



worldskills
Lyon2024

Presented by

SAMSUNG

PACKAGES

WORLD SKILLS LYON 2024

10 TO 15 SEPTEMBER 2024



EDITORIAL

It is with great emotion that France is preparing to host the 47th WorldSkills Competition, almost 30 years after hosting the 1995 edition. The emotion is particularly strong because this is the first time that we will have the opportunity to get together again since the global health crisis that hit us in 2020.

I would like to thank all the Member countries and regions as well as WorldSkills International for their trust and for this wonderful opportunity given to France to promote the Competition on our territory.

Our ambition is to offer an innovative Competition, on a human scale, by controlling and optimizing the skills areas and integrating a sustainable approach that can be replicated by the host countries and regions of future editions.

This is being done while maintaining the excellent standards of previous editions. To this end, we are working alongside French President Emmanuel Macron, our institutional Partners, and our Sponsors, to deliver an exceptional experience for national delegations, Competitors and all the national and international participants in the Competition.

Lyon, known in France as the City of Lights, lives up to its name, as it will be shining the spotlight on our skills and on French «art de vivre» in 2024.

Lyon is also renowned as a city of innovation: the Roman Empire built one of its most beautiful cities here, cinema was invented here by the Lumière brothers in the 19th century, and the world-famous chef Paul Bocuse was the leader of the «nouvelle cuisine» movement in the 1970s.

Innovating together for the sake of excellence, showcasing the skills and talents of young people – these are our objectives, in tune with the atmosphere of Lyon.

I look forward to welcoming you to make you discover all of this.

Max Roche

President of the WorldSkills Lyon 2024 Competition Organizer

WHERE THERE
IS A **SKILL**
THERE IS A
WAY!



MAIN PACKAGE COMPONENTS FOR WORLDSKILLS LYON 2024

ACCOMMODATION

Participants can choose from four categories of accommodation A, B, C, or D except Competitors, Team Leaders, and Member Organization Support – Competitors, who will stay in dedicated Tier D accommodations.

The selected hotels offer high-quality accommodation in one of France's rapidly growing destinations. Hotels are located in and around the city, ranging from 4 to 31 kilometers from the competition venue, Eurexpo Lyon.

Members will not be able to select hotels. WorldSkills Lyon 2024 will allocate hotels in accordance with your package category selection. The available hotels offer single and twin rooms.

COMPETITOR ACCOMMODATION

In September 2024, Competitors, Team Leaders, and Member Organizations Support - Competitors will be accommodated in Tier D hotels, all located in clusters within city limits. These hotels were selected to enable visitors to immerse in the French urban Art de Vivre, providing quick and easy access to numerous leisure amenities such as shopping centers, restaurants, and entertainment venues, as well as outdoor and indoor sports facilities. WorldSkills Lyon 2024 is dedicated to prioritizing the Competitors' experience throughout their stay in Lyon, to provide them with a welcoming and entertaining atmosphere, while guaranteeing an environment conducive to focus.

CATERING

Breakfasts, lunches, and refreshments will be provided within the delegate package, as specified in the inclusions for each type of package.

Delegates can enjoy a variety of cuisines, including vegetarian options. Additionally, kosher and halal meals will be provided. Special dietary needs such as those related to religion, allergies, and food intolerances, will be catered for. Participants with specific dietary requirements must inform the Competition Organizer via the WSL2024 Package System and within the specified deadline.

- Breakfast is provided at all hotels.
- Lunches will be offered at the Delegate Restaurant at Eurexpo Lyon, apart from special catering arrangements made for the general programme.
- Refreshments will be available in the workshop areas and other selected locations.
- Dinner is included in the Competitors (C), Team Leaders (TL), and Member Organization Support – Competitor (MOS-C) packages.
- For Chief Experts, Experts, Interpreters, Technical Delegates, and Technical Delegate Assistants, dinners are provided from C1 to C4 in the Delegate Restaurant or another format depending on the programme.

IMPORTANT NOTE:

- On arrival day, lunch is not provided.
- On departure day, only breakfast is served. Lunch is not provided.

TRANSPORTATION

Transportation services will be provided if they are part of the purchased package. The following details are intended for individuals who have the service included in their package.

- Arrival and departure transfers are only organized at the following points of entry: Saint-Exupéry Airport, Lyon-Saint-Exupéry TGV Train Station or Part-Dieu Train Station. Transfers will not be arranged to and from other points of entry.
- Arrival and departure transfers will be organized by dedicated shuttles.
- Daily transport between accommodation and the Competition venue for Competitors, Team Leaders and Member Organization Support – Competitors will be organized by dedicated shuttles. All other delegation groups will use the existing public transport system.
- Transfers to and from Opening and Closing Ceremonies for Competitors, Team Leaders and Member Organization Support - Competitors will be organized by dedicated shuttles. All other delegation groups will use the existing public transport system.
- Transfers to and from Excursions will be a combination of dedicated buses and the existing public transport system.
- Transfers to One School One Country (OSOC) will be a combination of dedicated shuttles and existing public transport system depending on the location of the respective OSOC school. OSOC transfers are organized for C, TL, and MOS-C. The OO, OD, CEO NSO can join the transfers from the Competitors' accommodation pending space availability in the organized transport.

IMPORTANT NOTE:

- Arrival and departure dates must be entered within the Package System within the specified deadlines or arrival and departure transfers can not be guaranteed.

EXCURSIONS AND WELCOME RECEPTIONS

The Excursions will allow participants the unique opportunity to discover the French know-how, its history, and the host city Lyon. Both excursions will end with a Welcome Reception including dinner and drinks in a "one of a kind" venue.

SKILL OUT

During the Competition, Skill Out will offer a comfortable atmosphere, providing an opportunity for certain accredited delegates to unwind and connect at the end of the day. Skill Out will take place on the evenings of C-4, C-3, C-2, and C1 to C4 from 18:00 to 20:30, except on C4, (18:00 to 22:00). Please refer to the list of package inclusions for access.

ONE SCHOOL ONE COUNTRY

The One School One Country (OSOC) initiative serves as a bridge between international Competitors and young people in the host city, while also promoting awareness of skills and skills training.

Local schools across Lyon are partnered with a Member country or region. This partnership enables them to delve into their partner's culture, traditions, and customs while highlighting the skills which will be showcased at the Competition by the adopted Member's Competitors.

During the morning of 10 September 2024, Competitors and students come together to engage in a series of welcome and cultural activities prepared by the school in the spirit of exchange and sharing. Students will then visit Eurexpo Lyon during the Competition to witness the Competitors in action.

CEREMONIES

WorldSkills Lyon 2024 Opening Ceremony will be held at the LDLC Arena, a brand-new venue inaugurated in 2023 with a capacity of 12,500 people. Thanks to the latest innovations in connectivity and user experience, the Opening Ceremony will be a spectacular show for both participants and spectators.

WorldSkills Lyon 2024 Closing Ceremony will be held at the Groupama Stadium, a stunning European stadium and unique venue for events. The Closing Ceremony, a moment of celebration and acknowledgement, will strike the perfect balance between a medal ceremony, entertainment, and showcasing the Medallists.

FAREWELL PARTY

The Farewell Party will take place immediately after the Closing Ceremony at the LDLC Arena with provision of food, drinks, and entertainment. This is an opportunity for Competitors and Delegates to celebrate the experience of the Competition in Lyon.

TEAM ATTACHÉS

Team Attachés (TAs) embody the essence of WorldSkills Lyon 2024 and represent the local host, Lyon. Team Attachés are the initial points of contact for Competitors upon their arrival at their port of entry or hotel. Their primary responsibility is to ensure the smooth settling-in of their teams and to provide comprehensive information about both competition and non-competition activities.

The TA will provide assistance to their team throughout their entire stay, from arrival to departure. As Members hail from more than 60 countries and regions, TAs will serve as a local, cultural, and multilingual connection between their team and the Lyon environment. All TAs will speak French and English.

WORLDSKILLS CONFERENCE

Government officials, policy makers, business and industry leaders, education experts, practitioners, and youth will come together for WorldSkills Conference 2024 to explore strategies towards a global agenda for Vocational Education and Training (VET). Held alongside WorldSkills Lyon 2024, the two-day event will address how VET can respond to the current transformations rapidly affecting our world - digitalization, demographic changes, the green transition (decarbonization) = the 3Ds - and contribute to a just transition. We invite the WorldSkills community to join the global skills conversation to discuss the future of VET, considering the world's most pressing challenges.

Further information on dates, admission / ticket costs, and the programme will be provided separately.

ACCREDITATION

Each participant will receive an accreditation badge that will provide access to Eurexpo Lyon and other supporting venues for the Competition. It also covers package-specific services, in accordance with the package purchased.

PACKAGES



PACKAGES – WORLDSKILLS LYON 2024

The following provides an overview of prices and components of each package. There are four package options, A, B, C, and D, except for the Competitor, Team Leaders, and Member Organization Support – Competitors. The deadline for booking packages is 1 May 2024.

All packages are quoted and will be invoiced in euro (€).

IMPORTANT NOTE:

- If the payments are not made by the deadline specified in the payment schedule, this will be considered as non-payment and room bookings will be released accordingly.

CT - COMPETITOR, TEAM LEADER, AND MEMBER ORGANIZATION SUPPORT – COMPETITOR PACKAGES

Arrival date 07/09/24 (C-4) - Departure date 16/09/24 (C+2) (9 nights)

CTS	Competitor Accommodation	Single occupancy	€3,085 per person
CTT	Competitor Accommodation	Twin occupancy	€2,495 per person

The package includes:

- 9 Nights
- 9 Breakfasts
- 8 Lunches
- 8 Dinners
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-3
- One School One Country
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

Each Member can register up to two (2) Member Organization Support – Competitor positions.

TD - TECHNICAL DELEGATE AND TECHNICAL DELEGATE ASSISTANT PACKAGES

Arrival date 04/09/24 (C-7) - Departure date 16/09/24 (C+2) (12 nights)

TDAS	A	Single occupancy	€6,930 per person
TDAT	A	Twin occupancy	€4,575 per person
TDBS	B	Single occupancy	€5,595 per person
TDBT	B	Twin occupancy	€3,860 per person
TDCS	C	Single occupancy	€4,655 per person
TDCT	C	Twin occupancy	€3,360 per person
TDDS	D	Single occupancy	€3,760 per person
TDDT	D	Twin occupancy	€2,920 per person

The package includes:

- 12 Nights
- 12 Breakfasts
- 11 Lunches
- Dinners from C1 to C4
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-5
- Skill Out
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

CE - CHIEF EXPERT PACKAGES

Arrival date 04/09/24 (C-7) - Departure date 16/09/24 (C+2) (12 nights)

CEAS	A	Single occupancy	€6,930 per person
CEAT	A	Twin occupancy	€4,575 per person
CEBS	B	Single occupancy	€5,595 per person
CEBT	B	Twin occupancy	€3,860 per person
CECS	C	Single occupancy	€4,655 per person
CECT	C	Twin occupancy	€3,360 per person
CEDS	D	Single occupancy	€3,760 per person
CEDT	D	Twin occupancy	€2,920 per person

The package includes:

- 12 Nights
- 12 Breakfasts
- 11 Lunches
- Dinners from C1 to C4
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-5
- Skill Out
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

EI - EXPERT AND INTERPRETER PACKAGES

Arrival date 05/09/24 (C-6) - Departure date 16/09/24 (C+2) (11 nights)

EIAS	A	Single occupancy	€6,930 per person
EIAT	A	Twin occupancy	€4,575 per person
EIBS	B	Single occupancy	€5,595 per person
EIBT	B	Twin occupancy	€3,860 per person
EICS	C	Single occupancy	€4,655 per person
EICT	C	Twin occupancy	€3,360 per person
EIDS	D	Single occupancy	€3,760 per person
EIDT	D	Twin occupancy	€2,920 per person

The package includes:

- 11 Nights
- 11 Breakfasts
- 10 Lunches
- Dinners from C1 to C4
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-5
- Skill Out
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

OD - OFFICIAL DELEGATE, OFFICIAL OBSERVER, AND CEO NATIONAL SKILLS ORGANIZATION PACKAGES

Arrival date **07/09/24 (C-4)** - Departure date **16/09/24 (C+2) (9 nights)**

ODAS	A	Single occupancy	€5,630 per person
ODAT	A	Twin occupancy	€3,700 per person
ODBS	B	Single occupancy	€4,535 per person
ODBT	B	Twin occupancy	€3,115 per person
ODCS	C	Single occupancy	€3,770 per person
ODCT	C	Twin occupancy	€2,710 per person
ODDS	D	Single occupancy	€3,035 per person
ODDT	D	Twin occupancy	€2,350 per person

The package includes:

- 9 Nights
- 9 Breakfasts
- 8 Lunches
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-3
- One School One Country
- Skill Out
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

Each Member can register up to two (2) Official Observers.



CO - COMMUNICATIONS OFFICER AND MEMBER ORGANIZATION SUPPORT PACKAGES

Arrival date 07/09/24 (C-4) - Departure date 16/09/24 (C+2) (9 nights)

MOSAS	A	Single occupancy	€5,630 per person
MOSAT	A	Twin occupancy	€3,700 per person
MOSBS	B	Single occupancy	€4,535 per person
MOSBT	B	Twin occupancy	€3,115 per person
MOSCS	C	Single occupancy	€3,770 per person
MOSCT	C	Twin occupancy	€2,710 per person
MOSDS	D	Single occupancy	€3,035 per person
MOSDT	D	Twin occupancy	€2,350 per person

The package includes:

- 9 Nights
- 9 Breakfasts
- 8 Lunches
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Excursion and Welcome Reception C-3
- Skill Out
- Opening and Closing Ceremonies
- Farewell Party
- Accreditation badge
- Welcome pack

Each Member can register up to two (2) Communications Officers and up to two (2) Member Organization Support positions.



MM - MEMBER MEDIA PACKAGES

Arrival date 07/09/24 (C-4) - Departure date 16/09/24 (C+2) (9 nights)

MMAS	A	Single occupancy	€5,160 per person
MMAT	A	Twin occupancy	€3,230 per person
MMBS	B	Single occupancy	€4,065 per person
MMBT	B	Twin occupancy	€2,645 per person
MMCS	C	Single occupancy	€3,295 per person
MMCT	C	Twin occupancy	€2,240 per person
MMDS	D	Single occupancy	€2,565 per person
MMDT	D	Twin occupancy	€1,880 per person

The package includes:

- 9 Nights
- 9 Breakfasts
- 8 Lunches
- Refreshments
- Arrival and departure transfers
- Daily transport to and from site
- Accreditation badge
- Welcome pack

Each Member can register up to four (4) Member Media.

All personnel who wish to be accredited as Media must undergo an approval process to be accredited as Media. The approval process is initiated through the WSI Registration system when a Member Media position is registered.

To access the Opening and Closing Ceremony, all media, including Member Media, will submit their request to WorldSkills Lyon 2024. Ahead of the Competition, all accredited media will receive an official email where they can request a seat, platform, or Winners Circle position.

MEMBER OBSERVER PACKAGES

Member Observers are spectators who have taken an official package like Observers, however, are booked by Members and included in the Member Organizations packages invoice. These are generally Member Staff and key stakeholders. The Member Observer positions have their own set of accommodation allocated and do not stay with the Member Delegation at the team accommodation.

MO 3 NIGHTS PACKAGES WITH OPENING CEREMONY

Arrival date 10/09/24 (C-1) - Departure date 13/09/24 (C3) (3 nights)

MO3OCBS	B	Single occupancy	€1,555 per person
MO3OCBT	B	Twin occupancy	€1,085 per person
MO3OCCS	C	Single occupancy	€1,300 per person
MO3OCCT	C	Twin occupancy	€945 per person
MO3OCDS	D	Single occupancy	€1,055 per person
MO3OCDT	D	Twin occupancy	€825 per person

The package includes:

- 3 Nights
- 3 Breakfasts
- Arrival and departure transfers
- Daily transport to and from site
- Opening Ceremony
- Accreditation badge
- Welcome pack

MO 3 NIGHTS PACKAGES WITH CLOSING CEREMONY

Arrival date 13/09/24 (C3) - Departure date 16/09/24 (C+2) (3 nights)

MO3CCBS	B	Single occupancy	€1,530 per person
MO3CCBT	B	Twin occupancy	€1,060 per person
MO3CCCS	C	Single occupancy	€1,275 per person
MO3CCCT	C	Twin occupancy	€920 per person
MO3CCDS	D	Single occupancy	€1,030 per person
MO3CCDT	D	Twin occupancy	€800 per person

The package includes:

- 3 Nights
- 3 Breakfasts
- Arrival and departure transfers
- Daily transport to and from site
- Closing Ceremony
- Accreditation badge
- Welcome pack

MO 6 NIGHTS PACKAGES

Arrival date **10/09/24 (C-1)** - Departure date **16/09/24 (C+2)** (6 nights)

MO6BS	B	Single occupancy	€2,810 per person
MO6BT	B	Twin occupancy	€1,865 per person
MO6CS	C	Single occupancy	€2,300 per person
MO6CT	C	Twin occupancy	€1,595 per person
MO6DS	D	Single occupancy	€1,810 per person
MO6DT	D	Twin occupancy	€1,355 per person

The package includes:

- 6 Nights
- 6 Breakfasts
- Arrival and departure transfers
- Daily transport to and from site
- Opening and Closing Ceremonies
- Accreditation badge
- Welcome pack

MO 9 NIGHTS PACKAGES

Arrival date **07/09/24 (C-4)** - Departure date **16/09/24 (C+2)** (9 nights)

MO9BS	B	Single occupancy	€3,825 per person
MO9BT	B	Twin occupancy	€2,405 per person
MO9CS	C	Single occupancy	€3,055 per person
MO9CT	C	Twin occupancy	€1,995 per person
MO9DS	D	Single occupancy	€2,320 per person
MO9DT	D	Twin occupancy	€1,635 per person

The package includes:

- 9 Nights
- 9 Breakfasts
- Arrival and departure transfers
- Daily transport to and from site
- Opening and Closing Ceremonies
- Accreditation badge
- Welcome pack

KEY DATES

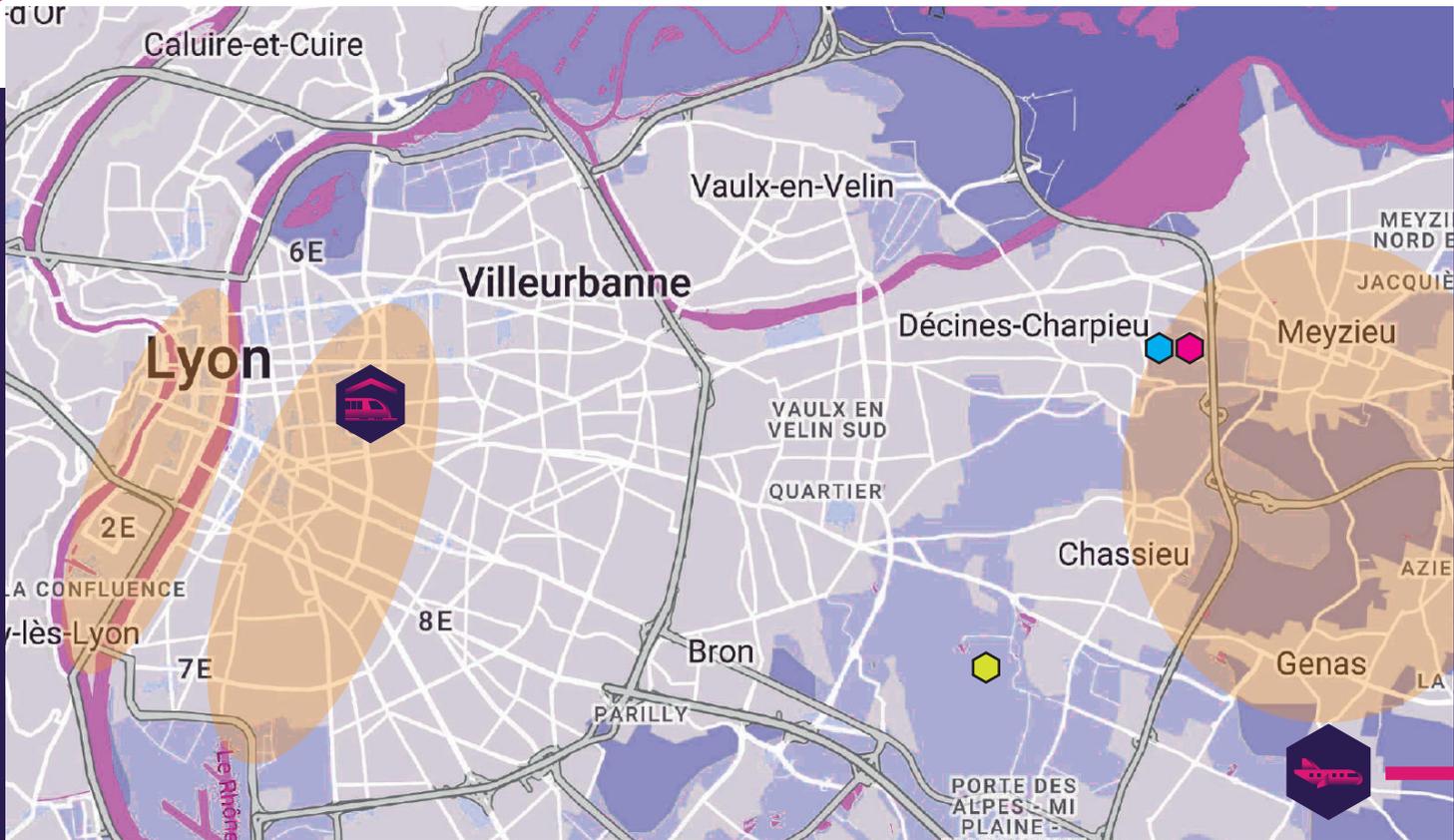
EVENTS	DATES	ARRIVALS/DEPARTURES
	Wed. 4 Sept. (C-7)	Arrival: TD, TDA, CE
	Thur. 5 Sept. (C-6)	Arrival : E, I
Excursion and Welcome Reception	Fri. 6 Sept. (C-5)	
	Sat. 7 Sept. (C-4)	Arrival : C, TL, MOS-C, OO, OD, CEO NSO, MM, CO, MOS
Excursion and Welcome Reception	Sun. 8 Sept. (C-3)	
Familiarization Day	Mon. 9 Sept. (C-2)	
One School One Country & Opening Ceremony	Tue. 10 Sept. (C-1)	Arrival : MO
COMPETITION	Wed. 11 Sept. (C1)	
	Thur. 12 Sept. (C2)	
	Fri. 13 Sept. (C3)	Arrival : MO Departure : MO
	Sat. 14 Sept. (C4)	
Closing Ceremony & Farewell Party	Sun. 15 Sept. (C+1)	
	Mon. 16 Sept. (C+2)	Departure

HOTELS

Our packages are made up of various hotels, divided into categories according to their standing: A, B, C or D. Members will not be able to select hotels. WorldSkills Lyon 2024 will allocate hotels in accordance with your package category selection. The following list is indicative of the hotels available in each category.

PACKAGE CATEGORY	HOTEL NAMES
A	Intercontinental Lyon Hôtel Dieu
A	Marriott Lyon Cité Internationale
B	Hôtel NH Lyon Airport
B	KOPSTER Hotel Lyon Groupama Stadium
B	Mercure Lyon Centre Beaux Arts
B	Ibis Lyon Carré de Soie
C	Novotel Lyon Gerland Musée des Confluences
C	Campanile Lyon Centre Berges du Rhône
C	Mercure Lyon Centre Plaza République
C	Ibis Lyon Centre
D	Mercure Lyon Genas Eurepox
D	Résidence Ôtelia - Gestetud
D	Ibis Lyon Est Bron
D	Ibis Budget Lyon Confluence

MAP



GROUPAMA STADIUM



LDLC ARENA



EUREXPO



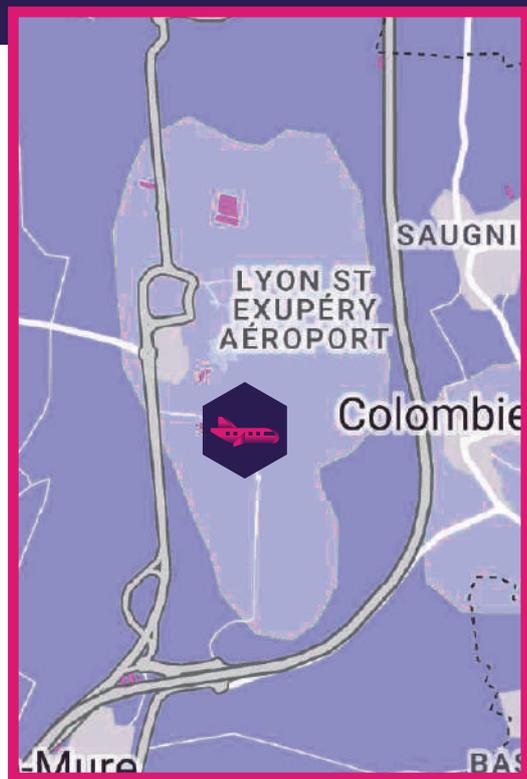
SAINT-EXUPÉRY AIRPORT AND TRAIN STATION



PART-DIEU TRAIN STATION



HOTEL ZONES



CLIENT SUPPORT

WorldSkills Lyon 2024 is committed to providing Members with support before and during Competition. The Client Support Team will provide assistance as well as information on various service-related topics through the Client Support system, which will operate as a single-entry point for all requests from Members to the Competition Organizer, including:

- Visa
- Packages
- Arrivals and departures
- Accommodation
- Catering
- Transportation
- Arrivals prior to package starting date
- Departure postponement

If you have any questions regarding the packages or bookings, please contact us via:

- the contact form in the WSL2024 Packages System, or
- email at client.support@worldskillslyon2024.com

VISA

You may be required to obtain a visa to enter France for the Competition. It is your responsibility to ensure you have the appropriate visa for your travel.

To find out if you require a visa, please visit <https://france-visas.gouv.fr/en/>. This website will also provide advice regarding the type of documentation you will require for your visa application as well as outlining the application process.

The following recommendations are from the French Ministry of Foreign Affairs:

- Please anticipate your visa appointment for Competition.
- 2024 is going to be busy year for French consular services due to the Paris 2024 Olympic and Paralympic Games. As such, please schedule your visa appointment as soon as possible to ensure you have sufficient time to obtain your visa.
- Please be sure to obtain all necessary documents before making an appointment.
- Please ensure that you submit all requested documents during your visa appointment.
- For your attendance at the Competition, please request a **business visa** for the purpose of cultural, artistic, scientific and sports events, including one-off assignments. If you require a visa invitation letter or require any assistance regarding the visa process, please contact us via:
- the contact form in the WSL2024 Packages System, or
- visa@worldskillslyon2024.com.

DISCOVER FRANCE AFTER THE COMPETITION

To give you the opportunity to discover Paris and the Alps after the WorldSkills Competition in Lyon, travel extensions will be available via a referenced local travel agency. These extensions will allow the booking of an additional trip to discover the beauties of France for one day or more. Full details of this offer will be available on the package registration platform.

Any extension should be booked before your flight to and from France to avoid any schedule conflict.





RESTAURANT
LES PAVES
DE
ST JEAN

Pavés de Saint-Jean

LE PALAIS
ST JEAN

Les Pavés de Saint-Jean

GETIC



GENERAL TERMS AND CONDITIONS OF SALE OF PACKAGES (“GTC”)

1 - INTRODUCTION

“**WORLDSKILLS**” refers to WORLDSKILLS LYON 2024, a declared association, whose head office is located at 34, rue de la Soie in VILLEURBANNE (69100), under SIREN number 899325047, in charge of the 47th WorldSkills Competition, Lyon, France (hereinafter the “**Competition**”).

WorldSkills Lyon 2024 connects the company Mobee International (hereinafter the “**Travel Agency**” with a buyer allowing, in particular, the reservation and purchase of Packages. Mobee International SAS is a simplified joint stock company under French law with share capital of EUR 50,940.00 entered on the Villefranche-Tarare Trade and Companies Register under the identification number 824 986 947. The registered office is at 305 Rue Gabriel Voisin 69400 Villefranche-sur-Saône.

Mobee International SAS is entered on the French tour and holiday operators register under the number IM069180010. Mobee International SAS has a financial guarantee from Groupama Assurance Crédit & Caution, 8-10 rue d’Astorg, 75008 Paris. Mobee International has taken out insurance cover for its Professional Civil Liability (RCP) with Groupe Allianz IARD, 1 cours Michelet CS 30051, 92076 Paris la Défense Cedex.

The buyer is a legal entity acting as a professional. A professional is defined as any natural or legal, public or private person, who acts for purposes within the framework of their commercial, industrial, artisanal, liberal, or farming activity (hereinafter the “**Client**”).

A tourist package (within the meaning of article L 211-2 of the French Tourism Code) is a service:

- resulting from the prior combination of at least two operations relating respectively to transport, accommodation, or other tourist services not ancillary to transport or housing and representing a significant part of the package,
- exceeding twenty-four hours or including an overnight stay, and
- sold or offered for sale as an all-inclusive price.

(hereinafter the “**Package**”).

As WORLDSKILLS is only connecting the Client and the Travel Agency, the latter is the Client’s vendor, which is responsible for the proper performance of the Travel Contract within the meaning of the French Tourism Code.

The Client enters profile information via the WorldSkills International Registration System, which shall transfer data to the Travel Agency’s System which is the legal sales administration System for Packages (both systems hereinafter referred to as the “**System**”).

The characteristics, quantities, and references of the Package(s) chosen (hereinafter the “**Order**”). By confirming its purchase, any Client who buys a Package acknowledges that they have read and accepted the description of the Package chosen, these general terms and conditions of sale (hereinafter the “**GTC**”) and the Travel Agency’s general terms and conditions of sale.

Once payment has been received in full, the Client receives a document certifying the entire act of purchase (hereinafter the “**Voucher**”). This document can be presented to the various service providers included in the packages.

The Client acknowledges that they have read and accepted the GTC on their own behalf and for their own account, but also on behalf of all natural persons benefiting from the order (hereinafter the **“Participant(s)”**), at the time of placing it by confirming the purchase.

The Participants are either defined as Members or Non-Members. Members shall mean a Competitor, Team Leader, Expert, Chief Expert, Interpreter, Official Delegate, Technical Delegate, Technical Delegate Assistant, Official Observer, Communications Officer, CEO of National Skills Organization, Media Member, Member Observer, and Member Organization Support.

Non-Members shall mean an Observer, Global Partner, Event Sponsor, Domestic Media, International Media, and/or any other person taking part in the Competition independently and using the services of WORLDSKILLS.

The Client enters into a contract with the Travel Agency, which defines the conditions under which the Travel Agency undertakes to provide and carry out the Package for the Client (hereinafter the **“Travel Contract”**).

In the event of a contradiction between the GTC and the Travel Contract, the provisions of the Contract shall prevail.

The GTC apply to all sales of Packages to the Client.

2 - THE TRAVEL CONTRACT

2.1 Preparation of the quotation

The Client undertakes to select their packages via the System to draw up a quotation. The Client shall notably communicate the number of Participants, the required Packages and select a hotel category.

The Client is responsible for ensuring the completeness and accuracy of the information provided to WORLDSKILLS via the System. For any additional option not covered by the Packages, the Client should contact WORLDSKILLS with the understanding that additional requests may incur an additional charge.

The quotation details the components making up the Package as well as its price. Unless otherwise specified, the quotation is valid for fifteen (15) days from the date indicated on the quotation. From the expiry date, WORLDSKILLS reserves the right to refuse an order placed under the conditions of a quotation dating back more than fifteen (15) days.

2.2 Placing an Order

The Travel Contract is concluded by the confirmation of the Client’s Order by WORLDSKILLS by means of an acknowledgement of receipt of the Order delivered via the System and by written means from WORLDSKILLS within a reasonable period of time after receipt of the Order by WORLDSKILLS, which summarizes the essential elements of the Travel Contract. The definitive quotation is the Travel Contract that includes a description of the services included in the Package and its essential characteristics, the date of travel, the quantity, as well as the price and the conditions for cancellation, modification.

WORLDSKILLS may not be held liable if the services provided do not correspond to the Participant’s mobility needs. The Client must inform WORLDSKILLS of its needs before making the reservation and WORLDSKILLS shall make its best efforts to fulfil them. If the requests cannot be fulfilled, WORLDSKILLS shall assist the Client in finding the best solution as quickly as possible, but it may not be held liable.

After confirmation of the Order, the Client shall make payment to WORLDSKILLS represented by the Travel Agency in accordance with the conditions of Section 4. The Client shall then receive a confirmation from WORLDSKILLS.

In the event that there is no confirmation, the Order has not been taken into account. In such an event, the Client is invited to contact Client Support as follows: client.support@worldskillslyon2024.com or directly online with the "contact form". Payment does not validate the Order requested. Only written confirmation from WORLDSKILLS shall validate the request.

2.3 Services included in the Package

It is the Client's responsibility to check the consistency of the various services chosen and included in the Package and notably the dates of arrival and departure and the number of overnight stays and/or days.

The Package brochure presents different combinations of packages depending on the client group attending the Competition, with a system of additional options for some. The Client's attention is drawn to the need to carefully choose the different options to be added to the Package.

2.4 Changes to an Order

The Client may make changes to Package selection at any time via the System, subject to availability and the provision of the service. Changes to the payment amount are subject to the provisions of Section 6.

2.5 Cancelling an Order

Any request to cancel an Order in its entirety must be made in writing to WORLDSKILLS Client Support. WORLDSKILLS shall confirm the cancellation request with the Client, by email.

Any payment made before the cancellation is not refundable.

After acceptance of the cancellation by WORLDSKILLS, the Client shall receive a confirmation of the cancellation by email. If no confirmation email is received from WORLDSKILLS, the cancellation has not been taken into account. In such an event, the Client is invited to contact Client Support as follows: client.support@worldskillslyon2024.com.

3 - REGISTRATION AND BOOKING

3.1 Registration for Members

Registration for all Members shall be available only through the System.

When a booking is made, all communication with WORLDSKILLS must be made via the contact form directly online or by email to Client Support: client.support@worldskillslyon2024.com.

3.2 Registration of Non-Members

Observers, Event Sponsors, Global Partners, Media, and Future Competition Organizers (including Technical Observers) shall register and book their Package reservation through the System.

4 - TERMS OF PAYMENT

4.1 Amounts payable

All prices are displayed in euro and respective taxes have already been included. All prices have been calculated on the basis of the exchange rates known at the time of signing the Travel Contract.

Payments can be made by credit card online and via bank transfer. A 2.5% surcharge will be applied to all credit card payments. The Client shall pay for both the surcharge and all bank fees related to the transfer of payments. This includes charges owed at both ends of the transaction, that is, at the sender and recipient ends. If these charges are not paid, WORLDSKILLS represented by the Travel Agency shall submit the collection of charges to the Client. WORLDSKILLS shall then invoice the amount of the respective fees to the Client either immediately, or included in the next invoice respectively scheduled. When processing the payment, the Client is required to mention the invoice number. Otherwise, it shall not be possible to post the payment receipt in a timely manner.

4.2 Payment

The Client guarantees to WORLDSKILLS that it is the holder of any means of payment used for payment by bank card and that it has sufficient funds to cover the required payment. If the payment deadlines are not met, WORLDSKILLS reserves the right to cancel the reservation without any financial compensation.

The Client may make the payment in several ways:

- by bank card online
- by bank transfer: the reservation shall be confirmed once the transfer has been received

4.3 Payment timeline

4.3.1 For Members

Invoice number	Percentage of total Order price	Booking available until	Invoice date	Deadline for payment
Invoice 1	25%	02.02.2024	07.02.2024	24.02.2024
Invoice 2	45%	15.03.2024	20.03.2024	20.04.2024
Invoice 3	30% (or the remainder)	01.05.2024	06.05.2024	06.06.2024

Option 1 – For Orders submitted before 02.02.2024: Twenty-five per cent (25%) of the total Order price shall be paid by the Client as an advance payment by 24.02.2024 based on the first invoice received from WORLDSKILLS. Should this payment be affected in an untimely manner, the bookings will be cancelled, and the Client will have to go through the booking procedure once again.

Forty-five per cent (45%) of the total Order price shall be paid by the Client by 20.04.2024 based on the second invoice received from WORLDSKILLS.

Thirty per cent (30%) (or the remainder) of the total Order price shall be paid by the Client by 06.06.2024 based on the third and final invoice received from WORLDSKILLS

Option 2 – For Orders submitted between 02.02.2024 and 15.03.2024: Seventy per cent (70%) of the total Order price shall be paid by the Client as an advance payment by 20.04.2024 based on the second invoice received from WORLDSKILLS.

Should this payment be affected in an untimely manner, the bookings will be cancelled, and the Client will have to go through the booking procedure once again.

Thirty per cent (30%) (or the remainder) of the total Order price shall be paid by the Client by 06.06.2024 based on the second and final invoice received from WORLDSKILLS.

Option 3 – For Orders submitted between 15.03.2024 and 01.05.2024: One hundred per cent (100%) of the total Order price shall be paid by the Client by 06.06.2024 based on the invoice received from WORLDSKILLS.

Should this payment be affected in an untimely manner, the bookings will be cancelled, and the Client will have to go through the booking procedure once again.

4.3.2 For Non-Members

Invoice number	Percentage of total Order price	Booking available until	Invoice date	Deadline for payment
Invoice 1	50%	15.03.2024	20.03.2024	20.04.2024
Invoice 2	50% (or the remainder)	01.05.2024	06.05.2024	06.06.2024

Option 1 – For Orders submitted before 15.03.2024: Fifty per cent (50%) of the total Order price shall be paid by the Client by 20.04.2024 based on the first invoice received from WORLDSKILLS. Should this payment be affected in an untimely manner, the bookings will be cancelled and the Client will have to go through the booking procedure once again.

The remaining fifty per cent (50%) (or the remainder) of the total Order price shall be paid by the Client by 06.06.2024 based on the second and final invoice received from WORLDSKILLS.

Option 2 – For Orders submitted between 15.03.2024 and 01.05.2024: One hundred per cent (100%) of the total Order price shall be paid by the Client by 06.06.2024 based on the invoice received from WORLDSKILLS.

Should this payment be affected in an untimely manner, the bookings will be cancelled, and the Client will have to go through the booking procedure once again.

4.4 Payment process

The deadline on specified due dates is 16:00 Lyon time (GMT+1). For all payments not received by the due dates, Orders shall be cancelled and the Client shall be required to make a new booking.

WORLDSKILLS is not obliged to issue any Voucher until it receives full payment.

In the event of failure to pay in full within the stipulated period, WORLDSKILLS will be entitled to cancel the Order placed by the Client, and the resulting costs shall be borne by the Client. If any difficulties are identified in complying with payment procedures, please inform WORLDSKILLS in writing.

Should the Client fail to comply with the payment conditions, WORLDSKILLS reserves the right to exclude the Participants from the Competition.

Under no circumstances may payments due to WORLDSKILLS be suspended or be subject to any reduction or compensation without the prior written agreement of WORLDSKILLS.

4.5 Non-payment

If payment is not made, is not made in full, is not made before or on the due date according to the above payment schedule, or when payment cannot be allocated, this shall be considered as non-payment and the Order shall be cancelled.

4.6 Consequences of non-payment

In the event of non-payment and after having set a reasonable final deadline, WORLDSKILLS reserves the right to withdraw from the Travel Contract. WORLDSKILLS advises that, notwithstanding the paragraph above, WorldSkills International shall not accredit Participants to the Competition if payment of the full amount owed by the respective Client has not been received by WORLDSKILLS.

4.7 Entering personal data

After 1 May 2024, the system will be only available to complete travel details and/or to finalize Participant names associated with the existing Order and/or to indicate special dietary needs. If respective Participant details are not added to the system by **1 June 2024**, the respective service cannot be guaranteed.

5 - PACKAGE PRICES AND SERVICES

5.1 Price

The description of the Package expressly mentions the services included in the price. The prices indicated correspond to a fixed price per Participant, calculated according to the number of overnight stays and not the number of days.

The price includes the services included according to the programme of the Participants and services not mentioned as optional, taxes are calculated as known on the day of the conclusion of the Travel Contract and file fees.

The prices given are indivisible and any waiver of services included in the Package or any interruption of the stay due to the Participant (even in the event of hospitalization or early repatriation), shall not give rise to a refund, except for specific insurance.

5.2 Services included in the Package

The description of the Package appearing within the System and the summary of the Order, completed by the provisions of the GTC, constitute the pre-contractual information provided for by Article R.211-4 of the French Tourism Code.

The pictures displayed within the System are provided as illustrations of the services. WORLDSKILLS does not guarantee that they always correspond exactly to the services included in the Package booked by the Client.

Travel time: the prices are calculated on the basis of the number of overnight stays and not the number of days. An overnight stay is defined as the period during which the rooms are available. This varies from 16:00 to 18:00 on the day of arrival, to 11:00 the following day.

Thus, if the Participant takes possession of their room at 16:00, the eight (8) hours during which their room was at their disposal (from 16:00 to midnight) are considered as an overnight stay and no compensation can be paid.

Rooms: Rooms are available from 16:00 to 18:00 on the day of arrival, regardless of the time of arrival and the means of transportation used and must be vacated by 11:00 on the day of departure, regardless of the time of arrival and the means of transportation used.

Check-in and check-out times may be adjusted by request to Client Support to take account of transport schedules only if WORLDSKILLS is able to respond favourably.

Single rooms generally include a double bed or, more rarely, a single bed. Twin rooms are provided with two beds.

Meals, Services, Activities: Breakfasts are included at hotels. Lunches, dinners, and refreshments are organized at the Competition Venue and/or at additional sites, only if these services are included in the selected package.

It should be specified that no reimbursement may be made if due to a late arrival or an early departure, one of the meals could not be taken and/or the Participant is unable to attend one or more activities and services.

Depending on weather conditions some services or activities can be changed to optimize the Participant experience.

5.3 Services not included in the Package

All services not expressly mentioned in the Package are not included.

The Package price does not include:

- Passport, visa, and health protection fees,
- Personal expenditure, tips, laundry, hotel extras,
- Travel Insurance.

This is not an exhaustive list.

6 - CANCELLATIONS AND REFUNDS

Once all Packages have been booked, the Order can only be cancelled in its entirety and in accordance with section 6.1. If the Client wishes to cancel their Order once a booking has been confirmed and an invoice or receipt has been issued, the Client must notify WORLDSKILLS via “contact form” or in writing (client.support@worldskillslyon2024.com). Please note WORLDSKILLS cannot refund the payment. In the event of non-receipt of a deposit, the sums remain due and payment must be made in accordance with the payment and cancellation conditions. WORLDSKILLS strongly recommends that the Client takes out comprehensive insurance cancellation cover.

6.1 Modifications to Packages

If the Client declares its intention to make changes to the Package or Order, the request must be made in writing to WORLDSKILLS. WORLDSKILLS shall do its utmost to respond to this request but cannot guarantee that it shall respond favourably to all modifications.

6.2 Package cancellation

Cancellations to individual Package bookings will be permitted within the System at any time up until 1 May 2024. Package revisions cannot be made after **1 May 2024**, however Participant name changes can be made up until **1 June 2024**.

6.2.1 Invoice adjustment due to cancellations

The first invoice will be 25% of the total Travel Contract price based on the number of Packages in the System on **2 February 2024**.

The second invoice will be 45% of the total Travel Contract price based on the number of Packages in the System on **15 March 2024**. Any Packages cancelled since **2 February 2024** will not be part of the second invoice.

The third invoice will be the total Travel Contract price based on the number of Packages in the System on **1 May 2024** less any amounts paid on the first and second invoices. Any Packages cancelled since 15 March 2024 will not be part of the third invoice.

6.3 Refund procedure

No refunds shall be available for unused services.

No refunds shall be available for any amount already paid to the Travel Agency due to cancelled packages. All packages included in an invoice remain due, even if cancellations occur before said invoice is paid.

7 - ALLOCATION OF ACCOMMODATION

The packages offered to the Client are divided into different categories (A, B, C, D). These categories reflect the level of comfort and service included in each package. The indication of the comfort level attributed to the hotels appearing in the description and their classification corresponds to the local regulations and/or French standards.

Once the packages have been booked, WORLDSKILLS will allocate a hotel to the Client in accordance with their choice of category and the number of packages selected.

Optimizing accommodation is a key mission of WORLDSKILLS. On this principle, hotel inventories will be allocated on a first-come, first-served basis, so the first bookings validated will be the ones with the most options available.

If for any reason the hotel booked has to be modified, the Client shall be notified in advance. The Client shall be provided with a hotel in the same category or a higher category than the one initially chosen.

8 - CONSENT FOR FILMING AND PHOTOGRAPHY

By booking a Package, the Client confirms that consent to be filmed and photographed has been given by all the Participants on whose behalf the Client enters data into the System. This consent includes the filming and photographing of these individuals at the Competition, as well as the unrestricted international use of any such material (during and after the Competition). In particular such consent shall include but shall not be limited to:

- Recordings for the purpose of inclusion in any WorldSkills Lyon 2024 and/or WorldSkills International promotional or commemorative video and photographs;
- Materials that promote and publicize vocational education and training, as well as WorldSkills and the Member countries and regions. Distribution shall be worldwide and the material shall be used in perpetuity, with the right to license these materials to third parties.

This consent shall be given for the benefit of WorldSkills Lyon 2024, WorldSkills International, and WorldSkills International Member organizations and Global Partners.

9 - LIABILITY

As a matter of principle, WORLDSKILLS assumes liability under the legal provisions. WORLDSKILLS does not accept any further liability. Our liability only covers direct loss and is limited to the amount paid for the journey.

9.1 General Overview

WORLDSKILLS does not offer any cover for modifications made to travel arrangements following travel delays or strikes. WORLDSKILLS cannot in particular be held liable for modifications to the travel program due to force majeure, official decisions, or delays caused by third parties that are beyond the control of WORLDSKILLS.

The Client is responsible for providing all information to WORLDSKILLS, which WORLDSKILLS or other carrier or customs or governmental body may require. This may include information about the Client, the Participant's name, passport number, nationality, date of birth, gender, country of residence, travel history, occupation, home address, point of origin, final destination, and address at the destination.

The Client is responsible for the behaviour of all Participants named within the Order. WORLDSKILLS or its suppliers reserve the right to refuse the Order or to remove any Participant from any Package arrangement if the Participant is reasonably deemed to behave in a disruptive or dangerous manner. WORLDSKILLS shall make no refund or payment of any costs incurred by the Client and/or any Participant under these circumstances, and the Client may face criminal prosecution.

9.2 Travel (flight/train)

WORLDSKILLS does not organize the journey from your home to the final destination and therefore declines any liability regarding travel arrangements.

9.3 Property damage and special events

WORLDSKILLS declines any liability for any loss resulting from the theft or damage to property. WORLDSKILLS declines any liability for participation in excursions, car rental, etc. at the location of the stay, which is not organized by WORLDSKILLS.

9.4 Visa entry provisions

The Client is personally responsible for the official documents required, and compliance with provisions regarding entering France, customs, currencies, vaccinations or insurance. If entry is refused for reasons under the Client's liability, the journey shall be deemed to be cancelled and the cancellation fees shall apply pursuant to the conditions of Section 6. WORLDSKILLS undertakes to provide all the documents necessary to obtain a visa (when required). In no event may WORLDSKILLS be held liable for the obtaining of a visa.

The Client must ensure that they and all the Participants named on the Package booking have valid passports, any appropriate visas, and vaccinations. WORLDSKILLS is not liable for any costs, delays, or illness resulting from the Client's failure to meet these requirements. The Client shall check with the appropriate tourist board/embassy of France prior to departure to ensure it has fulfilled any visa/passport requirements in good time before the departure.

Please consult the following website: <https://france-visas.gouv.fr/en/web/france-visas/> to find out if you need a visa and to find out the appointment conditions and the necessary documents for your visa application. If you have any questions regarding the visa, please contact visa@worldskillslyon2024.com.

9.5 Internal rules of our service providers

Any participant undertakes to adhere to the internal rules of our service providers during their stay. WORLDSKILLS may not be held liable for the decisions taken by our service providers and the consequences in the event of any breach of said rules (e.g. damage to property).

9.6 Assistance and Healthcare

The Client is responsible for ensuring that any existing medical conditions or disabilities of any Participant which may require assistance, are declared to WORLDSKILLS before the booking of the Package or, if newly diagnosed, before the date of departure. WORLDSKILLS can only accept the Package or Order upon the clear understanding that WORLDSKILLS cannot be liable if any carrier refuses to accept any Participant as a passenger if this information is not made known to WORLDSKILLS. In all circumstances it remains the Client's responsibility to ensure that Participants are fit to travel and to participate in all of the services and facilities that the Client has Ordered and undertaken, and also that the Participants have obtained the relevant travel and medical insurance cover. WORLDSKILLS reserves the right to ask for further medical information from the Client or the Participant if the latter notifies it of a health issue and to refuse or cancel the Package booked at the absolute discretion of WORLDSKILLS.

If the Participant receives any medical services whilst in France, they acknowledge and agree that such services shall be taken at their own risk and it is their own responsibility to consult appropriate health professionals on any matter relating to their health and well-being.

10 - DISPUTES

These General Terms and Conditions are subject to French law. The court of Lyon has jurisdiction.

11 - EXTRAS

Unless specifically mentioned on the Order, the price does not include visa and passport fees, tips and gratuities, extras, personal expenses, optional luggage, cancellation and assistance insurance, and local taxes as well as room service, damages, laundry, or the minibar.

12 - INSURANCE

No insurance is included in the Package.

The Client shall strongly encourage the Participant to take out a comprehensive insurance policy covering the consequences of certain cases of cancellation or modification of the trip, as well as assistance covering certain specific risks, in particular repatriation costs in the event of accident or illness, and luggage insurance.

If the Client opts for the insurance offered within the System, the latter must be taken out at the same time as the Order. The terms and conditions and description of the cover, as well as the practical details of how the cover can be invoked, shall be sent to the Client by linking to said terms and conditions, the Client shall be responsible for communicating them to the Participant.

The Client shall recommend that Participants (i) print them out and keep them with him/her during the trip and (ii) carefully read the cases of exclusions of the cover. In the event of the cancellation of the trip, for any reason whatsoever, the amount of the insurance premium subscribed is not refundable.

The Client shall inform Participants that they may choose not to take out any additional insurance.

In partnership with Groupama, WORLDSKILLS offers you comprehensive insurance that shall cover you in the event of illness, a health crisis before the journey, and in the event of an occurrence during the stay. This insurance is valid for all the Participants, for any stay of less than 90 days. The insurance policy and all the provisions and cover are available for booking. By opting for this insurance, you accept the conditions of our partnership, referred to in the document referred to above.

13 - ADMINISTRATIVE AND HEALTH INFORMATION (ONLY FOR THE CLIENT'S INFORMATIONS – TO BE CHECKED BY THE CLIENT)

13.1 General formalities

For non-French nationals, it is the Client's responsibility to check with the relevant French authorities such as consulates and embassies, in view of their nationality, the various police, customs, and health formalities for their trip, including stopovers and transits, and to comply with them.

The Client is invited to consult the website <https://www.diplomatie.gouv.fr/en/>.

If a Participant is denied boarding or access to France due to a failure to comply with police, health, or customs formalities, the Client shall be solely responsible for any sanctions and/or fines that may be imposed as a result of non-compliance with police, health or customs regulations, as well as any consequences that may result from said failure.

In any event, the completion of formalities, including obtaining a visa, remains the Client's responsibility. The cost of issuing passports, visas, and other travel documents (tickets or ticket redemption) cannot, under any circumstances, be reimbursed, even if the Participant does not get their visa.

13.2 Formalities related to minors

If a minor is traveling with only one parent, some countries may require proof that the other parent has authorized the travel. For all destinations requiring a passport, a minor, regardless of age, must now have his or her own passport. However, minors already registered on the valid passport of their legal representative, and provided they are under 15 years of age, do not need their own passport except for transit through the United States.

A minor listed on an adult's passport may travel only with the adult who holds the passport on which the child is listed. A family record book is not an identity document, even for domestic flights. It is imperative that the name on the passport or identity document (wife, child) is identical to the name under which the Order was placed, and the travel and residence documents issued.

In any event, in accordance with local legislation, no person under the age of 18 years is permitted to occupy a hotel room unless they are accompanied and are sharing the room with an adult 18 years of age or older.

13.3 Health formalities

The Client must ensure that each Participant has social security cover for any medical problems that may arise on the French territory and notably including medical care.

14 - DATA PROTECTION

Within the framework of the GTC, the Travel Contract and all their contractual relations in general, the Parties undertake to comply with the regulations in force applicable to the processing of personal data and, in particular, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016.

Personal data is collected as part of the organization and management of the event, in order to provide our services in connection with the Packages and to meet your needs as a Client. This includes the management or registrations, services related to Packages, the communication of important information related to the event and Packages, as well as compliance with legal obligations.

The data collected may vary according to need, but may include:

- Your identification information
- Payment information
- Specific dietary or medical preferences
- Any other information relevant to the planning and organization of Package services

Data is collected by the Travel agency under the agreement of WORLDSKILLS, acting as data controller in accordance with the RGPD. Authorize employees and service providers may also collect data on our behalf in connection with the provision of event-specific services and Packages.

Personal data may be shared with third parties solely for the purpose of event and package management, e.g. with hotels for reservations. These third parties are also required to comply with strict data protection standards.

We retain your personal data for as long as is necessary to plan, execute and monitor event objectives and package management, as well as to meet applicable legal requirements. Once the data is no longer required, we will securely destroy it in accordance with our internal policies and procedures.

15 - FIRST AID AND MEDICAL SERVICES

Participants with long term or pre-existing health issues who need special treatment are required to arrange for the availability of such treatments themselves.

The Client is responsible for ensuring that all Participants registered obtain appropriate medical insurance along with other applicable insurance cover in respect of their trip.

For the Participant's own interest, it is strongly recommended that the Client arrange cover with a comprehensive insurance policy to travel in the context of any Package.

16 - FORCE MAJEURE

The Parties shall not be held liable if the non-performance or delay in the performance of any of their contractual obligations results from an event presenting the characteristics of force majeure as defined by Article 1218 of the French Civil Code and French case law.

The Party suffering from the force majeure event shall notify the other Party by any written means, at the latest within three (3) calendar days following its occurrence. The performance of its obligations shall be suspended provided that it can justify to the other Party that it is unable to perform its obligations.

The Parties shall meet to examine the impact of the force majeure event and agree on the conditions under which performance of the Travel Contract shall be continued.

17 - FORTUITOUS EVENT

In the event that it is not possible to provide all or part of the Package, for a cause that is independent and beyond the control of WORLDSKILLS, such as in particular in case of a health crisis, the Parties commit themselves to continue their respective obligations under the terms of the Travel Contract to the best of their availabilities.

If the impossibility persists beyond this period of four (4) days, the Travel Contract shall be automatically terminated by the first Party to act and the Parties shall be released from their obligations, without any financial compensation for either Party.

18 - WAIVER

The fact that WORLDSKILLS does not avail itself, at a given moment, of one of the provisions of the GTC may not be interpreted as a waiver of the right to avail itself of any of said provisions at a later point.

In the event that one of the provisions of the GTC should be declared null and void or without effect, this provision shall be deemed unwritten, without this affecting the validity of the other provisions, unless the provision declared null and void or without effect was essential and decisive.

19 - APPLICABLE LAW AND DISPUTE RESOLUTION

The Travel Contract is subject to French law.

In the event of a dispute, challenge or difficulty of any kind, the Client and WORLDSKILLS shall together seek an amicable solution prior to any litigation.

In the absence of an amicable resolution, any dispute, challenge, difficulty, or difference of any kind arising in the context of the relationship between the Client and WORLDSKILLS, in particular those relating to the Travel Contract or any contractual document regarding, in particular, its formation, conclusion, validity, interpretation, performance, non-performance, termination or cancellation, the non-performance, termination, resolution or cessation for any reason whatsoever shall be finally and exclusively settled by the commercial court of Lyon, notwithstanding the plurality of defendants or the introduction of third parties, even for emergency or protective proceedings or summary proceedings or by petition.

20 - GENERAL TERMS AND CONDITIONS FROM THE FRENCH TOURISM CODE

ARTICLE R.211-3

Subject to the exclusions provided for by paragraphs three and four of Article L. 211-7, any offer and any sale of travel or holiday services gives rise to the submission of appropriate documents that adhere to the rules defined in this section. In the event of the sale of airline tickets or tickets for transportation on a regular line not accompanied by services related to such transport, the seller issues one or more tickets to the buyer covering the whole journey, issued by the transporter or under its liability. In the case of on-demand transport, the name and address of the transporter, on behalf of which the tickets are issued, must be mentioned. The separate invoicing of miscellaneous parts of the same tourist package does not discharge the seller from its obligations under the regulatory provisions of this section.

ARTICLE R.211-3-1

The exchange of pre-contractual information or the provision of the contractual conditions is to be made in writing. This may be carried out by electronic means under the conditions for validity and performance provided for by Articles 1369-1 to 1369-11 of the French Civil Code. The name or company name and address of the seller and their registration number as provided for in Article L. 141-3 or, where applicable, the address and registration number of the federation or union mentioned in the second paragraph of Article R. 211-2 are to be mentioned.

ARTICLE R.211-4

Prior to the conclusion of the contract, the seller must inform the consumer of the information regarding the price, the dates and other components of the services provided during the journey or stay such as:

1. The destination, the means, the characteristics and the categories of the transportation used;
2. The accommodation, its location, the level of comfort and its main features, its approval and tourist rating with regard to the regulations or common practices of the destination country;
3. The catering services offered;
4. A description of the itinerary for a circuit;
5. The administrative and health procedures to be carried out by nationals or citizens of another Member State of the European Union or a Member of the European Economic Area, and the deadlines for completing them, in the event, in particular, that borders are crossed;
6. Any visits, excursions and other services included in the package or that may be available for an additional price;
7. The minimum or maximum size of the group to allow for the journey or stay to be possible and, if the journey or stay is subject to a minimum number of participants, the final date on which the consumer shall be informed of the cancellation of the journey or stay; this date cannot be less than twenty-one days before the departure;
8. The amount or the percentage of the price paid as a deposit on the conclusion of the contract and the payment schedule;
9. The terms and conditions for revising the prices as provided for in the contract pursuant to Article R. 211-8;
10. The contractual terms and conditions for cancellation;
11. The terms and conditions for cancellation defined in Articles R. 211-9, R. 211-10 and R. 211-11;
12. Information regarding the option to take out an insurance policy covering the consequences of cancellation in certain cases or an assistance policy covering certain specific risks, in particular the costs of repatriation in the event of an accident or illness;
13. When the contract includes air transportation services, information, for each leg of the flight, provided for by Articles R. 211-15 to R. 211-18.

ARTICLE R.211-5

The prior information provided to the consumer is binding for the seller, unless the seller expressly reserves the right to modify certain aspects. In such an event, the seller must clearly indicate to what extent such a modification may occur and in which regard. In any event, the consumer must be informed of the modifications made to the prior information before the conclusion of the contract.

ARTICLE R.211-6

The contract concluded between the seller and the buyer must be in writing, in two copies, one of which one is submitted to the buyer, and signed by both parties. When the contract is concluded by electronic means, Articles 1369-1 to 1369-11 of the French Civil Code apply. This contract must include the following information:

1. The name and address of the seller, its guarantor and its insurer as well as the name and address of the Organizer;
2. The destination or destinations of the voyage and, in the event of a stay in numerous locations, the different periods and the dates thereof;
3. The means, the characteristics and the categories of transportation used, the dates and places of departure and return;
4. The accommodation, its location, the level of comfort and its main features and tourist rating by virtue of regulations or common practices of the destination country;
5. The catering services offered;
6. The itinerary for a circuit;
7. The visits, excursions or other services included in the total price of the journey or stay;
8. The total price of the services invoiced, and an indication of any potential revision of this invoice under the provisions of Article R. 211-8;
9. An indication, where appropriate, of the fees or taxes related to certain services such as landing tax or boarding tax in ports and airports, or tourist tax when they are not included in the price of the service(s) provided;
10. The payment schedule and terms of payment; the last payment made by the buyer may not be less than 30% of the price of the journey or stay, and must be made when the documents required for the journey or stay are handed over;
11. The special terms and conditions requested by the buyer and accepted by the seller;
12. The terms under which the buyer may make a claim against the seller for non-performance or poor performance of the contract, said claim must be made promptly, by any means that allows for acknowledgment of receipt by the seller, and, where applicable, made in writing, to the Organizer of the voyage and the service provider in question;
13. The deadline for informing the buyer in the event of the cancellation of the journey or stay by the seller in the event that the cancellation of the journey or the stay is related to a minimum number of participants, pursuant to the provisions of Article R. 211-4 (7);
14. The contractual terms and conditions for cancellation;
15. The terms and conditions for cancellation provided for by Articles R. 211-9, R. 211-10 and R. 211-11;
16. The precisions regarding the risks covered and the amount of the cover under the terms of the insurance policy covering the consequences of the seller's professional third-party liability;
17. Indications regarding the insurance policy taken out by the buyer covering the consequences of certain cases of cancellation (policy number and name of the insurer) and information about the assistance contract covering specific risks, in particular the costs of repatriation in the event of an accident or illness; in such an event, the seller must provide the buyer with a document specifying at least the risks covered and the risks that are excluded;
18. The deadline for informing the seller in the event that the buyer terminates the policy;
19. The undertaking to provide to the buyer, at least ten days before the scheduled departure date, the following information:

- (a) The name, address and telephone number of the seller's local representative or, failing that, the names, addresses and telephone numbers of the local organizations that may assist the consumer in the event of difficulties or, failing that, the telephone number on which the buyer can contact the seller in the event of an emergency;
- (b) For foreign journeys and stays for minors, a telephone number and an address to establish direct contact with the child or the manager of the place where they are staying;
20. The termination clause for reimbursement of the amounts paid by the buyer with no penalties in the event of a breach of the obligation to inform provided for by Article R. 211-4 (13);
21. The undertaking to provide the buyer with the departure and arrival times in good time before the start of the journey or stay.

ARTICLE R.211-7

The buyer may transfer their contract to a transferee that meets the same conditions as them to make the journey or stay, provided that the contract has not entered into effect. Unless otherwise stipulated in favor of the transferor, they are bound to inform the seller of their decision by any means that allows for acknowledgment of receipt no later than seven days before the start of the journey. When it is a cruise, this period is increased to fifteen days. In no event is this transfer subject to any prior authorization from the seller.

ARTICLE R.211-8

When the contract expressly includes a possibility to revise the price, within the limits provided for in Article L. 211-12, it must mention the exact terms and conditions for the calculation, either of an increase or a decrease, of the variations of the prices, and in particular the amount of the travel expenses and related taxes, the currency or currencies that may have an impact on the price of the journey or stay, the share of the price to which the variation applies, the conversion rate for the currency or currencies selected as a reference when establishing the price included on the contract.

ARTICLE R.211-9

When the seller is obliged to make a modification to one of the key aspects of the contract such as a significant increase in the price before the departure of the buyer, in breach of the obligation to inform mentioned in Article R. 211-4 (13), the buyer may, without prejudice to any claims for losses suffered, and after being informed by the seller by any means allowing for acknowledgment of receipt:

- either terminate the contract and obtain an immediate reimbursement of the amounts paid, without penalty;
- or accept the modification or substitute journey offered by the seller; an amendment to the contract specifying the modifications made is then signed by the parties; any reduction in the price is deducted from any amounts remaining due from the buyer and, if the payment that has already been made by the latter is greater than the price of the modified service, the excess must be reimbursed before the date of their departure.

ARTICLE R.211-10

In the case provided for in Article L. 211-14, when the seller cancels the journey or stay before the buyer's departure, they must inform the buyer by any means allowing for acknowledgment of receipt; without prejudice to their right to claim compensation for any loss suffered, the buyer may obtain an immediate reimbursement of the amounts paid from the seller without penalties; in such an event, the buyer receives compensation at least equal to the penalty they would have borne if they had cancelled on this date. The provisions of this article do not in any event prevent the conclusion of an amicable settlement with the aim of having the buyer accept a substitute journey or stay offered by the seller.

ARTICLE R.211-11

When, after the departure of the buyer, the seller finds itself unable to provide a significant part of the services provided for in the contract, which represents a substantial percentage of the price paid by the buyer, the seller must immediately take the following measures without prejudice to any claim for losses that may have been suffered:

- either offer services to replace the planned services, whilst covering any additional cost and, if the services accepted by the buyer are of a lower quality, the seller must reimburse the price difference as soon as the buyer returns;
- or, if they cannot offer any replacement service or if they are refused by the buyer for valid reasons, provide the buyer, at no additional cost, with tickets to enable them to return to the place of departure or any other place accepted by the parties under conditions that may be deemed equivalent.

The provisions of this article apply in the event of the breach of the obligation provided for in Article R. 211-4 (13).

21 - CONTACT DETAILS

The Client can contact WORLDSKILLS as follows client.support@worldskillslyon2024.com.







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