GENERAL TERMS AND CONDITIONS OF SALE
NAUTIC LOISIRS MEDITERRANEE and its subsidiary companies :
WGP NLM LES ISSAMBRES ; NLM WATER GLISS PASSION LA NARTELLE ; WGP PRE CLAOU
(ONLINE SALE)

1. General specifications

Unless otherwise stipulated by contract, all orders placed with us and all contracts processed by us are subject to the present General Terms and Conditions of Sale.These apply to all services and sales of products provided by our companies.

Only bookings paid for via our website will be taken into account for the organization and staging of the event at the agreed date and location.

The services agreed for the event are detailed in the booking summary received by email once payment has been made online.

2. Terms of payment

Payments are made by credit card only and in full.

Some activities require manual validation by NAUTIC LOISIRS MEDITERRANEE and its subsidiary companies. In this case, and only in this case, payment will only be effective once the service has been validated by us. Once the reservation has been validated, the customer will receive a confirmation email. In the event that NAUTIC LOISIRS MEDITERRANEE or its subsidiary companies refuse to provide the service, the full amount will be credited back to the card used for the transaction.

3. Insurances

NAUTIC LOISIRS MEDITERRANEE is insured for civil liability under the AXA contract number 0000010801025704.
WGP NLM LES ISSAMBRES is insured for civil liability under the GENERALI contract number AU208608.
NLM WATER GLISS PASSION LA NARTELLE is insured for civil liability under the GENERALI contract number AT842580.
WGP PRE CLAOU NARTELLE is insured for civil liability under the GENERALI contract number AU415252

4. Cancellation conditions

In accordance with article L121-20-4 of the Consumer Code, park tickets, cinema tickets, ski passes and other tickets (for shows, events, concerts, theater, etc.) are not subject to the right of withdrawal. It is specified that some experiences, attractions, entertainment and ancillary facilities may operate on a seasonal or meteorological basis or may be closed, delayed, modified, unavailable or cancelled without notice or refund.

A ticket cannot be reimbursed, even in the event of loss or theft, nor can it be taken back or exchanged, except in the event of exceptional closure and the organizer's decision to reimburse tickets OR subscription to the Serenity Pack, for products offering this.

In the event of cancellation by the customer, no refund is possible, unless the customer has selected a serenity pack and has sent an email to contact@waterglisse.com before the time and day of the activity, in order to obtain a full refund.

It is however possible, subject to availability and with a minimum of 48 hours' notice before the event, to postpone the event to a mutually convenient date (except for nautical activities including-catering).
In the event of bad weather, NAUTIC LOISIRS MEDITERRANEE and its subsidiary companies are the sole judges of the possibility or impossibility of providing a service.

- If the weather conditions do not alter the possibility of carrying out the activity in complete safety, the activity will not give rise toa refund, except if the customer has selected a serenity pack and has sent an email to contact@waterglisse.com before the time and day of the activity, in order to obtain a full refund of the activity. Serenity packs are not available for all products. Refunds only apply to activities linked to insurance.

- If weather conditions prove dangerous for the practice of the activities, NAUTIC LOISIRS MEDITERRANEE and its subsidiary companies undertake to offer two postponement slots. In the event of refusal on the part of the customer, the service will not give rise to a refund unless the customer has selected a serenity pack and has sent an email to contact@waterglisse.com before the time and day of the activity, in order to obtain a full refund of the service. Serenity packs are not available for ail products. Refunds only apply to activities linked to insurance.

- In the event of impossibility due to force majeure, no reimbursement will be made.

5. Disputes

In the absence of an amicable agreement, any dispute relating to our services shall fall within the exclusive jurisdiction of the competent Commercial Court (or Administrative Court for local authorities).