

Version applicable to bookings

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L'AUTRE CHEMIN AGENCY

L'Autre Chemin is an EURL with a share capital of €10,000, whose purpose is the organization and sale of trips and stays.

- Registered office: 5 rue Grangevieille – 43000 Le Puy-en-Velay
- Phone: 09 83 64 00 86
- Mail : contact@lautre-chemin.com
- SIRET : 824 397 004 00022
- Atout France Registration : IM043170001
- Intra-Community VAT : FR66824397004
- Financial guarantee arranged with Groupama under contract no. 4000715409/1
- L'Autre Chemin has taken out professional liability insurance with Groupama – Contract n° 431166120003 – 43116612T

L'Autre Chemin is a member of the Fédération des Entreprises du Voyage (FEV) and, as such, falls under the Tourism and Travel mediation scheme.

Trademark and logo registration made with the INPI under the national number: 16 4 314 004

ARTICLE 1 – PURPOSE AND SCOPE OF THE GENERAL TERMS AND CONDITIONS OF SALE

These General Terms and Conditions of Sale (hereinafter the “GTCS”) govern the contractual relationship between L'Autre Chemin and any traveler booking a trip or stay offered by the agency.

They apply to travel packages sold by L'Autre Chemin in the course of its business activities, in accordance with the provisions of the Tourism Code applicable to travel and holiday operators.

Pre-contractual information regarding the trip—including its essential characteristics, price, included and excluded services, payment terms, cancellation conditions, and available insurance—is provided to the traveler before the contract is concluded. This information forms an integral part of the contract and may only be modified under the conditions stipulated by applicable regulations.

These General Terms and Conditions of Sale are accessible prior to any booking and are provided or made available to the traveler on a durable medium.

Making a booking implies acceptance of these General Terms and Conditions of Sale. In the event of a conflict between these General Terms and Conditions of Sale and a specific condition expressly agreed upon in the travel contract, the latter shall prevail regarding the matter in question.

The services included in the stay are specified in the trip description and/or in the sales proposal or contract provided to the traveler. Photographs, illustrations, and documents displayed on the website or in brochures are for illustrative purposes only and are not contractual.

L'Autre Chemin handles accommodation bookings on a request basis. Accommodation arrangements are confirmed only after a booking has been made—via the website or email—and once all services required for the smooth running of the trip have been finalized. The itinerary stages may be adjusted based on accommodation availability, and a transfer may sometimes be required to reach the designated accommodation or return to the previous one.

ARTICLE 2 – BOOKING AND CONCLUSION OF THE CONTRACT

The information provided on the site allows the traveler to find out, in particular, the itinerary, duration, difficulty level, type of route, accommodation details, included services, prices, and any applicable supplements.

Pre-contractual information is provided in a clear and conspicuous manner before the contract is concluded. Once the contract has been concluded, such information may only be modified under the conditions set out in the Tourism Code.

Online booking

The booking process includes, in particular:

1. Selection of the trip and any optional extras;
2. Indication of the number of participants;
3. Enter details regarding allergies or specific dietary requirements.
4. Entering and validating the booking form;
5. Acceptance of these General Terms and Conditions of Sale
6. The payment requested at the time of booking;

A booking becomes final once the services required for the trip have been confirmed and the payment due at the time of booking has been made. The booking is thus validated by the dispatch of the confirmation and the travel contract, accompanied by the list of accommodations.

Offline booking

Reservation requests may be made by email or telephone upon presentation of a quote, which incurs an additional booking fee (+€3).

- For cycling trips, the booking is confirmed following verification of—among other things—the availability of bicycles suited to the participants' heights, as well as accommodation and other necessary services.
- For walking trips, the booking is confirmed after verifying the availability of accommodation and other necessary services.

The booking is therefore confirmed by the sending of the confirmation and the travel contract, accompanied by the list of accommodations.

Should L'Autre Chemin be unable to organize the trip for the requested dates, the agency may propose alternative dates or a substitute solution. If the traveler does not accept any of the proposed solutions, any amounts already paid for the unbooked trip will be refunded.

Travel Journal

The travel documents are sent to the traveler three weeks prior to the scheduled departure date and, in any event, after receipt of the final balance for the trip.

ARTICLE 3 – PRICES AND PAYMENT TERMS

3.1 – Prix

Prices are quoted in euros, inclusive of all taxes, and include the services expressly mentioned in the trip description or travel contract.

Unless otherwise indicated in the online description of the stay, the following are notably excluded:

- Transport to the starting point of the route;
- Car parking ;
- Beverage ;
- Lunches or pics ;
- Personal spendings ;
- Complementary activities;
- Cancellation and comprehensive insurance
- Supplements expressly mentioned as such;
- GPX tracks, with guidance provided by the dedicated app to be loaded onto a smartphone.
- Any service not expressly included in the "price includes" section

Administrative fees apply:

- €12 per traveler for online registration;
- €15 per traveler as part of a quote.

The amount of applicable fees is communicated to the traveler before the contract is concluded.

3.2 – Payment

When the booking is made more than 30 days before departure:

- 30% of the total cost of the stay is payable upon booking;
- The balance is payable no later than 30 days before departure.

When the booking is made 30 days or less before departure, the total cost of the stay is payable at the time of booking.

The administrative fees and the insurance premium (if purchased) are payable in full at the time of booking.

3.3 – Non-payment

In the event of non-payment of the balance by the due date, L'Autre Chemin will send a payment reminder to the traveler. If payment is not made within the timeframe specified in the reminder, L'Autre Chemin may terminate the contract. The financial consequences of such termination will be determined in accordance with the applicable cancellation terms and prevailing legal provisions.

3.4 – Payment methods

Accepted payment methods include, in particular:

- By credit card when booking on our website using the booking module and then via a secure payment link which will be sent by email on the due date.
- Bank transfer (specifying the name of the trip coordinator)
- Chèque bancaire établi à l'ordre de l'agence L'Autre Chemin
- Holiday vouchers (sent via tracked mail) or "Chèques-Vacances Connect" are accepted for up to 50% of the cost of your stay. Holiday vouchers must be issued in the traveler's name or used by a direct beneficiary, and they are accepted only for payment of the trip balance.
- Cash, within the limits set by French regulations and directly at the branch counter.

ARTICLE 4: ADMINISTRATIVE AND SANITARY FORMALITIES

The traveler is responsible for possessing and ensuring the validity of the documents required for the trip: identity document, passport, visa, any necessary authorizations, etc. It is also their responsibility to comply with the health formalities applicable to the trip.

L'Autre Chemin advises travelers to check the latest conditions with the relevant authorities. Clients can find the necessary information on the websites www.diplomatie.gouv.fr and www.gouvernement.fr.

Failure by the traveler to comply with the formalities required for the trip may make it impossible to undertake the journey. Any resulting costs and consequences shall be borne by the traveler, depending on the circumstances and the applicable cancellation schedule. This provision does not deprive the traveler of the rights to which they are entitled under the Tourism Code, particularly in the event of unavoidable and extraordinary circumstances.

ARTICLE 5: PHYSICAL ABILITIES AND CONDITIONS FOR PARTICIPATION

The trips offered by L'Autre Chemin are outdoor excursions that may involve various types of risks (such as road or trail conditions and weather hazards) and require good physical fitness, a certain level of endurance, and specific technical skills.

The traveler must choose a trip suited to their capabilities and take into account the information regarding the difficulty level provided prior to booking. L'Autre Chemin can advise the traveler on their choice of trip but cannot substitute for a personal or individual medical assessment.

In the event of difficulties or a situation posing a risk to the traveler or others, L'Autre Chemin may take necessary safety measures, including recommending the suspension or modification of the activity. Where such a suspension is necessitated by the traveler's condition, behavior, or inability to comply with safety requirements, any additional costs incurred shall be borne by the traveler, subject to rights arising from the contract, L'Autre Chemin's liability, or regulations applicable under the Tourism Code.

Article 5.1 – Specific physical abilities & conditions for cycling trips

Before booking a trip, the client acknowledges being informed of and accepts the following conditions:

- Be able to cycle in a manner adapted to the difficulty presented in the description of the stay (website)
- Be able to carry out light repairs (punctures, derailed or broken chain)
- Be able to find your way on a map and the guidance application downloadable from Google Play or Apple Store.
- Respect the highway code and safety rules relating to the activity at all times
- To do everything possible to limit the risk of theft
- Use headsets whether they are personal or made available to you by the agency
- Hold personal liability insurance
- To use an electric bike, the rider must have a weight <100kg.
- If you use your own bike, we thank you for checking the suitability of the bike for the planned trip and its good maintenance (tires, brakes, etc.)

The agency recommends that all travelers either hold their own comprehensive travel insurance or purchase it directly via the L'Autre Chemin website when booking.

Article 5.2 – Specific conditions for bicycle trips

The traveler must, in particular:

- Be capable of cycling at the athletic and technical level specified in the description;
- Be able to perform simple repairs such as fixing a flat tire, reattaching a derailed chain, or replacing a chain link;
- Know how to use the navigation app available for download on your smartphone and/or a map.
- Comply with the Highway Code and safety rules;
- Wear a helmet;
- Take the necessary measures to limit the risk of theft;
- Hold a civil liability insurance policy.
- Have a recent mobile phone suitable for using the guidance app;
- Check the suitability and condition of the bicycle for the route when using one's own equipment.

Please note: For e-bikes owned by L'Autre Chemin, the manufacturer's recommended maximum rider weight is 100 kg.

ARTICLE 6 – Independent Travel and Special Conditions

Unless otherwise stated in the description, trips are undertaken independently, without a tour leader. Travelers remain responsible for their own behavior and personal choices, as well as for compliance with safety rules, traffic laws, signage, and any instructions provided.

The traveler must, in particular, be able to:

- Finding your way on your own
- Use the navigation app available for download on your smartphone.
- Adapt your itinerary to weather conditions;
- Manage your schedule based on the difficulty and length of the stages;

- Have suitable equipment available;
- Have a recent smartphone that supports the navigation app (minimum system requirements are listed in our FAQs and travel guide).
- Adhere to the schedules for accommodation, shuttles, and luggage transfers;
- Follow the instructions provided by hosts (particularly protocols aimed at limiting the spread of bedbugs).
- Observe signage (including any diversions), respect natural areas, and be considerate of other users.

L'Autre Chemin cannot be held liable for difficulties attributable solely to the traveler, particularly in cases of imprudence, failure to follow instructions, or a personal decision to take a route other than the one planned. In the event of difficulty, the traveler may contact the agency's helpline, the number for which is provided in their travel documents.

Article 6.1 – Allergies and dietary requirements

When the traveler selects a stay offered on a half-board basis, it includes:

- Dinner consisting of a set menu in most cases.
- Breakfast is available as either a continental or international option, depending on the accommodation.

When booking, L'Autre Chemin invites the traveler to disclose any food allergies or special dietary requirements. The traveler must report any allergy or dietary restriction that could affect the organization of the trip either before booking or, at the latest, as soon as they become aware of it. L'Autre Chemin will pass the necessary information on to the relevant accommodation providers.

As a general rule, the accommodation providers can accommodate travelers' allergies or special diets in the following cases:

- Suffering from proven allergies (which can compromise the immune system with a risk of potentially severe reactions such as anaphylactic shock) such as allergies to honey or nuts, shellfish, etc.
- Vegetarian travelers
- Following a diet for religious reasons

Any additional charges billed by service providers will be communicated to the traveler and passed on to them.

Article 6.2 – Food intolerances (digestive tract difficulty in assimilating a food, resulting in purely digestive symptoms—e.g., lactose, gluten) and dietary restrictions:

L'Autre Chemin will inform accommodation providers in advance. However, some providers may struggle to accommodate the full range of dietary requirements, which are becoming increasingly numerous. Travelers are advised that they may need to adjust their intake to the meals offered by the establishment and, if necessary, bring along their own supplements, gluten-free bread, etc.

The L'Autre Chemin agency cannot guarantee:

- Taking into account vegan diets (constraints too severe for touring/traveling) as well as dietary preferences.
- If the information was not provided at the time of booking, the accommodation of dietary requirements cannot be guaranteed, and a failure to accommodate them does not constitute grounds for terminating the travel contract.

ARTICLE 7 – CANCELLATION

7.1 –Right of withdrawal

Contracts for accommodation, transport, catering, or leisure services—or services related to leisure activities—that are to be provided on a specific date are not subject to the general right of withdrawal applicable to certain distance sales. The booking is therefore firm, subject to the rights of cancellation and termination provided for in these General Terms and Conditions of Sale and the Tourism Code.

7.2 – Cancellation made by the traveler

Any cancellation request must be submitted to L'Autre Chemin in writing (by email or mail). The date the request is received determines the application of the fixed cancellation fee schedule below:

- From booking till 30 days before departure: 30% of the price of the tour
- From 29 to 15 days prior to arrival: 50% of the total cost of the stay.
- From 14 days prior to arrival: 100% of the total cost of the stay

Note: L'Autre Chemin recommends that travelers verify—prior to booking—that they have travel cancellation insurance, or that they purchase the cancellation insurance offered at the time of booking.

Note:

- Cancellation and/or comprehensive insurance policies are deemed to have been utilized upon purchase and are non-refundable.
- The administrative fees are retained by L'Autre Chemin.
- If cancellation insurance has been purchased, the traveler must report the claim directly to the insurer in accordance with the terms of the insurance policy. The decision regarding coverage and the amount of any reimbursement rests solely with the insurer.

7.3 – Cancellation due to unavoidable and extraordinary circumstances

The traveler may terminate the contract without charge when unavoidable and extraordinary circumstances occurring at the place of destination or in its immediate vicinity significantly affect the performance of the trip or the transport to the destination. In such a case, the traveler is entitled to a full refund of payments made, under the conditions provided for by the Tourism Code.

7.4 – Interruption of stay after departure

If a traveler decides to cut their trip short for any reason whatsoever (with the exception of unavoidable and extraordinary circumstances occurring at the destination or in its immediate vicinity that would significantly affect the performance of the trip), unused services are non-refundable, subject to the applicable provisions of the Tourism Code.

In addition, any extra costs resulting from such an interruption—specifically transport or repatriation expenses—are to be borne by the traveler if the interruption is attributable to them and does not fall under a legal obligation of L'Autre Chemin or coverage by their insurance.

7.5 – Partial cancellation of the booking by one or more travelers

If one or more participants originally included in the contract cancel their trip prior to departure, the travelers maintaining their booking may be required to cover any unavoidable additional costs resulting from this reduction in group size—particularly where it necessitates a change in room configuration. These additional costs will be disclosed and substantiated to the traveler in accordance with the Tourism Code.

ARTICLE 8 – ASSIGNMENT OF THE CONTRACT

In accordance with the Tourism Code, a traveler may transfer their contract to a person who meets the conditions applicable to the trip (departure dates, itinerary, room type, required documents, or physical and technical requirements). The request must be received by L'Autre Chemin via email or postal mail no later than 7 days before the start of the trip, unless a different timeframe is imposed by the terms of the relevant service providers. The transferor and the transferee are jointly and severally liable for payment of the outstanding balance of the price, as well as any fees, charges, or other additional costs resulting from the transfer. The transfer may give rise to the invoicing of fees, charges, and additional costs actually incurred as a result of the transfer, up to the amount of the costs borne by L'Autre Chemin.

Note:

- Any insurance policies taken out by the transferor are not transferable to the transferee and are therefore not eligible for any refund.
- The transfer may not be made less than 7 days prior to departure, and the cancellation fees specified in Article 7.2 of these General Terms and Conditions of Sale would apply.

ARTICLE 9 – CHANGING THE STAY AT THE TRAVELER'S REQUEST

Modifying one or more elements of the trip is possible, subject to the modifiability of the services in question and the applicable terms and conditions of the service providers. Any modification request must be submitted via email, mail, or even SMS.

In the event that the modification involves the cancellation of a service originally ordered (cancellation of a shuttle, accommodation, etc.), the modification will incur fees based on the price of the cancelled service, the date of notification, and the applicable cancellation fee schedule.

- From the time of booking up to 30 days before departure: 30% of the price of the cancelled service.
- From 29 to 15 days prior: 50% of the price of the cancelled service.
- From 14 days prior: 100% of the price of the cancelled service.

9.2 – Change of departure date

Where possible, a change of date may be requested:

- One time;
- More than 60 days before the initial departure date;
- At a later date within the current season;
- Subject to availability required to carry out the stay.

A modification fee of 10% of the total cost of the stay will be applied. This fee is intended to cover the administrative and operational costs associated with the modification.

Note:

- The modification can only be confirmed once the traveler has accepted the new price and any changes to the services.
- Accommodations initially booked may be changed by L'Autre Chemin due to unavailability on the newly selected date, without this giving rise to termination of the contract.
- If the conditions for modification are not met, the traveler may either maintain the original contract or request its cancellation in accordance with the applicable scale.

ARTICLE 10 – CHANGES OR CANCELLATION BY L'AUTRE CHEMIN

10.1 – Change before departure

If L'Autre Chemin is compelled, prior to departure, to modify one or more of the key characteristics of the travel services or cannot fulfill a specifically accepted special request, the traveler will be informed in accordance with the provisions of the Tourism Code.

The traveler will be able to:

- Accept the proposed modification;
- Accept a substitute trip;
- Terminate the contract at no cost and obtain reimbursement of the amounts due.

The traveler has a period of 7 days from receipt of this information to make their decision known. Where a modification results in a decrease in the value of the trip, a price reduction may be applied in accordance with the conditions stipulated by regulations.

10.1.1 – Changes to accommodation

After sending the initial list of accommodations to the traveler, L'Autre Chemin may—either before or during the trip—need to change one or more of the originally scheduled accommodations, particularly in the event of unavailability, closure, damage, or any other circumstance making it impossible or difficult to provide the originally planned service. In such a case, in accordance with Article L. 211-13 of the Tourism Code, L'Autre Chemin will endeavor to offer the traveler accommodation of comparable category and characteristics, to the extent possible and at no additional cost to the traveler. Where the new accommodation entails a higher cost, this additional cost will be borne by L'Autre Chemin. If the replacement accommodation is of a lower quality or price than originally planned, L'Autre Chemin will refund the corresponding price difference to the traveler as soon as possible.

10.1.2 – Shuttle modification

Shuttle schedules are subject to change due to operational constraints or requirements involving our partners. L'Autre Chemin will notify the traveler as soon as possible upon becoming aware of any such change and will endeavor, where necessary, to offer a suitable alternative solution in accordance with the provisions of Article L. 211-13 of the Tourism Code.

10.2 – Change during the stay

In the event that, during your stay, L'Autre Chemin is unable to provide a significant portion of the services stipulated in the contract (e.g., closure of accommodation, shuttle service issues), L'Autre Chemin will immediately take the following measures:

1. Propose alternatives to the services initially provided, possibly supporting any additional costs. In the event that the services accepted by the buyer are of quality or lower rates, L'Autre Chemin will reimburse you, upon your return, the difference of price.
2. If L'Autre Chemin can not offer you any alternative service or if you refuse them for good cause, L'Autre Chemin will insure at no extra charge your return to your place of departure or another place accepted by you and L'Autre Chemin.

10.3 – Exceptional circumstances

In the event of unavoidable and extraordinary circumstances having significant consequences for the performance of the trip or the transport of passengers to the destination, the traveler's rights and L'Autre Chemin's obligations are those set out in the Tourism Code.

10.4 – Cancellation

L'Autre Chemin may cancel a trip prior to departure under the conditions stipulated by the regulations applicable to package travel. In particular, it may cancel the trip when:

- The minimum number of participants stipulated in the contract is not reached, provided the traveler is informed within the timeframe specified in the contract and by applicable regulations.
- The stay, where performance is prevented by unavoidable and extraordinary circumstances within the meaning of Article L. 211-14 of the Tourism Code. In such a case, the traveler will be informed without undue delay, and all sums paid for the stay will be refunded in full, in accordance with applicable legal provisions.

When L'Autre Chemin decides to cancel the trip for a reason other than those specified above, the traveler is entitled to the rights set forth in Article L. 211-14 of the Tourism Code, including, where applicable, a refund of amounts paid and the compensation provided for by regulations.

ARTICLE 11 – PERFORMANCE OF THE TRIP, NON-CONFORMITY AND ASSISTANCE

L'Autre Chemin is fully liable for the performance of the travel services included in the contract where the provisions regarding package travel apply. In the event of non-conformity of a service, L'Autre Chemin will take the necessary measures to remedy the situation in accordance with applicable regulations. Where the non-conformity cannot be remedied, the traveler is entitled, depending on the circumstances, to a price reduction, termination of the contract, or compensation.

In the event of difficulties encountered during the trip, L'Autre Chemin provides the traveler with the assistance required by the Tourism Code, notably by helping them obtain relevant information, contact appropriate services, or find alternative arrangements where necessary. If the difficulty arises from the traveler's own intentional act or negligence, the reasonable costs of such assistance may be charged to them, within the limits prescribed by regulations.

ARTICLE 12 – RESPONSABILITY

In accordance with the Tourism Code, L'Autre Chemin cannot be held liable when the damage or non-conformity is exclusively attributable to:

- To the traveler ;
- To a third party external to the provision of the services stipulated in the contract, where the event is unforeseeable or unavoidable;
- In exceptional and unavoidable circumstances,

L'Autre Chemin is not liable for services purchased directly by the traveler that are not included in the contract. Travel to the trip's departure point is the traveler's responsibility when it is not part of the contract.

For cycling trips, the traveler remains responsible for complying with the Highway Code and applicable safety rules.

L'Autre Chemin holds professional liability insurance in accordance with the obligations applicable to its business.

The traveler must hold personal liability insurance. For a cycling trip, this must specifically cover the use of a bicycle.

The agency also strongly recommends ensuring that the traveler has comprehensive insurance to cover risks associated with touring travel.

ARTICLE 13 – CANCELLATION / COMPREHENSIVE INSURANCE

L'Autre Chemin strongly recommends purchasing insurance that covers, in particular, risks related to cancellation, assistance, repatriation, medical expenses, and luggage.

Optional insurance is offered by the agency at the time of booking. This optional policy provides coverage including, among other things: 24/7 repatriation assistance, medical expenses, death-related assistance, travel assistance, baggage insurance, a death or disability benefit, and trip cancellation coverage. Before purchasing, the traveler is advised to check whether they already have equivalent coverage.

The coverage, exclusions, deductibles, conditions for claim settlement, reporting procedures, and any conditions for premium reimbursement are exclusively those set out in the insurance contract and its information leaflet. L'Autre Chemin plays no role in the insurer's decision regarding the settlement of a claim. In the event of cancellation, it is the traveler's responsibility to report the claim as soon as possible, following the procedure specified in their insurance contract.

ARTICLE 14 – BIKES L'AUTRE CHEMIN

14.1 – Technical Assistance

The bicycles provided by L'Autre Chemin are checked before departure. A repair kit is supplied—depending on the type of bike—containing an inner tube, tire levers, a small tool set, and a quick-link chain connector.

Important: The traveler is provided with a lightweight repair kit and must be capable of performing the simple repairs needed to continue the journey (replacing an inner tube or chain link, putting a derailed chain back on, etc.).

In the event of a breakdown resulting from a technical defect inherent to the bike—and not attributable to its use, a fall, or an impact—L'Autre Chemin will intervene or arrange for a technician to intervene at no cost to the traveler, in order to repair or replace the bike as necessary.

If the service call arises from an issue the traveler should be able to fix themselves (such as a flat tire, a slipped chain, or a chain link replacement), or from improper use or damage caused by the traveler, any associated service fees will be charged. The agency will look for repair options along the route (at the traveler's expense) or dispatch a team; in the latter case, the service will be billed at €0.60 (incl. tax) per kilometer for the round trip from the agency (via accessible roads).

In the event of a completely discharged battery, no travel is planned.

Summary table

	Problèmes techniques	Assistance téléphonique	Assistance technique	Frais
Vélo du parc de L'Autre Chemin	Crevaisson	☒	☐	Déplacement non-prévu (kit réparation) si déplacement (0,60€/ km A/R)
	Chaîne déraillée	☒	☐	
	Remplacement d'un maillon de chaîne	☒	☐	
	Passage de vitesse	☒	☐	
	Batterie déchargée	☒	☐	Déplacement non-prévu
	Défaut inhérent à la batterie ou au chargeur	☒	☒	Aucun frais
	Défaut inhérent au fonctionnement vélo hors cas présentés ci-dessus (moteur, freins, casse de pédales, dérailleur, rupture de câble ...)	☒	☒	
	Problème batterie ou au chargeur si mauvaise utilisation	☒	☒	
	Problème technique lié à une mauvaise utilisation du vélo, d'une chute ou d'un choc	☒	☒	Déplacement (0,60€/ km A/R)
Vélo personnel	Problème technique	☒	☐	Déplacement non prévu, mise en œuvre de solutions adéquates (réparation, taxi)

14.2 – “Esprit Serein” commercial warranty

An “Esprit Serein” commercial guarantee is included only with the rental of bicycles from the L’Autre Chemin fleet. The “Esprit Serein” commercial guarantee does not cover personal bicycles or those rented directly by the customer. This commercial warranty covers, subject to the conditions and limits specified below:

- Damage sustained by the bicycle, excluding the items specified below
- Theft involving assault or break-in.

The traveler must report any incident within 24 hours and provide the necessary supporting documents (such as a police report in the event of theft).

Franchise

For repairable damage: 20% of the repair costs

In the event of theft or total destruction:

- €500 for an electrically assisted bicycle;
- €200 for a non-electric bike;
- €80 for a trailer.

Exclusions

The warranty does not cover, in particular:

- Intentional damage;
- Damage resulting from clearly inappropriate use, such as jumping, acrobatics, competitions, or transporting additional passengers;
- Damage resulting from the use of the bicycle on terrain that is clearly unsuitable or outside the suggested routes, where such use is the cause of the incident;
- Damage resulting from driving under the influence of alcohol or narcotics;
- Damage arising from the personal civil liability of the traveler or a third party;
- The loss of the bike ;
- Theft when the bicycle has not been properly secured with the supplied lock;
- Non-fixed accessories;
- Bicycles owned by the traveler or rented from a third-party company

In the event of damage not covered by the “Esprit Serein” commercial warranty, repair or replacement costs will be charged to the traveler based on the equipment’s market value, in accordance with the applicable terms.

ARTICLE 15 – TRAVEL WITH A PERSONAL BICYCLE OR ONE RENTED DIRECTLY BY THE TRAVELER

Travelers may use their own bicycles or rent one from a specialist rental company (L’Autre Chemin can provide contact details for a rental provider, if necessary, so that travelers can obtain the necessary equipment at the trip’s starting point).

Whether riding their own bike or a rental, travelers must ensure before departure that the bike is suitable for the trip’s difficulty level and terrain, and that it has been properly serviced and maintained. When using an e-bike, travelers must verify that the battery capacity is adequate for the distance (minimum 500 Wh), the difficulty of the stages, and the specific route. The battery must be removable to facilitate charging; if this is not the case, please contact L’Autre Chemin to confirm the bike’s suitability for the planned trip.

In the event of a breakdown, the traveler must be capable of carrying out routine repairs. However, the agency remains reachable via the helpline and will make every effort to assist the traveler with the necessary steps—such as directing them to a repair service or finding a logistical solution (e.g., a taxi).

Summary table of the “Esprit Serein” commercial warranty

Situation	Garantie commerciale Esprit serein	Franchise
Vélo du parc de L'Autre Chemin au départ du Puy	☒	
Détérioration d'éléments du vélo	☒	20% des frais de réparation
Vol avec effraction ou violence avec déclaration dans les 24h	☒	VAE : 500€
		VTT : 200€
		Remorque : 80€
Perte ou vol par négligence	☐	Valeur marchande
Mauvaise utilisation	☐	
Domage relevant de la RC du voyageur	☐	
Vélo personnel	Non-applicable	
Location de vélo direct	Non-applicable	

ARTICLE 17 – BIKE TRANSPORT

When bicycle transport is included in the trip, L'Autre Chemin makes the necessary arrangements to ensure it is carried out properly. However, transport may involve risks inherent to the handling and moving of bicycles. Travelers are encouraged, should they wish, to protect their equipment and to take out appropriate personal insurance or purchase the insurance offered by the agency at the time of booking.

ARTICLE 18 – ACCOMMODATION

L'Autre Chemin works with a network of partner accommodation providers. The accommodations featured on the site serve as examples of available options. Final booking is subject to availability for the requested dates.

When accommodation listed for illustrative purposes is unavailable, L'Autre Chemin may offer alternative accommodation of a comparable category and level of comfort, insofar as possible. When specific accommodation is expressly stipulated in the travel contract, any subsequent change is made in accordance with applicable regulations. L'Autre Chemin selects accommodations based notably on their quality, location, and capacity. Depending on the stages of the journey and availability, the accommodations may include hotels, bed and breakfasts, gîtes, or other lodgings suitable for the trip.

Generally, the bathroom and toilet are en-suite; however, depending on the specific itinerary and availability, the sanitary facilities in some accommodations may be located in the hallway or even shared. When booking, the client is informed that this arrangement is disclosed in the trip description on the website prior to the conclusion of the contract and does not constitute a contractual non-conformity.

When accommodation specified in the contract must be replaced, L'Autre Chemin will seek a solution of comparable category and comfort level, to the extent possible, in accordance with the rules applicable to modifications and non-conformity.

Special requests made by the traveler only become contractual once expressly accepted in writing by L'Autre Chemin and included in the proposal, the contract, or the confirmation.

Single room

Lone traveler

When traveling alone, L'Autre Chemin automatically and exclusively books a single room. For this type of trip, the “single supplement” is mandatory and must be selected at the time of booking.

Non-lone traveler

For groups of travelers (of two or more people), L'Autre Chemin may not be able to provide multiple single rooms, depending on the specific trip. For itineraries in rural areas—such as the Stevenson Trail, the Way of St. James (Camino de Compostela), the Tour des Monts d'Aubrac, the Tour du Mézenc, or the Chemin de Saint-Régis—groups are generally limited to a maximum of one single room, unless an exception is made (for instance, to accommodate male/female room allocation). Consequently, the online booking system restricts the option to book only one single room, depending on the type of trip.

ARTICLE 11 : LUGGAGE

When luggage transport is included, it is limited to one piece of luggage per person.

The luggage must:

- Adhere to the weight limit specified on the website, in the travel contract, and in the travel documents.
- To be in one piece;
- Have reasonable dimensions specified on the website, the travel contract, and the travel documents.
- Be correctly identified (labels provided by the agency)
- Must be soft-sided; hard-shell suitcases and/or wheeled suitcases are not accepted (incompatible with the trip's logistical arrangements).
- Be available at the times indicated in the travel itinerary.

In the event of additional luggage or anticipated excess weight, the following additional charges will apply:

- Hiking: €10 per stage and per additional piece of luggage;
- Bicycle travel: €20 per stage and per additional piece of luggage.

These fees will be communicated to the traveler and must be paid via a secure payment link sent by email or SMS.

Baggage and personal items

Travelers remain responsible for the contents of their luggage. They agree not to pack items prohibited under French law, nor items that are fragile, precious, or of high value. Items that—due to their nature, value, or fragility—are unsuitable for standard luggage transport during a hiking or cycling trip must be kept in the traveler's personal possession. Travelers are advised to protect their gear and to take out appropriate personal insurance or purchase the insurance offered by the agency at the time of booking.

ARTICLE 20 – COMPLAINTS AND NON-CONFORMITIES

20.1 – During the trip

The traveler must report any non-conformity to L'Autre Chemin as soon as possible, to enable the agency to remedy the situation quickly whenever feasible. The traveler may contact L'Autre Chemin by telephone or via the dedicated email address: suivi@lautre-chemin.com. The non-conformity must be documented by any appropriate means, such as photographs, documents, correspondence with service providers, etc.

20.2 – After the trip

Any complaint may be submitted to L'Autre Chemin by mail or email as soon as possible following the return from the trip. Non-conformity must be documented by any appropriate means, such as photographs, documents, correspondence with service providers, etc. These terms do not deprive the traveler of the statutory limitation periods provided for by applicable regulations. In particular, legal actions governed by the Tourism Code are subject to a two-year limitation period, subject to applicable provisions of the Civil Code.

ARTICLE 21 – MÉDIATION

In the event of a problem, the traveler is advised to first submit a written complaint to L'Autre Chemin in order to seek an amicable solution. If no satisfactory response is received, or if there is no response within the applicable timeframe (2 months), the traveler (as a consumer) may refer the matter free of charge to the Tourism and Travel Ombudsman (*Médiateur Tourisme et Voyage*), in accordance with the relevant referral procedures. L'Autre Chemin participates in the Tourism and Travel mediation scheme through the Federation of Travel Companies (*Fédération des Entreprises du Voyage*).

Tourism and Travel Ombudsman: MTV Médiation Tourisme et Voyage – BP 80303 – 75823 Paris Cedex 17

Details on how to refer the matter are available on the ombudsman's official website: [Médiation Tourisme et Voyage](https://www.mttv.fr)

ARTICLE 22 – INTELLECTUAL PROPERTY

The travel journals, route maps, itineraries, documents, content, and materials provided to the traveler in connection with the trip are protected by applicable intellectual property laws. They are intended for the traveler's personal use in the context of the booked trip.

Unless prior authorization is obtained from L'Autre Chemin, they may not, in particular, be resold, reproduced, distributed, marketed, or integrated into third-party platforms or services. L'Autre Chemin may initiate the necessary legal proceedings to enforce this right.

Please note: GPX route files are not provided by L'Autre Chemin; navigation is offered via a dedicated digital app.

ARTICLE 23 – PERSONAL DATA

L'Autre Chemin processes personal data necessary for managing requests, making bookings, fulfilling contracts, and—where the traveler has consented or regulations permit—sending commercial communications. Data processing is carried out in accordance with the GDPR and the amended Data Protection Act.

Certain data strictly necessary for organizing the trip are shared with the relevant service providers: accommodation providers, luggage transfer services, transport operators, or other providers involved in carrying out the trip. L'Autre Chemin does not sell or rent its clients' personal data for commercial purposes.

In particular, under the conditions provided for by the regulations, the traveler has the following rights:

- Of access;
- Of rectification ;
- Of cancellation ;
- Of restriction of processing;
- Of opposition ;
- To data portability, where this right applies;
- To withdraw consent when processing is based on it.

Any inquiries may be sent to: suivi@lautre-chemin.com

Data is retained for a period appropriate to each purpose and in accordance with applicable legal obligations. Data necessary for accounting purposes, as evidence of contracts, or for the defense of L'Autre Chemin's rights may be retained for the corresponding statutory periods.

For further details, the traveler may consult L'Autre Chemin's privacy policy.

ARTICLE 24 – GIFT VOUCHERS

Gift vouchers are valid for 12 months from the date of issue, unless otherwise specified at the time of purchase. The trip must be booked within the voucher's validity period and remains subject to provider availability. The recipient is encouraged to propose dates as soon as possible—ideally at least 45 days prior to the desired departure date. Gift vouchers are non-refundable, non-extendable, and cannot be exchanged for cash.

ARTICLE 25 – APPLICABLE LAW AND DISPUTE RESOLUTION

These General Terms and Conditions of Sale are governed by French law. In the event of a dispute, the parties shall first seek an amicable solution. Failing an amicable agreement, the consumer traveler may resort to the mediation mechanism provided for in Article 21. Jurisdiction shall be determined in accordance with applicable legal rules. No clause in these General Terms and Conditions of Sale deprives the consumer of the mandatory jurisdictional rules applicable to them.

ARTICLE 26 – AMENDMENT TO THE GENERAL TERMS AND CONDITIONS OF SALE

L'Autre Chemin may modify these General Terms and Conditions of Sale for new bookings. The version applicable to a contract is the one communicated to the traveler and accepted at the time the contract is concluded. Subsequent modifications to the General Terms and Conditions cannot unilaterally alter the rights and obligations arising from a contract that has already been concluded.

ARTICLE 27 – FINAL DISPOSITIONS

If any provision of these General Terms and Conditions of Sale is declared void or unenforceable, the remaining provisions shall remain in effect to the extent permitted by law. These General Terms and Conditions of Sale shall not have the effect of depriving the traveler of rights granted to them by the mandatory provisions of the Tourism Code or any other applicable regulations.