

DOMAINE DE BLACAILLOUX

GENERAL TERMS AND CONDITIONS OF SALE

Accommodation & Events

Effective as of 1 January 2026

SAS Domaine de Blacailoux — 83170 Tourves, France
Draguignan Trade and Companies Register No. 479 973 836

These general terms and conditions of sale (the “GTC”) have been issued by SAS Domaine de Blacailoux, whose registered office is at Domaine de Blacailoux - 83170 Tourves, registered with the Draguignan Trade and Companies Register under No. 479 973 836 (the “Company”).

Capitalised terms used in the GTC which have not been previously defined shall have the meaning given to them in Article 16 “DEFINITIONS”.

ARTICLE 1 - APPLICATION OF THE GENERAL TERMS AND CONDITIONS OF SALE

1.1 These GTC apply to bookings of Bastides and to bookings of event services (seminars, receptions, private or professional events). They cancel and replace any previous general terms and conditions of sale.

1.2 The GTC appear on the Blacailoux.fr website. Any booking made by the Client implies prior consultation and unreserved and unconditional acceptance of the GTC. By making a booking, the Client therefore accepts without reservation the application of the GTC, which the Client acknowledges are known to and enforceable against them.

ARTICLE 2 - BOOKING

2.1 Booking procedure

Bastides and event services may be booked directly with the reservations department, by e-mail at bienvenue@blacailoux.fr, by telephone, or through one of the Company's Partners.

For Bastide rentals, the minimum stay is two (2) nights in low season and four (4) nights in high season (except for the Bastidon). For event services, the duration and terms are set out in the quotation issued by the Company.

Subject to payment made in accordance with Article 2.2, the booking is confirmed by an e-mail sent to the Client setting out a summary of the booking, the dates of the stay or of the event, the price and the arrival and departure times. It is the Client's responsibility to check the accuracy of the information stated in the confirmation and to report any error upon receipt.

If the booking is made through one of the Company's Partners, no confirmation is sent to the Client by the Company.

2.2 Financial terms of the booking

Payment terms vary according to the nature of the booking. They are specified in the quotation provided to the Client. In any event, a minimum deposit of 30% of the cost including tax is required on signature, save for special conditions expressly stated.

a) Bastide rental (excluding seminars)

A deposit of 30% of the cost including tax is payable on signature. An additional deposit of 30% may be requested if the booking is made more than 180 days before the start of the stay. The balance must be paid no later than 60 days before the start of the stay. Failing this, the booking is automatically cancelled as of right and without any formality.

For bookings made less than 60 days before the start date of the stay, the full price is due at the time of booking.

b) Residential seminar (with accommodation in a Bastide)

A deposit of 50% of the cost including tax is payable on signature. The balance of 50% is due no later than 15 days before the date of the event.

For bookings made less than 15 days before the date of the event, the full price is due at the time of booking.

c) Events (day events, receptions, events without accommodation)

A minimum deposit of 30% of the amount of the quotation including tax is payable on signature. An additional deposit of 30% may be requested if the booking is made more than 180 days before the start of the event. The balance must be paid no later than 60 days before the date of the event, save for special conditions expressly stated in the quotation.

For bookings made less than 60 days before the date of the event, the full price is due at the time of booking.

d) Payment methods

Deposits and the balance are paid by bank transfer to the Company's account, unless the Company has given its prior written agreement to another method of payment.

Where the booking is made through a Partner, the Client's personal data and, where applicable, payment details may be transmitted to the Company by that Partner, acting as an independent data controller, exclusively for the purposes of managing and performing the booking, in accordance with Regulation (EU) 2016/679 (GDPR) and French Act No. 78-17 as amended.

2.3 Information required at the time of booking

When making a booking, the Client must provide the mandatory data required to process the booking, in particular surname, first name, nationality, contact details and the number of persons for whom the booking is made. The Company reserves the right to refuse or cancel any booking where such data is missing or incorrect.

In accordance with applicable regulations, guests of foreign nationality must complete an individual police form (foreign national form) on arrival. This document, provided by the Company on arrival, must be completed and

signed by each adult foreign traveller. The Company is required to forward this information to the competent authorities upon request.

The Client certifies that the information provided at the time of booking is truthful and accurate. The Company reserves the right not to act upon any booking made by a person who makes fraudulent use of the information provided or who fails to comply with the GTC.

2.4 Legal capacity - Personal nature of the booking

The Client declares that they have full legal capacity to make a booking. Each booking is personal and may not be transferred to a third party.

ARTICLE 3 - CANCELLATION

3.1 Events constituting cancellation

The following are deemed to constitute a cancellation:

- A change to the dates of the stay or of the event indicated at the time of booking;
- Failure to pay the deposit or the balance within the time limits set out in Article 2.2;
- Oral or written notice that the Client will not be coming;
- The Client's failure to arrive without notice.

3.2 Time limits and consequences of cancellation by the Client

In the event of cancellation by the Client, after acceptance of the booking by the Company, less than 60 days before the start date of the stay or of the event, for any reason whatsoever, the entire deposit paid — or the full price if it has been paid in full — shall remain definitively acquired by the Company.

3.3 Full price due

Any stay booked or commenced is payable in full. No reduction or refund will be granted in the event of failure to arrive, early departure or interruption of the stay at the Client's initiative, for any reason whatsoever. Any interruption before the scheduled departure date renders the full agreed price due and payable.

3.4 Right of withdrawal

The right of withdrawal provided for in Articles L. 221-18 et seq. of the French Consumer Code does not apply to bookings of Bastides or to event services, in accordance with Article L. 221-28 of the French Consumer Code.

ARTICLE 4 - FORCE MAJEURE AND RELOCATION

4.1 Force majeure

The parties' obligations shall not apply or shall be suspended if their performance is rendered impossible by an event of force majeure, such as, in particular: acts of public authority, hostilities, war, lockdown, acts of government, natural disaster, fire, flood, or strike without notice.

The party wishing to invoke an event of force majeure must immediately notify the other party in writing, both at the start and at the end of that event. The parties shall use all reasonable efforts to limit the effects of any non-performance caused by force majeure.

In the event of cancellation by the Client due to an event of force majeure preventing the supply of the services booked, the Company undertakes to issue the Client with a credit note equal to the sums paid, valid against any subsequent service offered by the Company. No cash refund will be made on this basis, unless expressly agreed in writing by the Company.

4.2 Relocation

In the event that all or part of the buildings, outbuildings, equipment and/or facilities of the Domaine become unavailable for any reason whatsoever, the Company reserves the right to relocate the Client to accommodation of an equivalent category, to cancel the stay or to shorten its duration. The Company shall be released from any liability in such circumstances.

The parties shall nevertheless use all reasonable efforts to resume normal performance of their contractual obligations as soon as possible.

ARTICLE 5 - PRICES

Prices for the services are expressed in euros, inclusive of tax. The applicable prices are those in force on the day of booking, as stated in the confirmation or in the quotation provided to the Client.

Prices are firm and final, subject to any change in the applicable tourist tax, which will be passed on as of right. Any other price change after the booking confirmation shall have no effect on the agreed price.

Prices apply per Bastide or per event, for the number of persons indicated, according to the relevant period, and include only the services expressly mentioned in the confirmation or in the quotation. End-of-stay cleaning is included in the service.

However, if the condition of the Bastide at the end of the stay requires more thorough cleaning, an additional cleaning service will be invoiced to the Client at the rate of €60 including tax per hour. The Client undertakes to pay this amount on the day of departure and authorises the Company to debit the corresponding amount from their bank account.

Any ancillary service (catering, additional services, equipment hire, etc.) is invoiced separately at the rate in force.

ARTICLE 6 - THE STAY

6.1 Arrival and departure

The Bastides booked are made available from 4:00 p.m. on the day of arrival. They must be vacated no later than 11:00 a.m. on the day of departure. If a Bastide is vacated after 11:00 a.m. without the prior agreement of the Domaine's management, an additional night may be invoiced to the Client as a penalty.

6.2 Conduct and use of the premises

The Client agrees and undertakes to use the Bastide reasonably and with due care. The Company may require the Client to leave the premises without compensation or refund, in particular in the event of:

- Conduct contrary to public order or public decency;
- Damage, vandalism, theft or any wilful damage caused by the Client or by persons under their responsibility or present on the premises.

In addition, the Client shall be required to reimburse in full any damage caused to the Company.

6.3 Security deposit - Swikly guarantee

At the time of booking or at the latest upon arrival, a security deposit is taken via the Swikly service, in an amount equal to 30% of the price of the stay including tax, subject to a maximum of:

- €5,000 for the Bastides (La Bastide de la Julienne, La Bergerie d'Aquino, the Fontfresque hamlet);
- €1,000 for the Bastidon.

This security deposit is not debited from the Client's account but constitutes a guarantee that may be called upon in the event of damage, missing items or additional services attributable to the Client. It is released within 14 days following the Client's departure, after deduction, where applicable, of any sums due under Article 6.2. The Client authorises the Company to make any justified deduction on this basis.

6.4 Inventory of fixtures

On arrival, the Client must carry out the check-in inventory using the document provided by the Company and report any discrepancy before 11:00 a.m. on the day after taking possession of the Bastide.

On departure, a brief review will be carried out with the Client in order to note the overall condition of the Bastide. Subsequently, and within 72 hours,

a joint check-out inventory is carried out by the housekeeper. The Swikly security deposit is released if no damage or missing items are found.

6.5 Additional guests and subletting

The Client undertakes not to accommodate additional persons beyond the number declared at the time of booking without the prior, express and written authorisation of the Company, and not to sublet all or part of the Bastide. In the event of breach, the Company reserves the right to refuse the rental and to retain the sums paid.

6.6 Access to and respect for the Domaine

The Client undertakes to comply with the Domaine's Internal Rules. Use of the facilities and common areas by minors is under the sole responsibility of their parents or legal guardians.

6.7 Smoking policy

Smoking is strictly prohibited throughout all buildings of the Domaine (Bastides, bedrooms, covered common areas). Outdoor smoking areas are specifically provided and equipped with ashtrays. The Client and their guests are requested to use them.

6.8 Use of the internet

The Company provides Clients with internet access via Wi-Fi. The Client undertakes that the IT resources made available shall not be used for fraudulent or illegal purposes, in particular for any act of counterfeiting or illegal downloading of protected works, in accordance with Article L. 335-2 of the French Intellectual Property Code.

6.9 Equipment and services lent

The Company may not be held liable for any malfunction of equipment lent, where applicable. The Client undertakes to use such equipment reasonably and to return it in its original condition.

6.10 Third-party services

Services ordered by the Client from third parties through the Company are governed by the general terms and conditions of sale of the providers concerned. The Company, which may act as an intermediary, assumes no liability in connection with services offered by third parties or with their booking.

The Client must inform the Company of the attendance of any service providers within the Domaine before the stay. A questionnaire will be sent by the Company prior to the Client's arrival.

ARTICLE 7 - INSURANCE - DAMAGE - BREAKAGE - THEFT

7.1 Client's liability

The Client is liable for all direct and indirect damage caused by them or by persons for whom they are responsible. The Client undertakes to bear the cost of repair or the replacement value of any property, equipment, building or outdoor area of the Domaine that is damaged.

7.2 Personal belongings

The Company assumes no obligation to keep or supervise the personal belongings of the Client and their companions. The Client is responsible for the constant supervision and safekeeping of their belongings. The Company's liability may be engaged only up to the limits set by Article 1953, paragraph 3, of the French Civil Code.

7.3 Receipt of parcels

Any parcel or letter addressed to the Client may be received by the Company, which may not however be held liable for any incident, damage and/or missing item relating to such receipt. In the event of a dispute, the Client shall contact the supplier or the carrier directly.

ARTICLE 8 - ANIMALS

Animals are not permitted in the Bastides or in the buildings and outbuildings of the Domaine, unless the management has given its prior, express and written agreement. Any Client arriving accompanied by an unauthorised animal may be refused access. The cancellation conditions set out in Article 3 shall then apply.

ARTICLE 9 - LIABILITY OF THE COMPANY

The Company may not be held liable in the event of the closure or modification of its facilities, buildings and/or infrastructure, of whatever nature. The photographs and graphic representations published on the website are illustrative and are not contractual. Variations may occur as a result of renovations or changes of furniture. The Client may make no claim on this basis.

The Company incurs no liability for indirect damage relating to the conclusion and performance of its services, in particular financial losses, damage to image, or acts of third parties or Partners.

ARTICLE 10 - PERSONAL DATA

10.1 Data processing

Pursuant to French Act No. 2018-493 of 20 June 2018 and the General Data Protection Regulation No. 2016/679 (GDPR), the Client is informed that the

information provided at the time of booking is processed as personal data for the purposes of managing bookings, invoicing, payment and commercial prospecting.

10.2 Client's rights

The Client has the right to access, rectify, erase, restrict, object to and port their data, which they may exercise at any time by sending a request to bienvenue@blacaillox.fr or by consulting the Privacy Policy available on the Blacaillox.fr website.

10.3 Telephone marketing

By accepting the GTC, the Client acknowledges that the Company may collect their telephone contact details for the proper performance of the services. In accordance with Article L. 223-2 of the French Consumer Code, the Client may register free of charge on the BLOCTEL telephone marketing opt-out list: www.bloctel.gouv.fr.

ARTICLE 11 - AMENDMENT OF THE GTC

The GTC may be amended at any time. The Company will send any amendments to the Client before the start of the services. The new version of the GTC shall then apply to the relationship between the Company and the Client.

ARTICLE 12 - PARTIAL INVALIDITY

The invalidity of one or more provisions of the GTC does not entail the invalidity of the GTC as a whole. All other provisions remain applicable and continue to have effect.

ARTICLE 13 - GOVERNING LAW - COMPLAINTS - MEDIATION - JURISDICTION

13.1 Governing law

The GTC are governed by French law.

13.2 Complaints

Any complaint relating to the alleged non-performance or improper performance of the services must be notified by the Client, failing which it shall be time-barred, by registered letter with acknowledgement of receipt, within ten (10) days following the date of departure, to:

- Postal address: Domaine de Blacaillox - Route de Mazaugues - 83170 Tourves, France;
- E-mail address: bienvenue@blacaillox.fr.

The Company will endeavour to handle the complaint and to reach a resolution of the dispute consistent with the interests of both parties.

13.3 Mediation

Failing an amicable settlement, the Client may refer the matter to the Tourism and Travel Ombudsman (Médiateur Tourisme Voyage - MTV): MTV Médiation Tourisme Voyage - BP 80 303 - 75823 Paris Cedex, France. For further information: www.mtv.travel.

13.4 Competent jurisdiction

Any difficulty relating to the interpretation, performance or validity of the GTC shall be subject to the exclusive jurisdiction of the courts of Draguignan.

ARTICLE 14 - ADDRESS FOR SERVICE

All written communications between the parties must be sent:

- To the Company: SAS Domaine de Blacailloux - 83170 Tourves, France / bienvenue@blacailloux.fr;
- To the Client: at the postal or e-mail address provided at the time of booking.

ARTICLE 15 - DEFINITIONS

“Bastide”: means a bastide located on the La Julienne, Aquino or Fontfresque estates, in the municipality of Tourves (83170), which may be booked in accordance with the GTC.

“Bastidon”: means the Bastidon located on the Domaine, with a smaller capacity than the Bastides, subject to these GTC with the specific security deposit conditions set out in Article 6.3.

“Client”: means any natural or legal person who has booked one or more Bastides or an event service in accordance with the GTC.

“Domaine”: means the La Julienne (comprising the Bastide and the Bastidon), La Bergerie d’Aquino and Fontfresque estates, located in the municipality of Tourves (83170), together with all their movable and immovable components (four swimming pools and a tennis court included).

“Event”: means any service involving the provision of spaces at the Domaine for the organisation of seminars, receptions, private or professional events, with or without accommodation.

“Partner”: means any person or platform through which a Bastide or an event service is booked.

“Service”: means the provision of Bastides for overnight stays (accommodation) and/or the supply of event services, including cleaning on

the Client's arrival and departure.

“Internal Rules”: means the internal rules governing the Domaine, which the Client declares to have read. They are available on the Blacailloux.fr website and displayed in the Bastides.

“Swikly”: means the online security deposit management platform used by the Company to take and release the guarantees provided for in Article 6.3.

INTERNAL RULES OF THE DOMAINE

Welcome to Domaine de Blacailoux

We are delighted to welcome you to Domaine de Blacailoux. From the vineyard to the cellar, taking in the bastides, the woods, the beehives and the olive grove, every feature has been designed with respect for the unique heritage of this place. Here, the hand of man protects and enhances the beauty of the Domaine.

Out of consideration for this exceptional site and for your own safety, we kindly ask you to observe the following rules:

Traffic and access

- Observe the speed limit of 30 km/h on all roads within the Domaine, and 15 km/h in busy areas;
- Do not overtake other vehicles;
- Use only the signposted and marked roads giving access to the pavilions and bastides.

Respect for the site and the environment

- Do not camp (tents, caravans, motorhomes) or light fires or barbecues;
- Dispose of waste solely in the containers provided;
- Do not damage the site or its facilities;
- Do not enter the cellars or farm buildings without the management's agreement;
- Do not walk through the vineyard areas;
- Do not damage or pull up plants, vines, grapes or olives;
- Do not approach the beehives without the management's agreement and without wearing the required protective equipment;
- Do not disturb or feed wild or domestic animals;
- Do not obstruct the operation of the automatic watering systems;
- Hunting is strictly prohibited throughout the Domaine;
- The use of drones is prohibited without the prior authorisation of the management.

Smoking policy

- Smoking is strictly prohibited inside all buildings of the Domaine (Bastides, bedrooms, common areas);
- Outdoor smoking areas are provided and equipped with ashtrays.

Safety

- Do not leave children unsupervised anywhere within the Domaine;

- Move calmly and carefully around the swimming pools;
- Do not throw anything into the pools that could affect the water quality;
- Avoid eating in the immediate vicinity of the swimming pools and do not take the Bastides' crockery there;
- The use of candles is not permitted;
- Do not throw anything into the sanitary facilities that could impair their proper operation;
- Animals are not permitted in the buildings of the Domaine (unless the management has given prior agreement).

When leaving your Bastide

- Please run a dishwasher cycle with all the crockery used before your departure. The necessary products are available from your arrival. As each Bastide has its own set of crockery, we would be grateful if you would return each item to its original place;
- After using the planchas, please clean the surfaces;
- In a spirit of environmental respect, please remember to switch off the outdoor lighting before returning to your rooms.

In our department as elsewhere, water is a precious resource. We kindly ask you to use it sparingly.

The management reserves the right to take any measures it deems appropriate, including exclusion from the Domaine, in the event of any breach of these Internal Rules.

We wish you an exceptional stay.

The Management of Domaine de Blacailoux