



HEART *of* ALSACE

SO GOOD, SO BEAUTIFUL, SO FRENCH

Extraordinary
experience

Wine Route Tour
2020

DISCOVER ALSACE, CHAMPAGNE & PARIS
REGIONS IN FRANCE




SO ROMANTIC,
SO ALSACE



HEART *of* ALSACE

TRAVEL

FOR MORE INFORMATION OR TO BOOK
YOUR TRIP PLEASE CONTACT US:

 (+63) 9175522992 / (02) 9759207

 www.heartofalsace.com

OR CONTACT YOUR TRAVEL AGENCY
TO HAVE A QUOTATION TODAY





WINE ROUTE TOUR 2020

8 DAYS AND 7 NIGHTS TRIP

TRIP PLANNING 2020

STARTS

Sat. 11 Apr
Sat. 02 May
Sat. 30 May
Sat. 20 Jun
Sat. 18 Jul
Sat. 15 Aug
Sat. 17 Oct

ENDS

Sat. 18 Apr
Sat. 09 May
Sat. 06 Jun
Sat. 27 Jun
Sat. 25 Jul
Sat. 22 Aug
Sat. 24 Oct

**FOR MORE INFORMATION OR TO BOOK YOUR EXCLUSIVE
PACKAGE TOUR**

CALL: (+63) 9175522992 / (02) 9759207

OR GO TO: WWW.HEARTOFALSACE.COM

**OR CONTACT YOUR TRAVEL AGENCY
TODAY**

SMALLER GROUPS & ESCORTED TOURS

18 to 24 guests and Service of English Speaking Travel Companion /
Manager for an intimate and truly stress-free travel experience

TRIP FOR 18+ YEARS OLDS



DISCOVER 3 FASCINATING DESTINATIONS IN FRANCE

*Unique and exclusive journeys
in Alsace, Champagne and Paris
Regions in France*

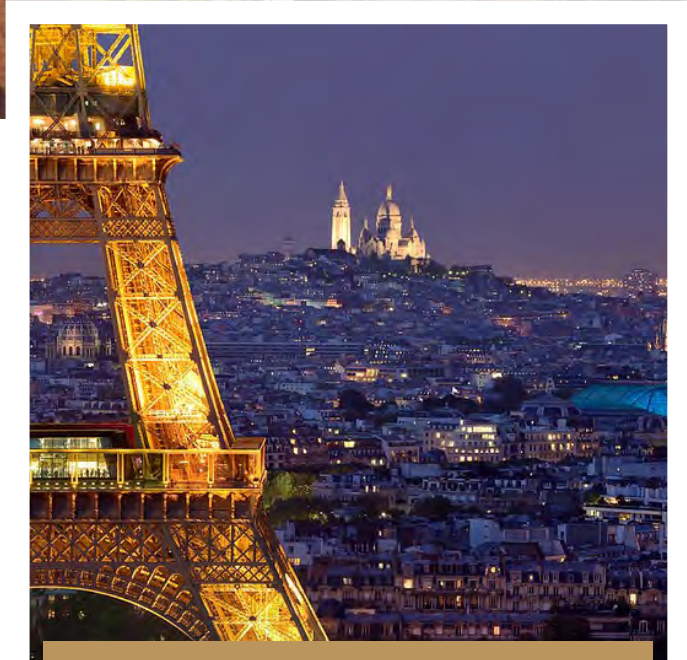
Heart of Alsace Travel indulges you to a unique journey in Alsace, one of the Europe's best kept secret and gives you the opportunity to continue your trip visiting Champagne and Paris regions, two jewels of French heritage. These three regions and their capital cities are known worldwide and are among the most beautiful, the most visited and the most famous destinations in France





ALSACE

Alsace is a picturesque pastoral region located in the north east of France and one of Europe's best kept secrets. It is well-known for its colorful-timbered houses, its fairy tale medieval villages, its infinite vineyards and its castles perched at the top Vosges. Take your time and come to discover the cultural pearls of the region, its exceptional cuisine and its delicious wine.



PARIS

We have never stopped discovering Paris as the capital of France is rich in monuments, museums and discoveries. Nestled in a loop of the Seine river, in the center of the Paris Basin, the "City of Light" for Eternity as an artistic gastronomic and cultural influence without equal in the whole world. And of course, not to mention that Paris is also the world capital of fashion and luxury.



CHAMPAGNE

Champagne, lying between the Alsace and Paris regions, is one of the great historic provinces of France. It's renowned for the sparkling white wines that bears its name. Prestigious champagne houses are centered in the city of Reims. The region is mostly made up of hilly countryside, dotted with vineyards, medieval monuments, fortified hill towns and nature reserves.



THE ALSACE WINE ROUTE, ONE OF THE MOST SCENIC DRIVES IN THE WORLD

The Alsace Wine Route is one of the oldest in the world and offers road trips full of culture and history along with scenery like nowhere else.

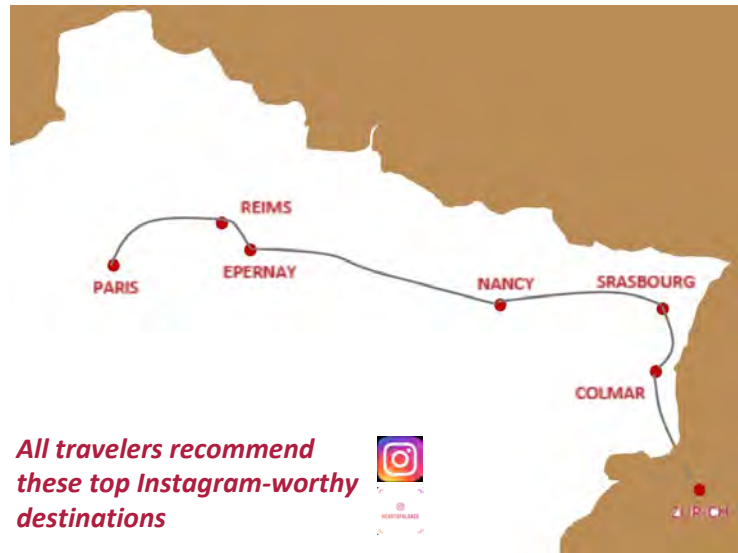
Stay in charming hotels and stroll through a string of picturesque and fairytale villages with colorful timbered houses and breathtaking views. Grasp the sense of the region's historical and cultural heritage and follow the wine route from Alsace to Champagne region to become an expert in wine & Champagne tasting. Discover a selection of great and exclusive local food products and delight your palate with unique French culinary experience.





WINE ROUTE TOUR 2020

4 DAYS IN ALSACE - 2 DAYS IN CHAMPAGNE - 2 DAYS IN PARIS



All travelers recommend these top Instagram-worthy destinations

HIGHLIGHTS

- Guided City tour in Strasbourg, European Capital, Colmar, Capital of the Wine Route, Obernai, the Medieval town, Reims city of coronation and Paris iconic' s sights.
- Guided tour of the Mount Sainte-Odile and the Haut-Koenigsbourg castle in the Vosges Mountains, visit of the Reims Cathedral and the Village of Dom Pérignon in Champagne.
- Discovery of the "Pearls of Alsace" Riquewihr and Eguisheim, medieval villages, ranked among the « Most Beautiful Villages in France », and fly to new emotions aboard the balloon of Epernay in Champagne.
- Ride in the Alsatian vineyards and visit of the hillsides of the Aÿ's vineyard in Champagne, registered as a UNESCO world heritage site, and fascinating Cellar visits and private wine tasting in famous Alsatian estates and Champagne Houses.

MEMORABLE LUNCHES AND DINNERS

- Food & wine pairing with a scenic view of the vineyards / Tarte Flambée experience in traditional Winstub / Dinner in typical Alsatian restaurants.
- Food & Champagne pairing for lunch / Dinner in typical restaurant in Reims.
- Lunch to the Eiffel Tower restaurant « The 58 », with exceptional views over Paris or to the legendary Brasserie « La Coupole » in Montparnasse.





WINE ROUTE TOUR 2020

8 DAYS AND 7 NIGHTS TRIP

ALSACE - 4 DAYS

YOUR ITINERARY* *The itinerary, the description, the visits, the hotels, the photos, the dates and the schedules are subject to later modifications imposed by the service providers and are communicated for information purposes and are not contractual. In case of need, we reserve the right to reverse the order of visits. **See Terms & Conditions P.11.**

DAY 1 – WELCOME TO ALSACE

Arrival at **Zurich airport** and transfer at **3pm** to your Hotel in Alsace. At **5pm** check-in and join everyone for a welcome drink and the introduction about your trip. Enjoy a nice dinner in a typical restaurant.

Dinner included

HOTEL STRASBOURG 4 NIGHTS– REGENT CONTADES ****

Located in the heart of Strasbourg, a few steps from the **Cathedral** and close to the European Institutions, it is a magical place where time has no hold. In the heart of the Neustadt district, a UNESCO World Heritage Site, the hotel Régent Contades, a **magnificent 19th century building on the banks of the River Ill**, is the ideal starting point to discover Strasbourg and Alsace.



YOUR ROOM*–TWIN CLASSIQUE

Elegant room of approximately **18m²** offering a nice view of the **Haussmann district**, free Wi-Fi. Room with a sitting area and a work area. Bathroom with bathtub and built-in shower, high-end amenities, bathrobe and slippers. Minibar, satellite TV, air conditioning and safe.



**Description and photos 2019 provided for information subject to later changes imposed by the hotelier.*

DAY 2 –DISCOVER THE MEDIEVAL ALSACE

Lunch and Dinner included

Start the day by a guided tour of **Obernai** medieval town, which was the property of the dukes of Alsace in the 7th century and enjoy the visit of a **gingerbread factory** in **Gertwiller**, **capital of gingerbread** thanks to the numerous **pastry cooks** and their know-how.



The historic Imperial City of Obernai

After a delightful lunch in a typical restaurant **enjoy a guided tour of the Mount Sainte-Odile**, a **760-meter-high peak** in the **Vosges Mountains**, **convent and center of pilgrimage** dedicated to **Sainte-Odile** about the end of the **7th century**. Continue the tour with a **cellar visit**, a **wine tasting** and a typical dinner in a traditional restaurant.



The Mont Saint-Odile



Cellar Visit & Wine Tasting

HOTEL REGENT CONTADES **** Strasbourg



Alsace Wine Route:
 51 "Grands crus"
 500 cellars
 119 authentic villages 170 km

DAY3 –STRASBOURG CITY TOUR

Start the day by a walking guided tour of the old city center of Strasbourg, seat of the European Parliament. Discover its exceptional UNESCO heritage, first and foremost the majestic Notre Dame Cathedral and la Petite France. The afternoon continue your discovery of the city with a sightseeing boat tour, from downtown to the European Parliament, through the imperial district of Neustadt. By 4pm, you have free time to shop and to explore the beauty of Strasbourg. Around 9:00pm road back to the hotel.



UNESCO
 WORLDWIDE
 HERITAGE

Strasbourg City Tour

DAY 4 – FOLLOW THE WINE ROUTE

Lunch and Dinner included

Grasp the sense of the region’s historical and cultural heritage and follow the wine route during one day. Visit of the Haut-Koenigsbourg castle, one of the symbols of the Alsatian heritage and discover Riquewihr one of the “Pearls of the Wine route”, ranked among the « Most Beautiful Villages in France ». For the lunch, live a memorable time, including cellars visit, wine tasting and a cold cut and cheese platter.

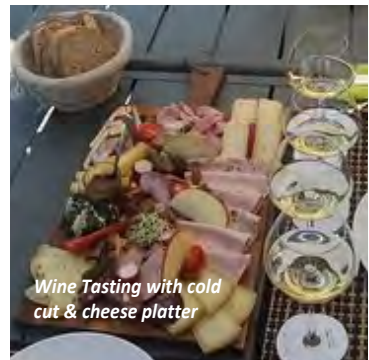


The Haut-Koenigsbourg Castle

Continue to Eguisheim and a walking tour of the medieval village centre, that was voted as “France’s favourite village” in 2013. After enjoy a guided tour of the Old town of Colmar, the Capital of Alsatian wines. You’ll discover the Little Venice, half-timbered houses, the covered market, the Dominican Church. To finish this beautiful and memorable day, you will enjoy a typical “Flammekueche” dinner, an Alsatian dish with a dough base topped with a mixture of cream, soft white cheese, bacon chunks and onions.



Little Venice, Colmar



Wine Tasting with cold cut & cheese platter



Flammekueche

HOTEL REGENT CONTADES **** Strasbourg

HOTEL REGENT CONTADES **** Strasbourg



I ;@7DAGF7FAGD2020

8 DAYS AND 7 NIGHTS TRIP

CHAMPAGNE - 2 DAYS

YOUR ITINERARY* *The itinerary, the description, the visits, the Hotels, the photos, the dates and the schedules are subject to later modifications imposed by the service providers and are communicated for information purposes and are not contractual. In case of need, we reserve the right to reverse the order of visits. **See Terms & Conditions P.11.**

DAY5 – DEPARTURE TO CHAMPAGNE

Lunch and Dinner included

Private transfer to the historical sparkling wine province and its capital the City of Reims, located between Alsace region and Paris. On the way, stop in the Lorraine Region, to visit the vineyards of the appellation « Côtés de Toul » which are on the village of Toul on the western banks of the Moselle river. Enjoy a cellar visit and a wine tasting of it's famous "Vin Gris des Côtés de Toul" that develops intense and unique fruity and floral flavours. After a lunch in the area, continuation to Reims and arrival for check-in and a dinner at 7:00pm.

Côtés de Toul - Lorraine



Cellar Visit & Wine Tasting



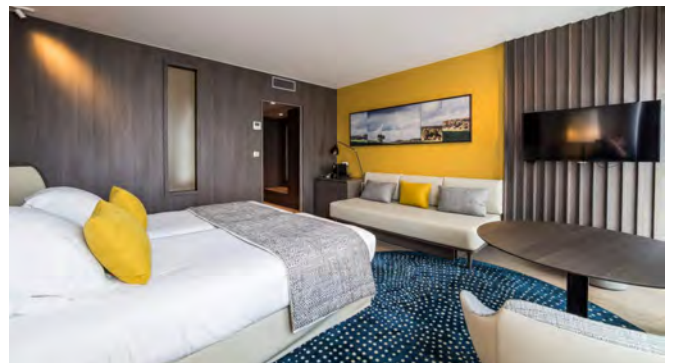
HOTEL REIMS 2 NIGHTS– BEST WESTERN DE LA PAIX ****

Best Western Premier Hôtel de la Paix boasts a perfect location within just a stone's throw away from Cathedral of Reims, a number of the most esteemed champagne houses in the area as well as the city centre. This charming hotel offers a refined ambiance in a decor that delicately combines modern design with the charms of ancient times.

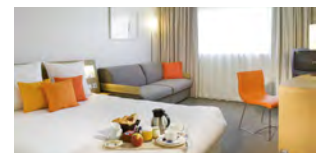
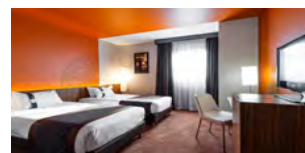


YOUR ROOM*–TWIN PRIVILEGES

Sober and design: the Privilege rooms are ideal for relaxing stays in the heart of Reims. Shower and/or bathtub; Air conditioner; Free Wi-Fi access; Television with international channels; Mini bar; Phone; Robe; Safe; Courtesy tray; Non-smoking.



For the departure dates May 30th and June 20th 2020, please note that the Hotels in Reims will be the Holiday Inn Center **** and the Novotel Reims Tinquex****



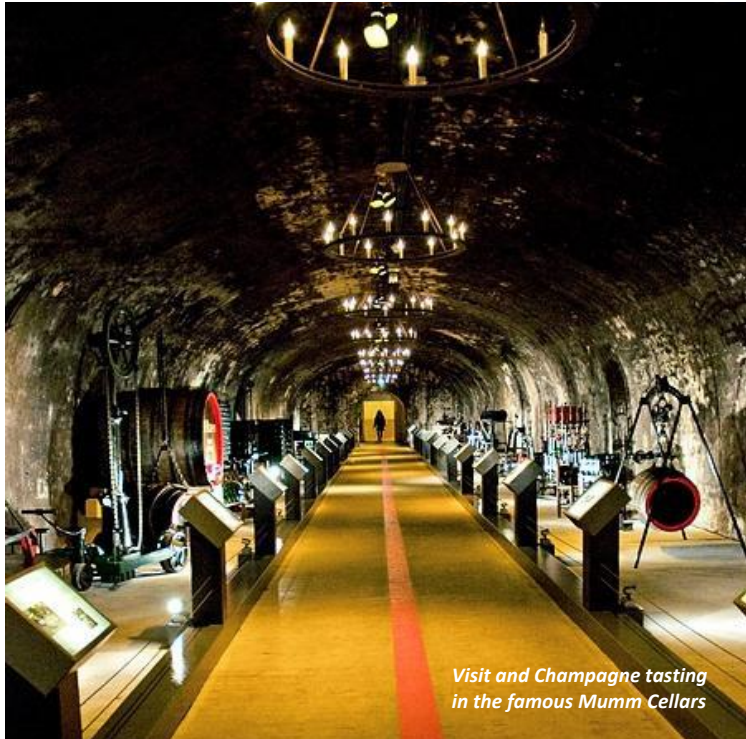
*Description and photos 2019 provided for information subject to later changes imposed by the hotelier.

HOTEL BEST WESTERN DE LA PAIX **** REIMS

DAY 6 – THE CHAMPAGNE EXPERIENCE

Lunch included

Because Champagne is unique, we promise you an “Exclusive Experience”. Start your day with a short walking tour of the city centre of Reims and visit the Cathedral, a UNESCO World Heritage Site, where French kings were coronated during the French Monarchy. Continue with a fascinating dive into the “crayères”, the sumptuous Champagne cellars and with a wine tasting in a famous Champagne House of Reims.



Visit and Champagne tasting in the famous Mumm Cellars

Road to the south of Reims and arrival in the area of Hautvillers village, the cradle of Champagne, for an original Champagne and food pairing. After lunch, depending on schedule, little walk in the village of Dom Pérignon, the “Father of Champagne”.



A tapas-style lunch with Champagne pairing



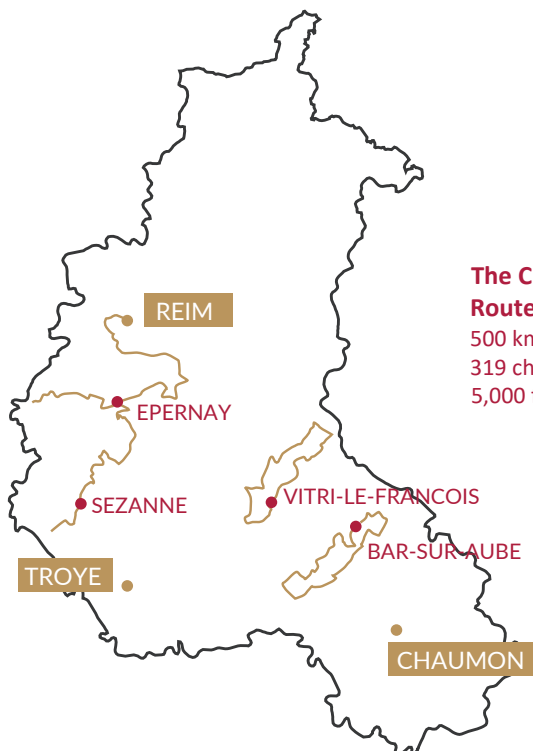
We continue our journey by discovering the “Champagne Alley” in Epernay, home of the most prestigious Champagne House, registered as a UNESCO world heritage site. After enjoy an extraordinary experience 150 meters above the ground. Aboard the balloon of Epernay, fly to new emotions, discover the hillsides of the Champagne vineyards with 1 glass of champagne and a cut silkscreen offered.



Get high with the captive balloon!

UNESCO WORLDWIDE HERITAGE

Then, to finish this unforgettable day, you will experience a ride, a cellar visit and a Champagne tasting on the hillsides of the Ay’s vineyard, registered as a UNESCO world heritage site.



The Champagne Wine Route:
500 kms
319 champagne-making
5,000 family producer



Way back to the Hotel and Dinner at your own in the restaurant of your choice in Reims.

HOTEL BEST WESTERN DE LA PAIX **** REIMS

WINE ROUTE TOUR 2020

8 DAYS AND 7 NIGHTS TRIP

MADE IN
FRANCE



YOUR ITINERARY* *The itinerary, the description, the visits, the Hotels, the photos, the dates and the schedules are subject to later modifications imposed by the service providers and are communicated for information purposes and are not contractual. In case of need, we reserve the right to reverse the order of visits. **See Terms & Conditions P. 11.**

DAY 7 – WELCOME TO PARIS, CITY OF LIGHT!

Relax start and private transfer to Paris, after your breakfast. Arrival to Paris at **1pm** and Check in your **4*Hotel**.

Enjoy free time in the afternoon to discover the City of Light.

Museums: The Louvre, the Pompidou Center, The Louis Vuitton Foundation and The Orsay Museum are among The must not to be missed.

Gastronomy: Discover the Luxury Gourmet shops which contribute to the prestige of French food and luxury around the world. and don't miss the show and the cuisine specialities in the best brasseries in Paris.

Shopping: Boulevard Haussmann (Galeries Lafayette & Printemps department stores), Avenue Montaigne (major haute-couture brands have chosen home, such as Chanel, Christian Dior, Chloé, Céline, Thierry Mugler, Saint Laurent Paris, Prada, Gucci ...) and **The Champs-Elysees (Louis Vuitton,...)**.



HOTEL CALIFORNIA **** Paris

PARIS- 2 DAYS

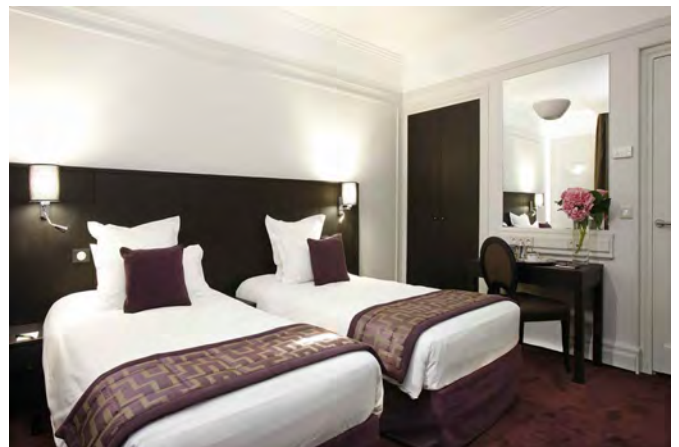
HOTELPARIS 1 NIGHT - CALIFORNIA ****

Located just steps from the world-famous Avenue des Champs-Elysees, Hotel California is a 4**** hotel that was built in 1925 by Louis Duhayon, renowned architect of the "Art Deco" style. Designed as a private home, our establishment has preserved the soul of the place with its majestic chandeliers and a collection of over 3000 original paintings. Combining the standards of international hospitality with authentic Parisian charm, the Hotel California welcomes you in a lively place, a subtle combination of classicism and contemporary.



YOURROOM* –TWIN SUPERIEURE

25 M2 room decorated in a contemporary style overlooking Patio or courtyard. Marble or modern bathroom, some with daylight. Free Wi-Fi, docking station, flat screen TV & satellite, individually controlled air conditioning, mini bar, safe, hairdryer.



**Description and photos 2019 provided for information subject to later changes imposed by the hotelier.*

DAY 8 – PARIS CITY TOUR

Lunch included

Relax start. Check-out in the morning around 11:30 am meeting with your guide and departure for a memorable lunch to the Eiffel Tower restaurant « The 58 », with exceptional views over Trocadero or to the legendary Brasserie « La Coupole » in Montparnasse.



The "58" Tour Eiffel restaurant

In the afternoon, free time for a walking ride along the Tour Eiffel area, exploring The Trocadero and The Parc du Champs-de-Mars or ascent up to the Montparnasse Tower Panoramic Observation Deck for a breathtaking 360° panoramic view 210 meters above the ground.



Trocadero



Montparnasse Tower Panoramic Observation Deck

After, enjoy a panoramic city tour of the French Capital for a discovery of its the iconic sites: Notre-Dame, Arc de Triomphe, Champs-Élysées, Opéra Garnier,...



Around 5pm, transfer to the airport of Paris Charles de Gaulle

FOR MORE INFORMATION OR TO BOOK YOUR EXCLUSIVE PACKAGE TOUR

CALL: (+63) 9175522992 / (02) 9759207

OR GO TO: WWW.HEARTOFALSACE.COM

OR CONTACT YOUR TRAVEL AGENCY TODAY

INCLUSIONS:

- English speaking French Travel Companion to escort your Tour
- 7 nights 4* hotels accommodation
- 7 breakfast buffet, 5 lunches and 4 dinners
- 3 Wine Tasting & 2 Champagne Tasting
- Included experiences and english speaking tour guides according to the program
- Airport transfer
- Seat in coach transfer
- Tour entrance fees
- City Tax

EXCLUSIONS:

- Airfare
- Visa
- Travel Tax
- Travel Insurance
- All the beverages (unless otherwise specified)
- Incidentals in hotels such as laundry, telephone calls, mini bar
- All other services not mentioned Tips for the drivers & local guides

SEE BOOKING TERMS & CONDITIONS P.11

Apr/May

Jun/Aug

Sep/Oct

Nov/Dec



Average Temp
High / Low
25° / 10°

Average Temp
High / Low
28° / 14°

Average Temp
High / Low
18° / 10°

Average Temp
High / Low
13° / 1°



TERMS AND CONDITIONS

Special conditions of sale *Heart of Alsace Travel*

OBJECT

These special conditions of sale apply to all services marketed by HEART OF ALSACE as part of this brochure, any other sales support used by HEART OF ALSACE and its website. For Tour-Operators whose name indicated under "organizer," the special and general conditions will appear in the prior offer.

BOOKING

To be considered firm and definitive, any booking must be accompanied by a deposit of 200 dollars non-refundable. The balance – final payment- must be paid no later than 60 days before the date of departure.

MINIMUM NUMBER AND AGE OF THE PARTICIPANTS

IMPORTANT: all our EXCLUSIVE TOUR PACKAGES are feasible with a minimum of 18 paying participants of 18+ years old unless otherwise stated. We reserve the right to cancel the trip if this quota has not been reached at least 60 days before departure. In this case, the customer will have the possibility or to accept the replacement trip that we will propose to him (the difference of tariff will be passed on to him upwards or downwards) or to demand the refund of the sums already paid without being able to claim any compensation in any form whatsoever.

For some trips, we can offer you to ensure the departure with a lower minimum of participants for a fee. In this case, we will inform you within the legal period, more than 60 days before departure.

ABILITY TO TRAVEL

Taking into account the difficulties inherent to specific journeys, stays, circuits or cruises and the physical and psychic autonomy that they imply, the LK TOURS company reserve the possibility to refuse any inscription which would appear not adapted with the contingencies of such trips, stays, tours or cruises. If necessary, the client must produce a medical certificate of aptitude in this respect. The guarantee of the insurance company is not acquired if it turns out that the state of the physical or moral health of this person did not allow him such a trip. Given the specificity of circuits and in general, any traveler with reduced mobility will have to make sure with his travel advisor that the benefits of the trip adapted to his situation.

All our journeys require a physical and psychic autonomy. People under guardianship or trusteeship must imperatively report it at registration. People under guardianship must travel with their guardian; persons under guardianship must provide authorization from their curator.

PRICE

The details of the amount of each trip in this brochure can be found in the section "INCLUSION" including tourist taxes (unless stated otherwise in the introductory offer and the contract of sale), airport taxes * and safety at 09/012/2019 (revisable during the season). Our price does not include: see detail in "EXCLUSION" + exit taxes from the territory or border crossing (to be paid on site), some taxes on domestic flights + visa or card fees tourist, tips for staff (drivers, guides, porters ...). In many countries, decanter water and bread are not free or do not exist.

Our prices are set on a flat rate basis, excluding service charges. Any service not used because of the traveler does not give rise to any refund.

PRICE REVIEW

The indicated prices are calculated according to the various elements known at the date of the pamphlet (01/09/2019): hotel services, fuels (cost of the barrel to 57 \$), tourist tax (except special mention) , fees and taxes, VAT rate, exchange rate (USD / CAD: variable rate depending on the trip concerned, CHF = 0.90 € / £ = 1.15 €). Motor transport share: DIREM price at 01/09/2019: 1,22 € subject to change without notice. In case of modification of these parameters, the prices are likely to be revised, in accordance with articles L.211-12, R.211-8 and R.211-9 of the French Code of tourism, the prices envisaged in the contract are revisable to upward or downward to account for changes in the cost of transportation (fuel/energy), royalties and taxes and exchange rates. You will be informed of any increase in the total price of the package, no later than 20 days before departure. This increase will apply in full to the part of the amount concerned and cannot be a reason for cancellation. For any growth above 8%, you will receive on a durable medium the details of the variation of the price, its consequences on the cost of the package, the choice which is offered to you to accept or refuse in a reasonable time and effects of lack of response.

TRANSFER OF CONTRACT

Under Article L. 211-11 of the French Tourism Code, the customer can transfer his contract if it has not produced any effect and up to 7 days of departure, warning the agency in a reasonable time to a person who fulfills the same conditions as himself. The client and the beneficiary of the assignment remain jointly and severally liable for the payment of the balance of the contract and the transfer fees that will be communicated by the agency.

DEPARTURE

In case of no show of the traveler at the time and place provided or in case of non-presentation of travel, police or health documents required for his trip (passport, visa, identity card, vaccination certificate) no refund will be possible.

LOCAL REPRESENTATIVE

The bus driver is our representative throughout your trip. In case of absolute urgency, the customer can also dial +33 3 89 24 65 65; an answering machine will indicate to him, outside the opening hours, the number of our permanence 24h on 24h.

BEDROOM

Unless otherwise indicated, all rooms in our catalog are with bath or shower and WC. The customer cannot claim any refund if the allocated room is with shower instead of a bath or vice versa.

Single rooms: we do our best to get the maximum number of single bedrooms from hoteliers. However, the additional charge for the

allocation of a room for a single person commits the organizer of the trip only to the extent that he can himself obtain them from the hoteliers, their number being minimal.

We cannot be held responsible for the comfort of single rooms, which are often less well located and smaller than double bedrooms, although more expensive.

In case it is impossible to provide a single room, the amount corresponding to the service not submitted will be refunded on request.

Rooms to share: Room registrations to be shared are accepted provided others have expressed the same desire. If this eventuality does not occur, the traveler concerned will have to pay the supplement for a single room. This supplement can be requested until check-out.

Triple rooms: these are double rooms with the addition of an extra bed; travelers wishing to use, despite these reservations, a triple room, cannot claim any discount.

FORMALITIES - POLICE & SANITARY

Completion of customs formalities is the responsibility of the customer. Each traveler must strictly observe the prescribed formalities and, have the required and valid identity documents. It is up to the customer to complete all the formalities by bearing the costs and to ensure that the title, the names, and surnames appearing on all his travel documents correspond exactly to those appearing on his identity document, for himself and for the minor accompanying him.

Formalities for minors: Completion of customs formalities for minors is the responsibility of the parents or the legal representative. For the passage of a border, any minor, whatever his age, must have a valid passport, in his name.

Before leaving, the client will contact his bank to comply with the regulations of the foreign exchange office regarding the export and import of foreign currency.

Travelers should be provided with the necessary documents and vaccination certificates at border crossings and required by the country of destination to avoid the risk of being turned back at customs.

CUSTOMER CANCELLATION

The customer can cancel his sales contract for the following fees (per person, on the total price of the trip)

- more than 60 days before departure: the deposit of 200 dollars per person is non-refundable

- between 60 and 46 days before departure = 30% of the trip price

- between 45 and 31 days before departure = 50% of the cost of the trip

- between 30 and 16 days before departure = 75% of the price of the trip

- between 15 and 00 days before departure = 100% of the cost of the trip

CANCELLATION BY CUSTOMER - PERIOD CHRISTMAS MARKETS (20/11/2020 - 31/12/2020)

- more than 60 days before departure: the deposit of 200 dollars per person is non-refundable

- between 60 and 31 days before departure = 70% of the price of the trip

- between 30 and 16 days before departure = 80% of the cost of the trip

- between 15 and 00 days before departure = 100% of the price of the trip

Concert tickets or other shows are not refundable.

Some trips by plane, bus or cruises follow a stricter cancellation schedule. In this case, the cancellation conditions will indicate in the prior offer.

The reimbursement to which the traveler can claim from us for the percentage due to him will be made automatically.

In the event of cancellation by the traveler, the traveler needs to inform the travel agent or the organizer and his insurance immediately upon the occurrence of the event causing the cancellation. If this delay is not respected or if the traveler delays in informing his travel agency, he could be refused the assumption of his request.

CANCELLATION AND AMENDMENTS BY THE ORGANIZER

All prices, schedules, itineraries, experiences, activities, visits, guided tours, lunch and dinner mentioned in our programs, may be modified as a result of circumstances beyond our control or imposed by decisions made by the local service providers or local authorities to which we address.

The itineraries, the order of visits, the experiences, the activities, the guided tours, the lunch and the dinner indicated in this brochure are given as an indication and may be modified at any time. We reserve the right to possibly replace an experience, an activity, a visit, a guided tour, a lunch, a dinner or a hotel with an experience, an activity, a visit, a guided tour, a lunch, a dinner or an establishment of the same category, to take a different route from the one originally planned or to cancel individual visits when circumstances require us to do so. Similarly, the customer cannot claim any compensation if cases of force majeure impose the cancellation or if the dissolution of the trip occurs for the insufficient number of participants more than 60 days of departure.

In the case of abandonment of a trip in progress by the customer, there will be no refund.

ASSURANCES ASSISTANCE TRAVEL

It is up to each traveler to check whether a personal travel insurance policy covers he/she and to take out such an insurance contract including, among other things, travel assistance with a guarantee of medical repatriation, medical assistance, medical expenses, expenses hospitalization.

In general, our trips do not include any insurance.

CLAIMS & MEDIATION

The study of the claim files will only concern the contractual elements of the booking. No subjective or personal assessment will be considered and cannot give rise to compensation. To be admissible, any claim must first have been expressly formulated on-site to our local representative or our driver/guide in the case of a bus trip to provide a solution in real-time.

Any complaint must reach us by registered letter with AR within 21 days after the end of the trip. After this period, we cannot guarantee our intervention with interested providers. For a definitive position, we will remain dependent on the response time of our providers (1 to 2 months). In the absence of a satisfactory response within 60 working days, the client may refer the matter to the Tourism Ombudsman, whose contact details and referral procedures are available on the website www.mtv.travel.

The trips marketed by Heart of Alsace Travel and presented in this brochure are organized by LK TOURS, Headquarters: 42 rue des Jardins 68000 COLMAR, SAS with a capital of 45,000 Euros. Financial guarantee :

APST - 15 Avenue Carnot 75017 PARIS, RCS Colmar 323 471 276, SIRET 323 471 276 00010.

Travel LK TOURS IM068100023, organizer is covered by a professional liability insurance (HISCOX France - 19 rue Louis le Grand 75002 PARIS) covering the consequences of its Professional Civil Liability, established in accordance with the provisions of the Code of Tourism. In accordance with articles L.211-7 and L.211-17 of the French Code du Tourisme, the provisions of articles R.211-3 to R.211-11 of the Code du Tourisme, are not applicable for the operations of reservation or sale of tickets that are not part of a tourist package.