Extraordinary experience

Wine & Gastronomy Tour 2020

DISCOVER ALSACE, CHAMPAGNE & PARIS REGIONS IN FRANCE

OR CONTACT YOUR TRAVEL AGENCY TO HAVE A QUOTATION TODAY

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Extraordinary experience

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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
Heart of Alsace Travel indulges you to a unique journey in Alsace, 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 pearl of the region, its exceptional cuisine and its delicious wine.

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 pearl 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” forever 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.
Heart of Alsace Travel indulges you to a unique journey in Alsace, one of the Europe’s best kept secrets 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 on the top Vosges. Take your time and come to discover the cultural pearls of the region, its exceptional cuisine and its delicious wine.

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THE QUINTESSENTIAL FOOD TRIP

Discover a world of tasty delights, delectable handmade local food products and take a seat for memorable dinners where dishes and moments with friends are made to be savored.

The quintessential food trip to discover the secrets of a strong culinary tradition. Experience delightful lunch and dinner in Michelin starred restaurant and traditional “Winstub”, and enjoy unforgettable cellar visits and wine tasting along the Alsace Road of Wine. Explore Champagne pairing and don’t miss the the cuisine specialties in the best brasseries in Paris. Discover a world of tasty delights through cooking classes with local experts.

HIGHLIGHTS

- Guided City tour in Strasbourg, European Capital, of Colmar, Capital of the Wine Route, Obernai, the Medieval town, Reims city of coronation and Paris iconic’s sights,
- Discovery of the Mount Sainte-Odile in the Vosges Mountains, Discovery Riquewihr ranked among the Most Beautiful Villages in France, visit of Reims Cathedral and The Champagne Avenue in Epernay,
- Cooking demonstration of the “Flammekueche” (Tarte Flambée), visit of a Foie Gras farm and demonstration on the delicacies and procedures on how to do a Foie Gras. Bretzel and Alsatian Apple Pie cooking classes and visit and tasting in a gingerbread factory in Gertwiller.
- 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 Alsation estates and Champagne Houses.

MEMORABLE LUNCH AND DINNER

- Dinner to a 1* Michelin restaurant in Colmar, Typical lunch in traditional restaurants / Local cuisine and Cheese tasting.
- 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.
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All travelers recommend these top Instagram-worthy destinations.
**WINE & GASTRONOMY TOUR**
2020
8 DAYS AND 7 NIGHTS TRIP

**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 COLMAR 4 NIGHTS – NOVOTEL SUITES ******
Located near the Unterlinden Museum, the Saint-Martin collegiate church and Little Venice with its half-timbered canals and houses, the Novotel Suites Colmar Center offers contemporary and spacious rooms in the city center. During your stay, take the time to enjoy the shaded terrace, the lounge bar and the wellness center with sauna, hammam and fitness room.

**Suprieure Suite**
Suite with modular space of approximately 30m², equipped with a minibar, kettle, microwave, expresso coffee machine, Tv, free WiFi, shower and bath, separate toilet, this suite offers you unrivaled services. Nothing is left to chance to make you live a relaxing and pleasant stay.

**YOUR ROOM**
* Twin Suprieure Suite
Suites with modular space of approximately 30m², equipped with a minibar, kettle, microwave, expresso coffee machine, tv, free wifi, shower and bath, separate toilet, this suite offers you unrivaled services. Nothing is left to chance to make you live a relaxing and pleasant stay.

**DAY 2 – STRASBOURG CITY TOUR**
Lunch and Dinner included
Start the day traveling to the European Capital, Strasbourg. Enjoy a cooking demonstration of the "Flammekueche" (Tarte Flambee) an Alsatian local speciality with a dough base topped with a mixture of cream, soft white cheese, bacon chunks and onions. To ending the memorable moment you will taste for lunch one traditional and one sweet Tarte Flambee with a glass of wine.

**DAY 3 – GASTRONOMY AND HERITAGE**
Lunch included
Departure to Soultz-les-Bains, we start out travel to the mountain Sainte-Odile, a 760-meter-high peak in the Vosges Mountains, convent and center of pilgrimage dedicated to Sainte-Odile. After lunch walking guided tour of the old city center of Strasbourg, seat of the European Parliament and its exceptional UNESCO heritage, first and foremost the majestic Notre Dame Cathedral and La Petite France. Continue your discovery of the city from a unique perspective, a walk along the waterfront with a sightseeing boat tour, from downtown to the European Parliament, through the imperial district of Neustadt! Finish the day with a typical dinner in a traditional restaurant in Colmar.

**Day in Strasbourg**

**DAY 4 – FOLLOW THE WINE ROUTE**
Lunch and Dinner included
Start your day with a guided tour of the Old town of Colmar, the Capital of the Wine Route. You’ll discover the Little Venice, half-timbered houses, the covered market, St Martin’s Church. Then we reach Ostheim, where you will meet Joëlle, our hostess, and share a moment of cooking conviviality. Joëlle will prepare a Bretzel and an Alsatian Apple Pie. Follow the chef’s demonstration and of course enjoy the tasting. Lunch on the site, with Alsatian cheese tasting. Joëlle will reveal all the secrets of Alsatian cheese!

**Alsace Wine Route:**
51 “Grands crus”
500 cellars
119 authentic villages 170 km

**Wine Route**
After this great moment, we continue on the Wine route for a short visit and a walking tour of the medieval village of Riquewihr, the «Gem of the Alsace vineyards», city listed among the «Most Beautiful Villages in France». Riquewihr is an open-air museum surrounded by a double medieval rampart. We will continue with a cellar visite and wine tasting in a typical Alsatian Wine Estate before to join Colmar for an unforgetable experience with a dinner in a * Michelin restaurant.
WINE & GASTRONOMY TOUR 2020 8 DAYS AND 7 NIGHTS TRIP

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YOUR ROOM** – TWIN SUPRIEUR SUITE
Suite with modular space of approximately 30m², equipped with a minibar, kettle, microwave, espresso coffee machine, TV, free WiFi, shower and bath, separate toilet, this suite offers you unrivaled services. Nothing is left to chance to make you live a relaxing and pleasant stay.

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Departure to Soultz-les-Bains, we start out travel to the handmade Foie Gras Lucien Doriath. Visit of the farm and demonstration on the delicacies and procedures on how to do a Foie Gras before a delightful tasting of Foie Gras toast pairing with wine. After a delicious lunch on site, visit of Obernai medieval town and guided tour of the fascinating Mount Sainte-Odile, a 760-meter-high peak in the Vosges Mountains, convent and center of pilgrimage dedicated to Sainte-Odile. Continue your discovery of the city from a unique perspective, a walk along the waterfront with a sightseeing boat tour, from downtown to the European Parliament, through the imperial district of Neustadt! Finish the day with a typical dinner in a traditional restaurant in Colmar.

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ALSACE – 4 DAYS

Wine tour in Strasbourg

The Mount Sainte-Odile

2* Michelin Chef Loïc Lefebvre

 Alsace Wine Route:

51 “Grands crus”
500 cellars
119 authentic villages 170 km

Joelle demonstration

After this great moment, we continue on the Wine route for a short visit and a walking tour of the medieval village of Riquewihr, the «Gem of the Alsace vineyards», city listed among the «Most Beautiful Villages in France». Riquewihr is an open-air museum surrounded by a double medieval rampart. We will continue with a cellar visit and wine tasting in a typical Alsatian Wine Estate before to join Colmar for an unforgettable experience with a dinner in a 2* Michelin restaurant.

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DAY 5 – 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 « Côtes 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 its famous “Vin Gris des Côtes de Toul” that develops intense and unique fruity and floral flavours. After a delightful “Quiche Lorraine” for lunch, continuation to Reims and arrival for check-in and a dinner at 7:00pm.

HOTEL REIMS 2 NIGHTS – CONTINENTAL****
The Continental Hotel is located in the heart of Reims and welcomes you in a unique high-end atmosphere. The building, a 19th century mansion, transformed into a hotel in 1880, has retained all the character of old stones and today offers the charm, comfort and authenticity of luxury houses. As in a family home, the welcome of each guest is personalized.

YOUR ROOM – TWIN INTIME
Functional, comfortable, and decorated in a unique style, the rooms of the Continental all offer the same comfort: Air-conditioning, Heating, Free Wi-Fi, LCD television, Hairdryer, Hospitality tray, Nespresso coffee machine, Hospitality products, Safe, Office area, Walk-in shower.

CHAMPAGNE - 2 DAYS
Dinner 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.

DAY 6 – THE CHAMPAGNE EXPERIENCE
Lunch included
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”.

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. Abord 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.

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

Get high with the captive balloon!
Way back to the Hotel and Dinner at your own in the restaurant of your choice in Reims.

*Description and photos 2019 provided for information subject to later changes imposed by the hotelier.
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Côtes de Toul - Lorraine

For the departure dates May 20th and August 5th 2020, please note that the Hotel in Reims will be the Best Western de la Paix ****.

HOTEL BEST WESTERN DE LA PAIX **** REIMS

Visit and Champagne tasting in the famous Mumm cellars

Get high with the captive balloon!

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

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

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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.

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

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DAY 7 – WELCOME TO PARIS, CITY OF LIGHT!

Relax start and private transfer to Paris, after your breakfast.

Arrival to Paris at 10pm 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.

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 Elysées (Louis Vuitton, ...).

Gastronomy: Discover the Luxury Gourmet shops as Ladurée, 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.

HOTEL PARIS 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.

YOUR ROOM* – 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.

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.

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.

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

Around 5pm, transfer to the airport of Paris Charles de Gaulle
DAY 7 – WELCOME TO PARIS, CITY OF LIGHT!
Relax start and private transfer to Paris, after your breakfast. Arrival to Paris at 1pm and relax start and private transfer to Paris, after your breakfast.

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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.

INCLUSIONS:
• Englishspeaking French Travel Companion to escort your Tour
• 7 nights 4* hotels accommodation
• 7 breakfast buffet, 6 lunches and 4 dinners
• 3 Wine Tasting & 2 Champagne Tasting
• Included experiences and Englishspeaking tour guides according to the program
• Airport transfer
• Seat in coach transfer
• Tourentrancefees
• CityTax

EXCLUSIONS:
• Airfare
• Visa
• Travel Tax
• Travel Insurance
• All the beverages (unless otherwise specified)
• Incidents 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

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. 12.

WINE & GASTRONOMY TOUR 2020 8 DAYS AND 7 NIGHTS TRIP

PARIS – 2 DAYS

YOUR ROOM* – TWINSUPERIEURE
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.

ROUNDTWENTY1 NIGHTS

Montparnasse Tower Panoramic Observation Deck

Trocadero

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

BOOKING
In accordance with 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 to accept the replacement trip that we will propose to him (the difference of tariff will be pass 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 LTU company reserves the possibility to refuse any application which would not appear adapted with the contingencies of such stays, trips, tours or cruises. If necessary, the client must produce a medical certificate of aptitude in this respect. The guarantees of the insurance company is not acquired if it turns out that the state of the physical or moral health of this person does 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 medical assessment. People under guardianship or minority must impartially report it up to notification. People under guardianship must travel with their guardian; persons under guardianship must guarantee the payment of the balance of the contract and the transfer fees that will be invoiced to him.

PRICE
The details of the amount of each trip in this brochure can be found under the section “INCLUSION” including tourist taxes (unless stated otherwise in the introductory offer and the contract of sale), airport tax “ and safety at 09/01/2019 (variable during the season). Our price does not include: see detail in “INCLUSION” + cost taxes from the territory or border crossing (to be paid on site), some taxes on domestic flights + visa or card transactions, tips for tourist, staff 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 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 date of the trip and conversion CHF = 0.90 € / E = 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.211-4 et R.211-9 of the French Code of tourism, the prices envisaged in the contract are not refundable. The agency reserves the right to make adjustments 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 in the 30 days before departure. This increase will be applied in full to 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, 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 date of the trip and conversion CHF = 0.90 € / E = 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.211-4 et R.211-9 of the French Code of tourism, the prices envisaged in the contract are not refundable.

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 invoiced to him.

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 must firstly 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 documents and for the minor accompanying him.

For formalities for minors. Completion of customs formalities for minors is the responsibility of the parents or the legal representative. For the parents, if the minor does not have a valid passport, in his name.

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

Travellers 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 cost of the trip
- between 45 and 31 days before departure = 50% of the cost of the trip
- between 30 and 25 days before departure = 75% of the cost of the trip
- between 25 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 cost 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 cost of the trip

Concert tickets or other shows are not refundable.

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

The reimbursement to which the traveler can claim from us for the percentage due to him will be made automatically.
In case of event of force majeure for the traveler, the travel agent must inform the travel agent or the insurer immediately on the occurrence of the event canceling 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 venues, the excursion, 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 replace an experienced guide by another, or a pre-booked 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, in order to make the trip as close as possible to the one originally planned or to cancel it if initially planned or for the minor originally planned to travel with the same adult, for the insufficient number of participants more than 60 days before departure.

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

ASSURANCES AND TRAVEL ASSISTANCE
It is up to each traveler to check whether a personal travel insurance policy covers his/her 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 claims files will not result in any contractual elements of the booking. The insurance compensation can be obtained in accordance with the terms and conditions of the insurance policy. The insurance compensation can be obtained in accordance with the terms and conditions of the insurance policy. The insurance compensation can be obtained in accordance with the terms and conditions of the insurance policy. The insurance compensation can be obtained in accordance with the terms and conditions of the insurance policy. The insurance compensation can be obtained in accordance with the terms and conditions of the insurance policy.

The trips marketed by Heart of Alsace Travel and presented in this brochure are organized by LTU TOURS, Headquarters: 42 rue des Jardins 68000 COLMAR, SAS avec a capital of 45,000 Euros. Financial guaranty : APST - 15 Avenue Caravel 75017 PARIS, RCS Colmar 323 471 276, SIRET 323 471 276 00010.

Travel LTU TOURS IMPS0100003, organizer is covered by a professional liability insurance (HISCOX France - 19 Place le Grand 75002 PARIS) for the execution of its Professional Civil Liability, established in accordance with its articles L211-7 et L211-17 of the French Code du Tourisme, the provisions of articles R211-3 à R211-11 of the Code du Tourisme are not applicable for the operation of reservation or sale of tickets that are not part of a tour package.

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 price offer.

BOOKING
In order to be booked 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 15 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 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 UK TOURS company reserves the possibility to refuse any information which would not adapt 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 guarantees of the insurance company is not acquired if it turns out that the state of the physical or moral health of this person does 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 medical routine. People under guardianship or trusteeship must imperative request it at registration. People under guardianship must travel with their guardian; people under guardianship must provide authorization from their curatrix.

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)

The itineraries, the order of visits, 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 replace an existing service with another, a pre-booked guided tour, a lunch or a dinner with an existing service, an activity, a visit, a guided tour, a lunch, a dinner or an establishment of the same category, their order of visits and the price of the trip.

The indicated prices are calculated according to the various elements known at the date of the pamphlet (01/09/2019): hotel services, domestic flights + visa or card fees tourist, tips for staff (drivers, guides, porters ...). In many countries, decanter water and bread are not free otherwise in the introductory offer and the contract of sale), airport taxes * and safety at 09/012/2019 (revisable during the season).

The itineraries, the order of visits, 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 replace an existing service with another, a pre-booked guided tour, a lunch or a dinner with an existing service, an activity, a visit, a guided tour, a lunch, a dinner or an establishment of the same category, their order of visits and the price of the trip.

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

ASSURANCES AND TRAVEL
It is up to each traveler to check whether a personal travel insurance policy covers him/her 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 hospitalisation.

In general, our trips do not include any insurance.

CLAIMS & MEDIATION
The study of the claim files will 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 have first 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, Headquarter: 42 rue des Jardins 68000 COLMAR, SAS with a capital of 45,000 Euros. Financial guarantee : APST - 15 Avenue Caravel 75017 PARIS, RCS Collomb 323 471 276, SRET 323 471 276 00001.

Travel UK TOURS IM068100023, organizer is covered by a professional liability insurance (HISCOX France - 19 rue Louis le Grand 75002 PARIS), in order to prevent the consequences of its Professional Civil Liability, established in accordance with the French law L211.17-11-11 of the French Code du Tourisme, the provisions of article R.211-3 to R.211-11 of the Code are not applicable for the operations of reservation or sale of tickets that are not part of a bundled package.

FORMALITIES - POLICE & SANITARY
Completion of customs formalities is the responsibility of the customer. Each traveler must strictly observe the prescribed formalities and bring with you the required and valid identity documents. It is up to you to inform us 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 documents, for himself and for the minor accompanying him.

For formalities for minors. Completion of customs formalities for minors is the responsibility of the parents or the legal representative. For the parents: you must make sure to 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.

Travellers 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 its 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 cost of the trip
- between 45 and 31 days before departure: =50% of the cost of the trip
- between 30 and 21 days before departure: =75% of the cost 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 cost of the trip
- between 30 and 16 days before departure: =60% of the cost of the trip
- between 15 and 00 days before departure: =50% of the cost of the trip

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 replace an existing service with another, a pre-booked guided tour, a lunch or dinner with an existing service, an activity, a visit, a guided tour, a lunch, a dinner or an establishment of the same category, their order of visits and the price of the trip.

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

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