

**EUROPEAN CONFERENCE ON
THERMOPHYSICAL PROPERTIES
AUGUST 31TH TO SEPTEMBER 04TH 2008
SPECIFIC CONDITIONS GOVERNING HOTEL BOOKINGS
Booking service provided by the Pau Office de Tourisme et des
Congrès**

1 – Tourist offices that are authorised to do so in accordance with the Law of 13th July 1992 may book and sell all types of leisure, accommodation and general services within their respective areas. They assist the public by providing them with a selection of services.

2 – Bookings

- **Accommodation and other services may be pre-booked before 15th june** by the Office de Tourisme et des Congrès by returning the appended reservation slip by e-mail.

You will then receive confirmation of availability and notification of the total cost of the reservation.

- **Bookings can be confirmed by post** by sending this booking form, together with full payment for the booking (cheque, bank card or transfer).

Your booking will be confirmed as soon as this letter is received.

Booking fees are included.

3 – Payment:

Payment may be made by debit or credit card (not American Express) or cheque, payable to the Trésor Public, or by bank transfer to the Banque de France - 64000 Pau:

Account number Bdf 30001_00622_C641000000_87

From abroad: IBAN Code: FR76 1007 1640 00 00 0020 0042 876 / SWIFT Code: BDFEFRPPXXX

The client formally undertakes to pay to the Pau Tourist Office the total cost of the booking, at the latest 15 days before the start of the service provision, i.e. by 15th August 2008.

Any client failing to observe the above condition will be deemed to have cancelled his/her order. After that time, there will be no refunds, unless agreed beforehand by both parties.

4 – Documents issued:

By return of post, you will be sent a voucher to be exchanged against the booked service provision, along with your invoice.

5 – If the client cancels the booking, he/she must, where possible, inform the booking service of the Tourist Office immediately by telephone, fax or e-mail, so that, in turn, we can inform the hotel owner immediately and cancel the booking.

No charge will be made for bookings cancelled up to 8 days prior to the start of the provision.

If cancellation takes place within 8 days, 50% of the full amount will be deducted

There will be no refund, if the client fails to appear and we receive no notification from you, or if his/her stay is interrupted.

No charge will be made for name changes.

6 – Claims/disputes

Any claim relating to a service provision must be sent by registered letter to the Tourist Office, the sole competent body, which will make a decision regarding any dispute within eight days of the end of the service provision. Any disputes arising from this payment or booking or contract options will be heard by the Pau administrative courts. Only the French text of this document may be taken into consideration. The accountant and signatory is the Trésorier Municipal de Pau, 4, rue Henri IV – 64000 PAU, the accounting representative of the Tourist Office, code number: 064026

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