



# General Terms and Conditions of Sale (B2C)

## Applicable to All Trips Sold on AroundFreedom's Behalf on the Decathlon Travel Platform

Last updated: November 11, 2025

These General Terms and Conditions of Sale ("Terms") govern the sale of all trips and travel services ("Trips") marketed and sold **on behalf of AroundFreedom** through the **Decathlon Travel** platform. These Terms are based on the structure of AroundFreedom's General Terms and Conditions for B2C, adapted for sales via Decathlon Travel. By booking a Trip through the Decathlon Travel platform, the Customer acknowledges having read, understood, and accepted these Terms.

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## 1. Definitions

- **AroundFreedom:** The travel operator responsible for designing, organising, and delivering the Trips sold via Decathlon Travel.
- **Decathlon Travel:** The platform acting as an intermediary for the sale of Trips on behalf of AroundFreedom.
- **Customer / You:** Any natural person booking a Trip for purposes outside professional activities.
- **Trip:** Any travel service, tour, experience, or package marketed by Decathlon Travel on behalf of AroundFreedom.
- **Supplier:** Third-party providers involved in delivering parts of the Trip (e.g., guides, transport, lodging).
- **Contract:** The legally binding agreement between the Customer and AroundFreedom for a Trip.

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## 2. Purpose and Scope

These Terms describe the rights and obligations of Customers and AroundFreedom in relation to:

- The booking, payment, modification, or cancellation of Trips;  
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- The expectations and responsibilities of the Customer;
- The obligations and liabilities of AroundFreedom and Suppliers.

These Terms apply exclusively to Trips where AroundFreedom is the responsible organiser.

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### 3. Booking Process via Decathlon Travel

#### 3.1. Contract Formation

A booking becomes binding once:

1. You complete the booking process on the Decathlon Travel platform;
2. You accept these Terms; and
3. You receive a booking confirmation issued on behalf of AroundFreedom.

#### 3.2. Customer Information

Customers must provide accurate, complete details required for the booking. Any inaccuracies may result in additional costs or refusal of services.

#### 3.3. Eligibility

Customers must be at least 18 years old to book. Minors may only participate under the conditions specified in the Trip description or accompanied by a responsible adult.

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### 4. Prices, Inclusions, and Payment

#### 4.1. Prices

The applicable price is the one displayed at the time of booking on the Decathlon Travel platform.

#### 4.2. Price Includes

The Trip price includes only the services expressly stated in the Trip description.



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### 4.3. Exclusions

Unless stated otherwise, the price does not include:

- Insurance (travel, medical, cancellation);
- Personal equipment;
- Meals not mentioned;
- Optional activities;
- Visas, vaccinations, or personal administrative procedures.

### 4.4. Payment Terms

Payment must be completed through the Decathlon Travel platform. The platform may allow full payment or deposits depending on the Trip.

### 4.5. Price Revisions

After booking confirmation, prices remain fixed except in cases provided by applicable consumer travel law.

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## 5. Customer Responsibilities

Customers agree to:

- Review Trip requirements (difficulty, physical condition, equipment);
- Ensure they meet the required fitness and technical skill levels;
- Follow instructions from AroundFreedom staff and Suppliers;
- Respect local regulations and customs;
- Ensure possession of valid travel documents.

AroundFreedom may exclude any Customer whose behaviour jeopardises safety or disrupts the group, without entitlement to refund.

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## 6. Modifications to the Trip

### 6.1. Customer-Requested Changes

Modification requests (dates, participants, options) must be submitted in writing. While AroundFreedom will attempt to accommodate changes, availability is not guaranteed and additional costs may apply.



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### 6.2. Modifications by AroundFreedom

For safety or operational reasons—such as weather conditions, natural events, or Supplier issues—AroundFreedom may modify routes, timings, accommodations, or activities.

Customers will be informed promptly and provided:

- A suitable alternative of equal or greater value; or
- A partial refund if the alternative is of lower value.

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## 7. Cancellations

### 7.1. Cancellation by the Customer

Cancellation fees depend on the timing relative to the departure date. Unless otherwise specified:

- **More than 30 days before departure:** Refund minus administrative fee;
- **15-30 days before departure:** Up to 50% of the Trip price retained;
- **Less than 15 days before departure:** Up to 100% of the Trip price retained.

These fees reflect expenses already incurred by AroundFreedom and its Suppliers.

### 7.2. Cancellation by AroundFreedom

Trips may be cancelled due to:

- Safety concerns or adverse weather;
- Supplier failure;
- Insufficient participant numbers;
- Force majeure.

In these cases, Customers will receive a full refund of amounts paid. No additional compensation is owed.

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## 8. Physical Condition, Risks, and Insurance



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### 8.1. Activity-Specific Risks

Some Trips involve physical risks due to outdoor or sports activities. By booking, Customers acknowledge understanding these risks.

### 8.2. Medical Conditions

Customers must inform AroundFreedom of any medical conditions that could affect participation.

### 8.3. Insurance

Personal travel insurance covering medical, accident, and cancellation risks is strongly recommended and may be mandatory for some Trips.

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## 9. AroundFreedom's Liability

AroundFreedom is responsible for the proper performance of the services included in the Trip, subject to the following limitations:

- No liability for failures caused by the Customer;
- No liability for unforeseeable or unavoidable actions of third parties unrelated to Trip delivery;
- No liability for force majeure events.

Suppliers used by AroundFreedom are responsible for their own services under applicable laws.

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## 10. Force Majeure

AroundFreedom shall not be held liable for delays or failures resulting from events beyond reasonable control such as natural disasters, political instability, or severe weather conditions.

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## 11. Complaints

### 11.1. On-Trip Issues



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Customers must report issues immediately to the guide or contact provided in the Trip documentation so that corrective action can be taken.

### 11.2. After the Trip

Complaints must be submitted in writing within 30 days of return.

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## 12. Personal Data Protection

Customer data is processed by Decathlon Travel and AroundFreedom in accordance with applicable data protection legislation. Full information is available in the Privacy Policies published by both entities.

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## 13. Governing Law and Jurisdiction

These Terms are governed by the laws of the country where AroundFreedom is legally established. Mandatory consumer protection laws always apply. Disputes shall be resolved before competent local courts unless otherwise mandated.

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## 14. Final Provisions

If any clause in these Terms is deemed unenforceable, the remaining provisions will remain valid.

Booking a Trip via Decathlon Travel on behalf of AroundFreedom constitutes full acceptance of these General Terms and Conditions of Sale.

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### AroundFreedom Surf School

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