choral Events, personal data, and applicable law are common provisions, subject to the rules specific to each activity. A transaction meeting the legal definition of a package or travel service remains subject to the regulations of the applicable French Tourism Code.

Choral Events provides a personalized or standard brochure outlining the trip's contents and prices. The parties then jointly specify the services, duration, and conditions of the trip. Based on this information, Choral Events sends a detailed quote along with these terms and conditions and the bank details necessary for payment. Regulatory information is also provided before the client commits.

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PREAMBLE (CONTINUED)

The term "contract" refers to the agreement comprised of the accepted quote, these terms and conditions, the appendices and the identified program, as well as the pre-contractual information that legally forms part of it. It does not imply the signing of a separate document entitled "travel contract." Any differences between the initial brochure and the services ultimately agreed upon are clearly indicated and accepted before signature. The quote and the expressly accepted specific terms and conditions define the selected offer, without prejudice to the validity of the pre-contractual information or mandatory rules.

The quote specifies its validity period and any precise availability conditions. The client returns the signed quote and pays the required deposit. Unless a confirmation procedure is expressly stipulated in the quote, the signature or explicit electronic acceptance of the quote formalizes the agreement; the deposit is then due according to the agreed terms. A copy or confirmation reproducing the content of the agreement is provided on a durable medium upon conclusion or as soon as possible thereafter.

A payment received without a signed quote may constitute evidence of unequivocal acceptance of the specifically identified offer, but does not automatically imply acceptance of conditions that have not been communicated. Choral Events requests written or electronic confirmation of acceptance and confirms the booking details on a durable medium. Failure to pay a required deposit is subject to the non-payment procedure outlined in the "PAYMENT METHODS" section.

After signing, the stay can be modified at the client's request according to the "SPECIAL CONDITIONS OF SALE" section. Accepted changes supplement or modify only the relevant elements of the initial agreement. All other commitments remain in effect.

The signatory specifies whether they are contracting in their own name or on behalf of a legal entity. The group representative centralizes communication and forwards necessary documents to the participants, without authority to waive their individual rights without a mandate. The legal entity placing the order in its own name is liable for the agreed price, regardless of the amounts collected from its members. The representative does not become a personal guarantor solely by signing on behalf of that entity.

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PRE-CONTRACTUAL INFORMATION

Article R211-4 of the Tourism Code - Amended by Decree No. 2017-1871 of December 29, 2017 - art. 2 Version in force since July 1, 2018. Prior to the conclusion of the contract, the organizer or retailer must provide the traveler with the following information:

1. The main characteristics of travel services:

a) The destination(s), itinerary and periods of stay, with the dates and, where accommodation is included, the number of nights included;

b) The means, characteristics and categories of transport, the places, dates and times of departure and return, the duration and location of stopovers and connections. Where the exact time is not yet fixed, the organizer or retailer informs the traveler of the approximate time of departure and return.

c) The location, main characteristics and, where applicable, the tourist category of the accommodation under the rules of the country of destination;

d) Meals provided;

e) Visits, excursions or other services included in the total price agreed for the contract;

(f) Where it is not apparent from the context, whether any travel services will be provided to the traveller as a member of a group and, if so, where possible, the approximate size of the group;

(g) Where the benefit of other tourist services provided to the traveller depends on effective verbal communication, the language in which these services will be provided;

(h) Information on whether the trip or holiday is, in general, suitable for persons with reduced mobility and, at the traveler's request, specific information on the suitability of the trip or holiday to the traveler's needs;

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2° The company name and geographical address of the organizer and the retailer, as well as their telephone and, where applicable, electronic contact details;

3° The total price including taxes and, where applicable, all additional charges, fees or other costs, or, where these cannot reasonably be calculated before the conclusion of the contract, an indication of the type of additional costs that the traveller may still have to bear;

4° The terms of payment, including the amount or percentage of the price to be paid as a deposit and the schedule for payment of the balance, or the financial guarantees to be paid or provided by the traveller;

5° The minimum number of people required for the trip or stay to take place and the deadline mentioned in III of Article L. 211-14 preceding the start of the trip or stay for a possible termination of the contract in the event that this number is not reached;

6. General information concerning the applicable passport and visa requirements, including the approximate time required to obtain visas, as well as information on health formalities, of the country of destination;

7° A statement indicating that the traveller can terminate the contract at any time before the start of the trip or stay, subject to the payment of appropriate termination fees or, where applicable, standard termination fees claimed by the organizer or retailer, in accordance with I of Article L. 211-14;

8° Information on mandatory or optional insurance covering the costs of cancellation of the contract by the traveller or on the cost of assistance, covering repatriation, in the event of accident, illness or death.

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PRE-CONTRACTUAL INFORMATION

This information is provided clearly, comprehensibly, and prominently before any commitment is made, together with the appropriate standard information form required by the French Tourism Code. It pertains to the actual trip offered. Any specific requirements of the client accepted by Choral Events are included in the contract. The pre-contractual information, which legally forms part of the contract, may only be modified under the permitted conditions.

The documents and contact information necessary for the trip must be provided in a timely manner before departure. They can be submitted via My Choral Events under the conditions outlined in the dedicated section, with a copy kept on a durable medium when required.

TERMS OF USE MY CHORAL EVENTS

MY CHORAL EVENTS — TERMS OF USE

1. SCOPE, ACCESS AND ACCEPTANCE

This section sets out the Terms of Use of My Choral Events. The “client” is the person ordering the services; a “user” is any person authorised to access the client’s booking file. The rules of use apply to each user. Acceptance of these Terms of Use does not make the user personally liable for the price of the stay or grant any additional authority to bind the client.

My Choral Events is a restricted-access portal centralising information, documents, communications, deadlines and approvals. Once activated, it is the primary channel for operational follow-up. Activation may occur after the contract is concluded and does not affect its validity. Before activation, or if access is unusable, Choral Events’ usual contact channels remain available.

Before first accessing the portal, each user is provided with the applicable Terms of Use and expressly accepts them. The accepted version, its date and the acceptance record are retained; a copy may be downloaded or obtained by email. Acceptance does not constitute a new booking or an amendment to the services contract.

The platform supplements the contractual documents. It does not exclude any complaint, cancellation, transfer of the booking or alert by other legally valid means. Only features actually available to the user may be relied upon against them.

2. USERS AND AUTHORISATIONS

The client designates the users authorised to view, upload or approve items in the booking file and specifies their authority. Each user uses personal credentials, protects them and does not share them. The client and the user concerned promptly report any departure, lost credentials, suspicious access or request to revoke access. Choral Events adjusts access within a timeframe appropriate to the risk.

Users’ actions bind the client within the scope of their authority. Access alone does not authorise a user to sign a quotation, accept an additional charge, amend the contract or waive participants’ rights. Account records may be challenged; they do not establish automatic liability for impersonation or a security breach attributable to Choral Events or its service providers.

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3. INFORMATION AND DEADLINES

The client and users, each within their assigned responsibilities, provide accurate, complete and up-to-date information in the reasonable formats and timeframes requested: group composition, rooms, biographies, photographs, insurance certificates, musical programmes, scores, translations, technical requirements, transport and strictly necessary participant data. They check their submissions and promptly correct any errors or outdated information.

Contractual deadlines, including 60 days before departure where applicable, remain in force. The platform may specify operational deadlines compatible with the contract, clearly communicated with appropriate notice. A published date cannot bring forward a contractual deadline or add a substantial obligation without the required agreement. Any transmission difficulty must be reported immediately and the indicated alternative channel used.

4. UPLOADS, CORRECTIONS AND DELAYS

Statuses such as “not started”, “submitted”, “correction required” or “validated” indicate the processing stage of the item concerned. Uploading an item does not constitute approval; “validated” confirms only the stated operational check. It is not a contractual amendment, a general certification of accuracy or a release from liability. A correction request identifies missing or inaccurate items and sets a reasonable deadline reflecting known constraints.

If a late, incomplete or incorrect submission attributable to the client jeopardises a service, Choral Events identifies the consequences and seeks a reasonable solution. Direct, substantiated additional costs are charged in accordance with the contract and applicable rules, after notification and agreement where required, without double charging.

Choral Events may rely on an act or omission of the client insofar as its causal link to the loss is established and the law permits. Choral Events’ own breaches and travellers’ mandatory rights remain unaffected. Any adjustment remains subject to the sections on changes by the seller and liability or, for a standalone artistic service, the “Cancellation, postponement and replacement” subsection of the specific part.

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MY CHORAL EVENTS — TERMS OF USE

5. CONTRACTUAL APPROVALS AND EVIDENCE

Retained communications, uploads, publications, approvals and logs may serve as evidence depending on their reliability, identification of their author and integrity safeguards, notably under Articles 1366 and 1367 of the French Civil Code. No record is conclusive and no clause reverses the statutory burden of proof. Sending, making available, receipt, reading and acceptance are distinct events.

Contractual acceptance through the platform requires an explicit action by the authorised person on the specifically identified document. Choral Events retains the accepted version, its language, the signatory's identity and stated capacity, the date, time and record of the action. Viewing a document or acknowledging that it has been read does not constitute acceptance. A new version of the Terms of Sale or Terms of Use does not apply retrospectively merely because it has been published.

Telephone communications remain possible. Decisions with contractual effect are confirmed in writing and subject to the required agreement. In the event of a discrepancy, the parties review the contract, authority and established agreements; the latest unilateral message does not automatically override an earlier commitment.

6. DOCUMENTS AND DURABLE MEDIUM

Contracts, accepted terms, amendments and notices required to be supplied on a durable medium are provided in a form allowing their retention and accurate reproduction for a period appropriate to their purpose, notably as a downloadable file or by email. A page that can be altered without retaining its version is insufficient.

Choral Events retains the relevant versions and allows the client to obtain copies. Closure of the portal does not deprive the client of documents to which they are entitled. Users are encouraged to download useful documents before the stay and before any announced closure.

7. PAYMENTS

Displaying an invoice, due date or payment status does not alter the agreed price or dates or create new charges. Any discrepancy is reported and checked against supporting records. Payments follow the contractual arrangements; sensitive banking information must not be uploaded to the group's messaging system.

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8. VERSIONS, PROGRAMMES AND ITINERARIES

Published quotations, invoices, practical documents, programmes and itineraries are identified and dated. The current version is distinguished from drafts and archives. Only validly updated operational instructions replace earlier versions on the points amended. Replacing a file does not change an accepted quotation, price or promised service; the order of precedence in the preamble and contractual procedures remain applicable.

The itinerary covers meeting points, schedules, transport, accommodation, meals, visits, rehearsals, concerts, competitions, transfers and instructions. It may be updated in light of available information and local constraints, within the contract. No fixed publication deadline of 30, 15 or 7 days before departure is introduced. Necessary documents are provided in good time and statutory notification deadlines are observed. During the stay, urgent changes are also communicated through an appropriate direct contact.

9. NOTIFICATIONS AND CONSULTATION

The client and users keep their contact details up to date and regularly check the accessible portal and notifications received. The representative forwards relevant information to participants. Failure to receive a courtesy alert does not remove this obligation. Publication or a lack of response does not, on its own, constitute receipt or acceptance.

Legally required notices are communicated clearly and on a durable medium; Choral Events retains evidence of their communication. In the event of a known delivery failure or an emergency, another appropriate channel is used.

10. CHANGES TO THE TERMS OF USE

Each version of the Terms of Use is identified and dated. Changes are brought to users' attention before taking effect, with notice appropriate to their scope, subject to urgent security measures or legal requirements. The user's agreement is obtained where the change requires it; continued browsing alone does not constitute acceptance of new obligations.

An update to the Terms of Use does not, by itself, alter the prices, services, deadlines or cancellation conditions of an existing booking. Amendments to the services contract follow the procedures in the Terms of Sale.

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11. AVAILABILITY AND SUPPORT

Choral Events implements reasonable security, maintenance and availability measures. Uninterrupted technical availability is not guaranteed. A breakdown or service provider failure does not create a general exemption from liability: liability is assessed according to each party's obligations and the cause of the failure.

If the platform is unavailable, access is difficult or an upload fails, the client or user contacts admin@choral-events.com or the contact for the booking. The parties adjust affected deadlines and retain backup communications. The client does not bear the consequences of a delay attributable to the platform where they have reported the problem and used a reasonably available solution.

12. PERMITTED USE AND SUSPENSION OF ACCESS

Users respect access permissions, confidentiality and third-party rights. Unauthorised access, misuse of data, unlawful uploads and actions compromising service security or operation are prohibited. Users must hold the rights or permissions needed for photographs, scores and other content they submit. Uploading content permits only the uses necessary for the booking file.

In the event of a security risk or breach, Choral Events may proportionately restrict or suspend the access concerned. Except in an emergency or where prohibited by law, the user is informed beforehand of the reason and may respond or remedy the breach. In an emergency, information is provided as soon as possible. Reinstatement is considered once the reason ceases to apply. This measure does not automatically terminate the stay; an alternative channel remains available for follow-up and access to documents due.

13. PERSONAL DATA AND IMAGE RIGHTS

Access to data is limited to operational needs and permissions; health and identity data are not accessible to the whole group by default. The privacy notice, separate from the Terms of Sale and Terms of Use and provided when data are collected, explains processing, retention periods, recipients, transfers and individuals' rights.

The "Personal Data and Image Rights" section remains applicable. Acceptance of the Terms of Use and uploading content do not constitute promotional authorisation. Image authorisation is obtained separately under that section, including where the representative acts on behalf of group members.

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PERSONAL DATA AND IMAGE RIGHTS

As part of the s, concerts and activities organised by Choral Events, photographs and videos may be taken to present and promote its events and services.

Permission to use the image of recognizable participants is obtained in My Choral Events via a dedicated, unchecked box, separate from the acceptance of these Terms and Conditions. By validating this box, the group leader declares that they have previously obtained the consent of the participants concerned and have their express authorization to authorize these uses on their behalf. They must inform the participants beforehand of the content of the authorization and retain the supporting documents for the agreements and authorizations, which they can provide to Choral Events upon request.

This authorization allows Choral Events to reproduce and distribute the photographs and videos in question free of charge on its website, official social media accounts, brochures, sales presentations, and advertising campaigns for five years following the end of the stay. The digital publications may be accessed worldwide. The images may not be used in a context that infringes upon the dignity, privacy, or reputation of the individuals depicted.

The group leader informs Choral Events, before any photographs or videos are taken, of any participants for whom no authorization has been obtained. These individuals are excluded from the group authorization. Their failure to report them does not, in itself, constitute authorization for the use of their image. Choral Events organizes the filming and selects the content to be broadcast accordingly.

For minor participants, the group leader obtains prior written authorization from the holders of parental authority and retains the corresponding supporting documents.

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PERSONAL DATA AND IMAGE RIGHTS

My Choral Events retains a record of the approval process, including the identity of the group leader, the date and version of the accepted text, as well as any exclusions noted.

Acceptance of the quote or the Terms and Conditions does not, in itself, constitute authorization to use the participants' images.

This authorization is optional. Refusal will not affect booking or participation in the event. Each person concerned, or their legal representative, may withdraw their consent by writing to admin@choral-events.com.

Choral Events will then cease all further use of their image and remove the digital publications under its control in accordance with applicable legal requirements.

Withdrawal of consent does not affect the lawfulness of prior uses and does not require the recall of printed materials already distributed

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CHANGES - CANCELLATION BY THE SELLER

Choral Events reserves the right to make minor changes to the program, which will be clearly notified on a durable medium. The order of visits or the schedule may be modified within these limits. A change to a key concert, its nature, or a specific accepted requirement is not automatically considered a minor change.

In the event of a significant change, the impossibility of fulfilling a specific accepted requirement, or a price increase exceeding 8% within the legally permitted limits, Choral Events will inform the traveler of the changes, their impact on the price, the proposed solutions, the reasonable response timeframe, and the anticipated consequences of failing to respond. The traveler may accept the proposal or terminate the contract without penalty, in accordance with the provisions of the French Tourism Code. Any decrease in quality or cost will result in a corresponding reduction. These terms and conditions do not constitute general tacit acceptance.

If the contract is terminated without an accepted replacement service, payments will be refunded as soon as possible and at the latest fourteen days after termination, without prejudice to the rights to compensation provided by law.

Choral Events may cancel without additional compensation if the minimum number of participants stipulated in the contract is not reached, provided that it notifies the traveler of the cancellation within the contractual timeframe: no later than twenty days before departure for stays of more than six days, seven days for stays of two to six days, and forty-eight hours for stays of less than two days. It may also cancel if it is prevented from fulfilling the contract due to unavoidable and extraordinary circumstances, by informing the traveler as soon as possible before departure.

GENERAL TERMS OF SALE

CHANGES - CANCELLATION BY THE SELLER

In these cases, payments are fully refunded within fourteen days. Other cancellations by Choral Events are subject to legal rights to reimbursement and, where applicable, compensation.

After departure, Choral Events will rectify any non-conformities in accordance with legal requirements. When a significant portion of the services cannot be provided, it will offer suitable alternative services at no extra charge, where possible of equal or superior quality. A lower quality service entitles the traveler to an appropriate price reduction. The traveler may refuse a replacement that is not comparable or whose price reduction is inadequate. If the legal conditions for cancellation are met and the package includes transportation, repatriation will be provided at no extra charge by equivalent means. The rights to price reduction and compensation remain applicable.

Notifications via My Choral Events follow the conditions of the dedicated section; simply replacing an online document does not modify the contract.

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CHANGES - FORCE MAJEURE

Choral Events cannot be held responsible for the total or partial non-performance of its contractual obligations if this non-performance results from an event constituting force majeure, as defined by Article 1218 of the Civil Code and French case law.

The following are considered as cases of force majeure, without this list being exhaustive: wars (declared or not), acts of terrorism, riots, insurrections, armed conflicts, natural disasters, pandemics, governmental or administrative decisions making it impossible to perform the contract, border closures, or any other unforeseeable, irresistible circumstance beyond the control of the parties.

Should such an event occur, the agency will inform the client as soon as possible. The parties may agree to postpone the trip, issue a voucher valid for 18 months, or receive a refund in accordance with applicable legal provisions.

In the event of force majeure, as defined in Article 1218 of the French Civil Code, occurring within the 30 calendar days before the scheduled departure date, the agency reserves the right to retain all sums paid by the client for the trip. This provision applies when the event renders the performance of the travel contract impossible, whether at the departure point or the destination, and when no reasonable alternative can be offered.

The client expressly acknowledges that this measure is intended to cover the irreversible costs incurred by the agency with its service providers (carriers, accommodation providers, guides, etc.) and that it does not constitute a penalty, but a direct consequence of the impossibility of performing the contract in an exceptional context.

Furthermore, in accordance with the provisions of Article L. 214-1 of the Consumer Code, the sums paid by the customer at the time of booking are considered as earnest money (arrhes) representing 30% of the total amount of the trip.

This earnest money is non-refundable, regardless of the reason for cancellation, including force majeure. However, if the situation allows, the agency may, as a courtesy and without obligation, offer to convert the earnest money into a credit note, valid for 18 months from the date of cancellation.

The use of this credit will be subject to the availability of services and the pricing conditions in effect at the time of the new booking.

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CHANGES - TERMINATION

In the event of a sufficiently serious breach, the party concerned may request or notify the termination of the contract under the legal conditions. Except in cases of emergency or exceptions provided by law, the party must first send a formal notice specifying the breach, a reasonable deadline for remedying it, and the possibility of terminating the contract if the breach is not remedied. The notice must allow its receipt to be established. The termination must be justified; its consequences depend on the breach and the applicable rules. Unpaid amounts are also addressed in the "PAYMENT METHODS" section.

This procedure does not restrict the traveler's specific rights to terminate the contract or to obtain a correction, price reduction, refund or compensation under the Tourism Code.

Package holidays are excluded from the fourteen-day right of withdrawal provided for distance contracts, in accordance with Article L.221-2 of the French Consumer Code. For individual services, any applicable legal exclusions, particularly regarding leisure activities or accommodation on a fixed date, are specified before signing. The absence of a right of withdrawal does not eliminate the cancellation rights provided for in these terms and conditions.

GENERAL TERMS OF SALE

CHANGES - CANCELLATION BY THE CLIENT

The client may cancel all or part of the trip before departure. The request must be sent to admin@choral-events.com, via the My Choral Events messaging system, or by any other means that provides proof of receipt. A phone call must be confirmed in writing. The date of receipt determines the applicable fees as outlined in the "CLIENT CANCELLATION FEES" section; the absence of an acknowledgment from Choral Events does not negate receipt established by the client.

Insurance premiums, visa fees, processing fees, and ticketing fees remain payable only according to their nature, actual commitment, accepted conditions, and the law. They cannot circumvent mandatory reimbursement or compensate twice for the same expense. Insurance coverage for cancellations depends on the policy purchased, its exclusions, and the claims process; no reimbursement is guaranteed under these conditions starting 120 days prior to departure.

The traveler may transfer their contract to a person meeting the participation requirements by notifying Choral Events on a durable medium no later than seven days before the start of the trip. Later requests will be considered on a case-by-case basis. The transferor and the transferee are jointly and severally liable for the outstanding balance and any actual, reasonable, and substantiated transfer fees. Choral Events' own administrative fees remain free of charge until sixty days before departure; third-party fees, particularly those related to ticket reissues, are itemized and substantiated.

The changeability or refundability of a ticket depends on the fare purchased and communicated before issuance. Issuance of a ticket does not eliminate the statutory right to transfer the travel contract. Change requests must be submitted to Choral Events before travel; no immediate changes at the airport are guaranteed. Refundable taxes and fees related to actual boarding are refunded according to legal requirements. The YQ carrier surcharge is distinct from public taxes and is not automatically declared due in all situations.

Any addition of a participant is confirmed subject to availability and acceptance of the price. A reduction in the number of participants constitutes a partial cancellation; the price of the remaining places will only vary according to a pricing schedule or formula agreed upon in the contract or a new written agreement. The same fixed cost cannot be covered by both cancellation fees and a price recalculation. A reduction in the number of participants does not automatically cancel the entire group.

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CHANGES - CLIENT CANCELLATION FEES

Except in legally defined cases of cancellation without charge, the standard fees offered apply to the price, including taxes, of the cancelled services, based on the date the request is received before departure:

- More than 120 calendar days before departure: 30% of the price of the services.
- From 120 to 60 calendar days inclusive: 50%.
- Less than 60 calendar days, up to non-appearance: 100%.

This fee schedule takes into account the lead time before departure, costs incurred, anticipated savings, and the possibility of making the services available for resale. Choral Events will justify the amount upon request from the traveler and will adjust it if its application results in inappropriate or unjustifiable charges. Amounts already paid will be deducted from the final fee; the deposit will not be added to the percentage.

Specific conditions may replace this scale for a precisely identified component if they have been communicated and accepted before the conclusion of the contract. A component billed at its own cancellation cost is excluded from the basis of the general scale. Legally due refunds, including taxes related to boarding, are taken into account.

A ticket may require advance payment according to the agreed fare before issuance; this payment does not mean that all tickets are non-modifiable and non-refundable. The conditions actually purchased apply, subject to the traveler's legal rights.

After deduction of applicable fees, any overpayment will be refunded as soon as possible and no later than fourteen days after the cancellation. Illness, lack of funding, the unavailability of the choir director, or a missing formality attributable to the traveler do not, in themselves, justify a cancellation without penalty; any insurance purchased may apply according to its terms.

The initial payment of 30% constitutes an advance payment towards the price of the stay ("acompte" under French law). If the client cancels, except where termination without charge is required by law, this advance payment is non-refundable to the extent of the cancellation fees actually payable under the fee schedule communicated and accepted at the time of booking.

This schedule provides for fees of 30%, 50% or 100% of the price of the cancelled services, depending on the date on which the cancellation is received. If the fees payable exceed the amounts already paid, the client remains liable for the difference. If the amounts paid exceed the fees payable, the difference is refunded within the period specified above.

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CHANGES - CLIENT CANCELLATION FEES

The sums already paid will be applied to these fees, not added to them. The fees remain appropriate and justifiable, particularly in light of the commitments made, cost savings, and the possibilities of making the services available for resale.

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PAYMENT METHODS

Unless otherwise agreed, payments are made by bank transfer to the account provided with the quote. A 30% deposit of the total price is due upon signing, and the balance is due no later than sixty calendar days before departure. For bookings made less than sixty days before departure, the full price is due upon conclusion of the contract. Payment deadlines and any advance payments required for certain bookings are specified in the quote.

The sums paid are deposits on a firm commitment. They finance the preparation and commitments of the stay and, in case of cancellation, are deducted from the fees actually due according to the corresponding sections.

The statutory rights to reimbursement remain applicable. In the event of non-payment, Choral Events will send a formal notice whose receipt can be established, specifying the missed deadline, granting a reasonable period for payment, and announcing the possible termination of the contract. This period will take into account the proximity of the departure date and any commitments that must be upheld. If payment is not received, Choral Events may terminate the contract in accordance with legal requirements and claim the appropriate fees, without double billing.

Any fees charged to the client by their own bank remain their responsibility. Any late payment interest due is subject to applicable legal provisions. Payments for independent artistic services follow the terms of their specific section.

Each payment received results in a deposit invoice. The final invoice summarizes the agreed services and quantities after taking into account any accepted modifications, the corresponding price, the deposits already invoiced, and the remaining balance due. Subsequent modifications will result in either a supplementary invoice or a credit note, depending on their nature.

The issuance of an invoice does not, in itself, constitute acceptance by the client of a new service or an additional charge. A request for modification does not suspend the payment deadlines already agreed upon, unless a new payment schedule is agreed upon in writing or a legal provision applies.

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SPECIAL CONDITIONS OF SALE

The program, quote, and their appendices detail the included services, options, excluded expenses, and confirmation conditions. Concerts expressly guaranteed are distinguished from venues or events still under consideration. Modifications are governed by the section "CHANGES - CANCELLATION BY THE SELLER"; the concert schedule does not grant a general right to modify the stay.

The price is agreed upon when the contract is signed. The quote specifies the reference number of participants, paying participants, complimentary places and their quantified conditions, room categories, and, if applicable, a tiered pricing schedule. Changes in the number of participants are addressed in the section "CANCELLATION BY THE CLIENT." In the absence of an agreed formula, a new price requires written agreement.

A price revision after signing is only possible if the contract expressly provides for it, also stipulates the corresponding reductions, and precisely defines the bases and methods of calculation. It is limited to variations in transport costs related to energy, taxes or fees imposed by third parties unrelated to the performance of the services, and exchange rates relevant to the contract.

The quote identifies the amounts involved, the currencies, the reference exchange rates, taxes, and the relevant calculation formula. For a portion denominated in foreign currency, the variation can be calculated as follows: the remaining amount involved in the currency multiplied by the difference between the current exchange rate and the reference exchange rate, expressed in euros per unit of currency. An expense already hedged against exchange rate fluctuations is not revised accordingly. No cost is passed on twice; Unless the full basis for calculating the revision has been agreed, this right to increase the price will not be exercised.

Any price increase, including its calculation, must be justified and notified on a durable medium, no later than twenty days before departure. An increase exceeding 8% constitutes a significant change. Payment of the balance does not waive the right to contest a billing error.

GENERAL TERMS OF SALE

SPECIAL CONDITIONS OF SALE

The trip may change during the months between signing the quote and departure, particularly at the client's request regarding the number of participants, room allocation and type, duration, activities, meals, or transportation. The client submits their requests in writing, by email, or via My Choral Events. Choral Events verifies feasibility and availability, then specifies the changes to services, their impact on the total price, and, if applicable, the price per participant, fees, and payment deadlines.

Agreement on a modification can be established through an accepted updated quote, an addendum, or explicit written exchanges identifying the request, Choral Events' response, and the authorized representative's acceptance of the content and price. Validation in My Choral Events can fulfill this function under the conditions of the dedicated section. A separate document entitled "addendum" is not always required. Choral Events retains the relevant versions and provides confirmation of the agreement on a durable medium.

A client request is not a confirmation of availability. Nor is the unilateral sending of an updated quote, a new itinerary, or an invoice sufficient to prove acceptance of an additional charge. The modification only affects the elements expressly agreed upon; it does not cancel or replace the entire original reservation. Payment deadlines and other conditions remain applicable unless a change to them is expressly agreed.

The withdrawal of a participant or a service may constitute a partial cancellation and incur the appropriate fees outlined in the cancellation sections. Therefore, it does not automatically entitle you to a full deduction of the original price of the withdrawn item. Choral Events presents the calculation, applicable fees, and any savings or refunds taken into account, without double-billing for the same expense. The price of services that are maintained follows the accepted price list or a new written agreement.

The total price payable is thus determined by the initial quote and any subsequent accepted modifications, subject to any lawful price revisions provided for in the contract. A price adjustment corresponding to a change in content requested and accepted by the client is distinct from a unilateral increase for an unchanged service. It cannot be used to circumvent legal revision rules. The final invoice reflects this updated agreement and deducts any deposits; it does not retroactively create a new price.

GENERAL TERMS OF SALE

SPECIAL CONDITIONS OF SALE

The contract specifies the luggage and instruments permitted in the transport. The client must indicate any special volumes or equipment before booking. Any additional trailer or transport necessitated by an undisclosed need attributable to the client will be priced and subject to their approval when required. Choral Events remains responsible for ensuring the suitability of the transport it has committed to providing.

A group airport-hotel transfer included in the contract corresponds to a group departure at the agreed time. Separate individual arrivals may require waiting time or an agreed private transfer at the participant's expense. This rule does not remove Choral Events' obligations for the transportation it has sold.

Voluntarily foregoing a service or shortening a stay does not, in itself, entitle the client to a refund, subject to the contractual provisions, recoverable sums due to the traveller and the traveller's statutory rights. Non-conformities and replacement services are addressed in the sections "CHANGES - CANCELLATION BY THE SELLER" and "LIABILITY".

GENERAL TERMS OF SALE

CONCERT ORGANISATION

Choral Events organises the concerts included in the stay through its network of choirs, municipalities, cultural venues and other partners in France and abroad. Ensembles perform on their own or with other ensembles, as specified in the programme. Unless otherwise agreed in the quotation, venues are sought within a radius of approximately 100 km of the accommodation; these may include churches, concert halls, multipurpose halls or outdoor spaces. Venue hire costs for the included concerts are borne by Choral Events.

The contract distinguishes the number and characteristics of guaranteed concerts from venues or partnerships still under consideration. Choral Events provides the agreed coordination and local publicity without guaranteeing audience numbers, media coverage, revenue or competition rankings. It remains obliged to provide the concerts expressly promised under the contract.

The group submits details of its performers, repertoire, performance duration, presentation materials and technical rider in accordance with the agreed timetable, through My Choral Events or the agreed alternative channel. It complies with the notified venue requirements and schedules. A programme incompatible with a place of worship is adapted in consultation with the group. Any significant change is governed by the section "CHANGES - CANCELLATION BY THE SELLER".

Instruments, equipment, technicians, deliveries and specific transport arrangements are included only where expressly provided for in the quotation. Choral Events coordinates the agreed sourcing and bookings; any additional costs are itemised and accepted before commitments are made. The group may not incur expenses in the name of Choral Events without authorisation.

For concerts it organises as part of the package, Choral Events makes the declarations and pays the copyright royalties falling within its responsibilities, as specified in the quotation. The group provides its complete repertoire in good time and holds the necessary rights to the sheet music, arrangements and materials supplied. Any recording, broadcasting, live transmission or promotional use requires the appropriate authorisations; registration does not constitute a general authorisation.

GENERAL TERMS OF SALE

LOCAL REPRESENTATIVE

For trips outside of France, a tour leader is assigned to the group as per the quote. They coordinate the program and facilitate communication between speakers of different languages. They do not replace a licensed tour guide when the latter's involvement is required for a regulated visit.

For stays in France without a dedicated tour leader, the contact details of a designated contact person are provided before departure. Any deviation from the announced arrangements must be expressly agreed upon.

The traveler must promptly report any difficulty or non-compliance to the tour leader or the designated contact person to enable intervention. In an emergency, they should use the provided direct contact without waiting for a message to be read in My Choral Events. Choral Events' assistance obligations remain in effect.

ROOMING AND PARTICIPANT LIST

The client must submit the final list of participants and room allocation no later than sixty days before departure, unless a specific deadline has been announced and accepted, via My Choral Events or the agreed alternative channel. They will only provide the data necessary for bookings and formalities: identity, contact information, and, when required by the service or the authorities, travel document information.

Names must exactly match the identification documents used. The client must verify the information and immediately report any errors or changes. Errors or delays attributable to the client may result in justified actual costs or prevent the service from being provided. This provision does not preclude recourse in the event of a breach by Choral Events.

Room assignments must be arranged before departure. Late changes are subject to availability and agreement on costs; their implementation at the destination is not guaranteed. Billing variations will depend on the number of guests and room assignments agreed upon in the contract.

Relevant documents are provided to participants directly or via the designated representative, according to the agreed-upon arrangements. An individual email address is only required if necessary for service. Sensitive information is not shared with the entire group.

GENERAL TERMS OF SALE

CATERING

Meals are organized for the entire group and served as a set menu, without individual à la carte options. They may also be served buffet-style, either in restaurants or concert venues, according to the announced arrangements. The package, included meals, and any known restrictions will be specified before signing.

The client must report any allergies, dietary restrictions, and special needs as soon as they are known, preferably before booking, and update this information promptly. Choral Events will verify these requirements with the service providers and confirm any accepted adjustments. If the absence of traces of an allergen cannot be guaranteed, the participant will be informed so that a suitable alternative can be found.

No detailed medical certificate is systematically required. Only the information necessary for safety and adaptation is collected, through an appropriate channel. Legal obligations regarding information and safety remain applicable.

HOTEL ACCOMMODATION

Accommodation classification follows the standards of the destination country. Its category, main features, and room availability and vacancy times are specified in the contract or travel documents in accordance with the pre-contractual information.

Important details regarding single and triple rooms are provided before booking. A triple room may include an extra bed in a double room; the configuration and its suitability for the group will be specified. A single room supplement does not automatically guarantee a larger room size.

The meals included are those agreed upon. The foreseeable effects of a late arrival or an early departure are announced before signing; if the group arrives outside the opening hours of the hotel and restaurant, it must inform Choral Events at least 20 days before the start of the stay in order to allow Choral Events to find solutions.

GENERAL TERMS OF SALE

HOTEL ACCOMMODATION

Additional costs and personal expenses are the responsibility of the participant who incurs them. Damage attributable to the participant may be claimed from them upon presentation of supporting documentation; such damage is not automatically charged to the representative or other members of the group.

Your legal rights regarding theft or damage within the hotel remain applicable. Use of a safe, when available, is recommended but does not waive these rights. Any accommodation changes are subject to the rules regarding modifications and non-conformities.

WARNING

In all countries, it is reminded that it is forbidden to buy products of a notoriously illicit nature: counterfeit goods, narcotics... It is also forbidden to collect or buy objects from archaeological sites, historical sites... Failure to comply with these prohibitions may lead to criminal penalties or imprisonment in France or in the country of destination.

We invite you to visit the website: <https://www.douane.gouv.fr>.

Each participant must respect the laws and rules of the places visited, safety instructions, and the communicated schedules. Behavior creating a serious danger may justify a proportionate and reasoned measure, and, where possible, one preceded by a warning. Choral Events takes the circumstances into account and retains its legal obligations to provide assistance.

GENERAL TERMS OF SALE

LIABILITY

Choral Events is responsible for the proper execution of the planned services and is required to provide assistance to travelers in difficulty.

In the case of package holidays, liability cannot be incurred in the event of non-performance of contract by the client, in the event of an unforeseeable or unavoidable event by a third party unrelated to the provision of travel services or in the event of unavoidable and extraordinary circumstances.

The strict liability provided for in the aforementioned article is excluded in matters of the sale of isolated airline tickets (flights only).

Choral Events cannot be held responsible for changes in dates, times or itineraries, changes of airport on return, cancellation or modification of part of the program caused by external events such as strikes without notice, technical incidents, air surcharges, bad weather, epidemics, flight changes or any other case of force majeure, due to third parties unrelated to the provision of services provided for in the contract or poor performance of the contract attributable to the client.

Due to factors such as the time of year or customer traffic, some services may need to be modified. These modifications will always be made in consultation with the client.

Choral Events will not be responsible for any incident occurring during services purchased directly on site by the client from an external provider or resulting from a personal initiative of the client.

Choral Events cannot be held responsible for any loss, theft, or damage to luggage or personal belongings during the trip. In case of any problem, clients are advised to report the incident to the appropriate local authorities (by filing a police report).

During air transport, the liability of airlines is limited or excluded in the event of loss, damage or delay of baggage, according to the aforementioned Warsaw and Montreal conventions; these conventions may also benefit Choral Events in the event of its liability being invoked.

Any claim must be filed immediately at the airport by the customer himself with the services of the carrier or the airport as soon as the damage is noticed.

GENERAL TERMS OF SALE

MINORS

For a minor travelling without their legal representatives, the client provides, before the conclusion of the contract, the contact details of the responsible adult during the stay and, where appropriate, those of the minor, in order to allow direct contact.

The client arranges appropriate supervision and verifies all required authorizations and documents, particularly for leaving the country when applicable. Unless supervision is expressly included in the contract, it is the responsibility of the adults designated by the client. Choral Events' own legal obligations remain applicable.

INSURANCE

Before you subscribe, Choral Events will provide you with the documents for the proposed insurance policies, including cancellation and multi-risk policies with assistance and repatriation, in a format that allows you to save them. The coverage details, exclusions, deductibles, limits, effective dates, and claims procedures are clearly specified. Insurance is taken out with the client's express agreement and within the deadlines set by the insurer.

The client may choose not to purchase additional insurance. In this case, the contractual cancellation fees legally attributable to them remain their responsibility; their legal rights to a refund from Choral Events are not affected, according to the conditions set out above.

Choral Events is not the insurer and does not guarantee acceptance of a claim. Reimbursement depends on the specific policy purchased and its processing. Filing an insurance claim does not suspend contractually due payments, unless otherwise agreed or stipulated.

GENERAL TERMS OF SALE

PERSONS WITH REDUCED MOBILITY

Persons with reduced mobility undertake to inquire with Choral Events about the suitability of the desired trip to their situation and particular needs as well as the related costs, so that these elements are included in the pre-contract/travel contract.

Choral Events will provide more precise information on this matter only upon the express request of the client.

TRANSPORT

Where the stay includes coach transport with a driver, its scope is specified in the quotation or contractual programme: the journeys, transfers, excursions and periods of coach availability included. Unless otherwise stated, the coach is not continuously at the group's disposal.

Transport is organised in accordance with the applicable regulations governing drivers' driving times, breaks, rest periods and overall duty periods. The group undertakes to comply with the notified schedules and meeting points, as well as the safety instructions on board.

Any request for an additional journey or a change to the schedule or itinerary is subject to technical and regulatory feasibility and the transport provider's availability. Any additional charges are communicated to the client and require their prior agreement. Specific requirements, particularly regarding accessibility, luggage volumes or the carriage of musical instruments, must be notified before the contract is concluded so that arrangements can be checked and their terms specified.

Depending on the planned schedule and itinerary, Choral Events recommends arranging for two drivers to facilitate transport arrangements while complying with the regulatory limits on overall duty periods, driving times and rest periods.

The price of transport included in the stay may be adjusted upwards or downwards to reflect changes in the cost of fuel or other energy sources, subject to the conditions laid down in the French Tourism Code.

GENERAL TERMS OF SALE

FORMALITIES

For all trips, participants must be in possession of the mandatory documents required for entry into the destination country or for transit through any stopover countries: valid passport or national identity card, parental authorization, family record book, visa... Some destination countries require an identity document that is valid for six months after the return date.

Furthermore, for our French customers, please note that the extension of the validity period of the national identity card to 15 years is not recognized by all destination countries. More information is available on the website:

<https://www.diplomatie.gouv.fr/fr/services-aux-citoyens/documents-officiels-a-l-etranger/article/extension-de-la-duree-de-validite-de-la-carte-nationale-d-identite>

To verify the necessary formalities, we invite you to consult the website <https://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/>

The information relating to the various formalities given at the time of ordering travel services concerns only persons of French nationality, and is given for information purposes only.

We invite foreign nationals and dual nationals to consult directly with the competent authorities (consulate, embassy, etc.) of their State and of the State of destination, to find out the conditions of stay in the destinations and possible stopovers and to check the validity of documents and vaccinations.

The costs of issuing documents required for travel (such as passports, visas) remain the responsibility of the client and are not included in the sales prices.

The client is responsible for completing the necessary formalities and must check before departure for any changes to the applicable requirements. Where the absence or invalidity of a required document, attributable to the participant, prevents them from departing or entering the destination or transit country, this does not, in itself, entitle them to a refund. The fees set out in the "CHANGES - CLIENT CANCELLATION FEES" section apply and may reach 100% of the price of the cancelled services in the event of a no-show. Amounts already paid are credited against those fees and are not charged in addition to them. Any refunds required by law, including refunds of taxes linked to actual boarding, and the client's rights in the event of a breach attributable to Choral Events remain unaffected.

GENERAL TERMS OF SALE

COMPLAINTS

The traveler must promptly report any non-compliance to the tour leader or the designated contact person, and then to Choral Events, to allow for correction. In case of emergency, they should use the direct contact provided for the trip.

Complaints should be sent to admin@choral-events.com, via the My Choral Events messaging system, or to Choral Events headquarters, including the case reference, the facts, and any available supporting documents. Prompt submission after returning from the trip is recommended to facilitate the investigation; the exercise of statutory rights is not subject to a fifteen-day deadline or mandatory use of registered mail.

The questionnaires can be attached to the complaint and used as evidence. They do not replace the need to directly report a problem when intervention is required during the stay.

After an initial unresolved written complaint, the consumer may, free of charge, contact the consumer mediator appointed by Choral Events, in accordance with legal requirements. For the Tourism and Travel Mediator, the procedures for contacting them can be found at www.mtv.travel; the mediator must be contacted according to their conditions, particularly after an unsatisfactory response or a lack of response within the applicable timeframe, and within one year of the written complaint.

FINANCIAL GUARANTEE

Choral Events benefits from the financial guarantee provided by the Tourism Code for the reimbursement of funds received in the event of insolvency and, when necessary within the legal scope of this guarantee, the repatriation of travelers.

The guarantor identified in the Atout France certificate dated January 9, 2024 is Groupama Assurance-Crédit & Caution, 8-10 rue d'Astorg, 75008 Paris. Their current contact details and references are included in the financial guarantee certificate and are provided with the contractual documents.

GENERAL TERMS OF SALE

GOVERNING LAW

Contracts are governed by French law, subject to mandatory protections, including those of the consumer's country of habitual residence when the conditions for their application are met. The French version serves as the reference without depriving the customer of commitments validly made in another language.

The competent jurisdictions are determined by law; no exclusive territorial jurisdiction is imposed on the consumer at the registered office of Choral Events. If any provision of these terms and conditions is declared invalid or unenforceable, the other provisions shall remain in full force and effect, subject to the consequences provided by law.

Where the combination of services sold constitutes a package within the meaning of Article L.211-2 of the French Tourism Code, the traveler benefits from the rights applicable to packages under Directive (EU) 2015/2302 and its transposition. Choral Events is responsible for its proper performance in accordance with applicable law, in accordance with legal requirements and benefits from the financial guarantee corresponding to its activity. The appropriate regulatory form is provided before the traveler commits to the package.

Independent artistic services are not classified as packages by the sole application of these conditions; they follow the specific part, subject to the actual legal classification of the sale.

GENERAL TERMS OF SALE

ARTISTIC SERVICES FOR BUSINESS CLIENTS

Purpose and role of the participants

This section applies when the quote concerns a standalone artistic performance commissioned by a client acting for professional purposes, in particular a corporate convention, and identifies the producer or artistic service provider. The quote specifies the group, venue, date, times, duration, sequences, repertoire or its focus, the number of performers, rehearsals, technical and logistical inclusions, and the price. Clauses specific to travel do not automatically apply; the general provisions identified in the preamble remain applicable.

Choral Events markets and coordinates the service defined in the quote in its own name. The independent artistic producer provides the show and assumes the obligations associated with the artistic team under their management. Choral Events remains responsible for its own commitments to the client. The classification of employer, producer, live performance presenter or agent is determined by the functions actually performed; these General Terms and Conditions do not deviate from this.

Production and compliance

The final agreement is reached after Choral Events provides written confirmation of the producer's availability and scope of work, subject to the conditions and deadline specified in the quote. If confirmation is not received within this timeframe, the offer becomes void and any deposits received will be refunded. No irregular services may be performed solely because a quote has been signed.

Choral Events enters into a separate contract with the producer specifying its artistic, social, administrative, tax and insurance obligations.

GENERAL TERMS OF SALE

ARTISTIC SERVICES FOR BUSINESS CLIENTS

Specific prices and payments

The overall price indicates the amount excluding tax, the applicable VAT, and the total amount payable. It covers the services and coordination described; pricing agreements with suppliers do not constitute an accounting to the client, unless expressly mandated. No margin rate or internal commission is guaranteed to the client.

The client pays a 30% deposit upon confirmation and the balance 30 days before the performance; full payment is due upon confirmation for later bookings. Alternative payment terms may be agreed upon. Any requested options or additional services require prior written agreement and a quote.

For professionals subject to the French Commercial Code: penalties will be applied from the day after the due date, without reminder, at the ECB refinancing rate applicable to the six-month period plus ten percentage points, and a fixed recovery fee of €40 per late invoice. Additional justified costs may be claimed under the applicable legal conditions. No discount is offered for early payment. Any mandatory off-premises contract terms that may apply remain reserved.

GENERAL TERMS OF SALE

ARTISTIC SERVICES FOR BUSINESS CLIENTS

Venue, safety, technical requirements and rights

The client shall provide, for the elements under their control, an accessible and authorized venue, adequate capacity, compliant safety conditions and electrical installations, as well as the agreed-upon resources for unloading, the stage, dressing rooms, rehearsals, and reception. The responsibilities of the operator and each participant are detailed in the quote and the accepted technical specifications. Choral Events retains its own obligations.

All outdoor performances include contingency plans and decision-making processes in case of inclement weather. A dangerous situation may necessitate the suspension of the performance; the group and Choral Events will immediately inform the client and seek a safe solution. Financial responsibility depends on the established cause, and full billing will not be automatic for any interruption.

The client adheres to the agreed-upon schedule. A delay attributable to the client does not automatically extend the agreed period of attendance; any extension remains subject to availability and agreed pricing. A delay or failure on the part of the service provider will be addressed with a proportionate solution, without automatic reduction of the client's rights.

The quotation identifies who obtains the performance authorisations and pays the copyright and related-rights fees. Unless otherwise stipulated for this B2B portion, the client/organizer is responsible for obtaining the necessary authorizations for their event, in cooperation with Choral Events and the producer for the repertoire. This contractual arrangement does not alter the obligations towards rights holders. Recording, live transmission, and advertising reuse require a separate written agreement specifying the media, territory, duration, and rights of the artists and authors.

GENERAL TERMS OF SALE

ARTISTIC SERVICES FOR BUSINESS CLIENTS

Cancellation, postponement and replacement

All cancellations or requests for postponement must be notified in writing, by email to admin@choral-events.com. Except in cases of force majeure or other mandatory legal provisions, the cancellation fee payable by the client corresponds to direct and substantiated damages: preparatory work completed, irrevocable commitments, demonstrated lost profit margin, less avoided costs, supplier reimbursements, and alternative revenue. It does not exceed the total agreed price; any advance payments already received will be deducted from this amount. The standard 30/50/100% tourist rate is not automatically applied.

A postponement requires agreement on the date, availability, and remaining net costs, without double billing. If the group is unavailable, Choral Events will offer a comparable solution, subject to the client's approval, if possible. No replacement of an ensemble expressly identified as essential will be imposed. If Choral Events fails to provide the service, the amounts corresponding to the unperformed services will be refunded, without prejudice to the client's other rights.

Force majeure is assessed according to Article 1218 of the Civil Code. The party prevented from performing must promptly inform the other party, justify the impediment, and seek to mitigate its effects. A temporary impediment suspends performance unless the delay justifies termination; a permanent impediment leads to termination and legal restitution. Advances are not automatically forfeited. A budget shortfall, low participation, or the sole failure of a supplier are not automatically deemed to constitute force majeure.

Responsibility specific to the artistic performance

Choral Events is liable for proven direct damages resulting from its obligations. It does not guarantee the client's commercial or communication objectives. Between professionals, damages are capped at the total price of the service in question, except in cases of fraud, gross negligence or personal injury, where the limitation would deprive an essential obligation of its substance, or where a mandatory rule provides otherwise, or a contrary mandatory rule. This cap does not affect the reimbursement of sums due for a service not performed and never applies to package holidays.