



SPECIAL TERMS AND CONDITIONS FOR ONLINE RESERVATION SERVICES

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GENERAL TERMS AND CONDITIONS OF SALE FOR THE PARKING RESERVATION SERVICE

AÉROPORTS DE PARIS is a French public limited company with share capital of 296,881,806 euros (two hundred and ninety-six million eight hundred and eighty-one thousand eight hundred and six euros), whose registered office is located at 1, Rue de France 93 290 Tremblay-en-France, registered under SIREN number 552 016 628 in the Bobigny Trade and Companies Register, and whose Intra-Community VAT number is FR 33552016628 (hereinafter referred to as "Paris Aéroport").

The parking reservation service in the car parks operated by Paris Aéroport (hereinafter "Parking Reservation Services") allows users to reserve a parking space in one of the eligible car parks at Paris-Charles de Gaulle Airport or at Paris-Orly Airport on a specified date and for a specified period.

These General Conditions of Sale define the terms and conditions of subscription to the Parking Reservation Service offered by Paris Aéroport on its website and available at: <https://www.parisaeroport.fr/passagers/parking> and on its Paris Aéroport application (hereinafter "the General Conditions of Sale for the Parking Reservation Service").

The subscription to the Parking Reservation Service via the Paris Aéroport website or via the Paris Aéroport application assumes acceptance of the general terms and conditions of use of the website [parisaeroport.fr](https://www.parisaeroport.fr) - <https://www.parisaeroport.fr/passagers/c-g-u> (hereinafter the "General Terms and Conditions of Use") or, as applicable, the general terms and conditions of use of the Paris Aéroport application and these General Conditions of Sale for the Parking Reservation Service.

The General Conditions of Sale for the Parking Reservation Service are made available to Customers on the [parisaeroport.fr](https://www.parisaeroport.fr) website and the Paris Aéroport mobile application, where they may be consulted directly.

The General Conditions of Sale for the Parking Reservation Service are binding upon the Customer who acknowledges that he has read and accepted them before ordering by ticking a box provided. The validation of the order by its confirmation implies the Customer's adherence to the General Conditions of Sale for the Parking Reservation Service in force on the day of the order.

Paris Aéroport reserves the right to change its General Conditions of Sale for the Parking Reservation Service at any time. Should the General Conditions of Sale for the Parking Reservation Service be changed, the General Conditions of Sale for the Parking Reservation Service applicable are those in force on the date of the order.

Article 1 – Definitions

In addition to the definitions contained in the General Terms and Conditions of Use, the following terms used in these General Conditions of Sale for the Parking Reservation Service have the following meanings:

"Bank Card": refers to any card issued by a credit establishment or a financial institution which is a member of the GIE Cartes Bancaires (CB Bank Card Group) and used to make remote payment for the Parking Reservation Service.

"Customer": refers to any natural or legal person who subscribes to the Parking Reservation Service from the Paris Aéroport Website or from the Paris Aéroport Application.

"Access Code": refers to the six figures provided by Paris Aéroport to the Customer after validation of the Reservation, allowing entry and exit for the Car Park in question.

"Paris Aéroport Website": refers to the official Aéroports de Paris website available at the following URL address: <https://www.parisaeroport.fr>.

"Paris Aéroport Application": refers to the official Aéroports de Paris mobile app.

"Email or electronic mail": refers to a message sent to the email address provided by the Customer on the Registration Form.

"Car Park": refers to the car park(s) eligible for the Parking Reservation Service indicated on the Paris Aéroport Website or the Paris Aéroport Application, located at the Paris-Orly Airport and/or the Paris-Charles de Gaulle Airport.

"Reservation": refers to any order for a Parking Reservation Service completed by the Customer on the Paris Aéroport Website or Paris Aéroport Application, and validated by Paris Aéroport. The order is validated when the Customer receives the confirmation e-mail, mentioned in Article 3 below.

"Short Message Service" or "SMS": refers to a message sent to the mobile telephone number given by the Customer on the Registration Form.

"Party": refers to the Customer or Paris Aéroport individually and "the Parties" refers to the Customer and Paris Aéroport collectively.

The terms set out below have the same meaning whether they are used in the singular or plural.

Article 2 – Description of the Parking Reservation Service

The Parking Reservation Service guarantees the Customer an available parking space in one of the eligible car parks of Paris-Charles de Gaulle Airport or Paris-Orly Airport, for a given vehicle, on a specific date and allows them to park there for the duration chosen at the time of the Reservation. This parking reservation time is defined in daily periods; it cannot be less than one (1) day or more than forty-five (45) days.

The provision of the Parking Reservation Service is made on the basis of a limited number of spaces and is therefore offered to Customers according to spaces available. The Customer is not given a parking space number when he reserves a parking space; he may park in any of the spaces available in the Car Park he has selected at the time of his Reservation, apart from in parking spaces reserved for people with disabilities.



The various Car Parks eligible for the Reservation Service are described below, it being specified that the prices for the Parking Reservation Service are based on the duration and the category of the selected Car Park:

Premium Car Parks:

Premium Car Parks are specific car parks situated in a selection of public car parks, as close as possible to the boarding terminals and enclosed by special barriers:

At Paris-Charles de Gaulle: in car parks P1, PAB, PCD, PEF and PG

At Paris-Orly: in car park P0

These car parks are only available by reservation via the Paris Aéroport Website or via the Paris Aéroport Application.

Terminal Car Parks:

Terminal Car Parks are car parks directly linked to the boarding terminals:

At Paris-Charles de Gaulle: car parks P1, PAB, PCD, PEF, PG and P3 Résa

At Paris-Orly: car parks P0, P1, P2 and P3

Eco Car Parks or Outdoor Car Parks:

Eco Car Parks or Outdoor Car Parks are car parks situated at both Paris-Orly Airport and Paris-Charles de Gaulle Airport and connected to the boarding terminals by a free shuttle service or by the CDG VAL at Paris-Charles de Gaulle and by the ORLY Val at Paris-Orly:

At Paris-Charles de Gaulle: car parks PX, PR and PW

At Paris-Orly: car park 4 ECO

The P ECO VALET car park:

The P ECO VALET car park is situated in P3 Résa at Paris-Charles de Gaulle Airport and is reserved for passengers using terminals 1 and 2A/B/C/D/E/F. It is linked to the boarding terminals by the CDG VAL or by the free shuttle service. Vehicles may be parked there for a minimum of 5 days and a maximum of 22 days.

Reservations must be made a maximum of three (3) weeks and a minimum of 24 hours before the date that the vehicle will enter the car park.

The P ECO VALET service is a valet parking service operated by the company ECTOR. It frees the Client from the task of parking his/her vehicle. The Client hands over his/her vehicle to a valet at the entrance to the P ECO VALET area in P3 Résa. The valet then parks the vehicle in a Groupe ADP car park at Paris-Charles de Gaulle Airport. Before the Client's return, a valet drives the vehicle to the P ECO VALET area where the Client can collect it.

The maximum parking time in the car parks is 45 days except for the eco valet parking.

If the Customer leaves the car park after the period specified in the Reservation, additional charges will be payable by bank card directly at the final exit barrier or to Paris Aéroport car park staff. These additional charges are detailed in Article 5.3 below. "In the case of overstays".

Article 3 – Subscription to the Parking Reservation Service

The Parking Reservation Service is marketed on the Internet and reserved for Customers who have created a Personal Account, under the conditions stipulated by the General Terms and Conditions of Use mentioned in the preamble.

To order, the Customer must fill in all the required fields on the subscription form at the Parking Reservation Service available on the Paris Aéroport Website or the Paris Aéroport Application.



Paris Aéroport reserves the right to refuse subscription to a Parking Reservation Service in the event that a user provides incorrect or incomplete data and in cases where no parking space in one of the Car Parks selected by the Customer is available for the chosen period.

Reservations may only be made for a maximum of six (6) months and a minimum of one (1) hour before the scheduled arrival date of the vehicle in the car park.

The Customer may verify the details of his Reservation and the total price payable before the final validation of an order, and may modify his order in the "My Account" section.

A Reservation Confirmation E-mail will be sent to the Customer using the e-mail address given on the Subscription Form. It will include confirmation of the Reservation and his payment, a summary of the service reserved and the six-digit access code allowing entry to and exit from the car park in question.

The Access Code is strictly personal and confidential. It is the responsibility of the Customer to keep this safe. Since the Access Code may only be used for the entry of a single vehicle, the Customer will be refused access to the reserved Car Park if the Access Code has already been used. Any exit from the Car Park is considered final.

Paris Aéroport does not accept any responsibility if the Access Code is used fraudulently.

In the event that the Customer loses or forgets the Access Code, and on the express condition that it has not already been used, the Customer may retrieve this Access Code by using the intercom available at the entrance to the reserved car park, giving his name, e-mail address and reservation period.

Where applicable, a confirmation SMS for the Reservation will also be sent to the phone number given on the subscription form. The Customer must be in possession of a working mobile phone. The confirmation SMS will only be sent to Customers subscribing to mobile operators authorised to operate on French territory.

In the event of unavailability of the reserved car park, for any reason whatsoever, Paris Aéroport will inform the Customer as soon as possible of a different car park located at the same airport to which the Customer will have access, under the same conditions as those set out in the Reservation.

Article 4 – Conditions of Use of the Parking Reservation Service

It is noted that parking and leaving vehicles in the Car Parks must comply with the general conditions of use of the car parks in force at the airport concerned, which may be consulted on the Paris Aéroport Website at the following address <https://www.parisaeroport.fr/> or on the Paris Aéroport Application.

Conditions of entry to and exit from the Terminal Car parks, the Eco Car parks and the Outdoor Car parks:

Entry:

To enter the car park the Customer presents himself at the entrance barriers and composes and validates the Access Code sent by Paris Aéroport at the time of the Reservation using the numeric keypad located at the entrance.



Exit:

To leave the car park, the Customer presents himself at the exit barriers and composes and validates the Access Code sent by Paris Aéroport at the time of the Reservation on the numeric keypad located at the exit.

Conditions of entry to and exit from the Premium Car Parks:

Entry:

The Customer presents himself at the main barrier of the public car park where the Premium Car Park for which he has made a Reservation is located and takes a ticket. He then goes to the Premium Car Park entrance barrier, introduces the same ticket and composes the Access Code sent by Paris Aéroport at the time of the Reservation. The ticket must be kept until the Customer exits the car park for the final time.

Exit:

To leave the car park, the Customer inserts the same ticket directly into the exit barrier, types the Access Code sent by Paris Aéroport at the time of the Reservation and then retrieves his ticket. The Customer goes to the main exit of the car park and inserts his ticket for final exit.

If the Customer leaves the car park after the period specified in the Reservation, additional charges will be payable by bank card directly at the final exit barrier or to Paris Aéroport car park staff. These additional charges are detailed in Article 5.3 below. "In the case of overstays".

Conditions of entry and exit at the P ECO VALET car park in P3 résa:

Entry:

To enter the car park, the Client drives up to the entry barriers and then enters and validates the access code, provided by Paris Aéroport during the reservation procedure, on the digital keyboard on the entry gate.

Handing over the vehicle:

Once inside P3 résa, the Client heads for the P ECO VALET area where he/she can leave the vehicle in the handover area where a valet will be waiting. The Client and valet make a brief inspection of the vehicle to note any apparent damage.

Collecting the vehicle :

On his/her return, the Client once again heads to the P ECO VALET area where the vehicle will be waiting for him/her. The Client collects the keys and takes charge of his/her vehicle,

Exit:

To exit the car park, the Client leaves the P ECO VALET area and heads for the exit barriers in P3 résa, and then enters and validates the access code, provided by Paris Aéroport during the reservation procedure, on the digital keyboard on the exit gate.

If the exit occurs outside of the time limit determined during the reservation procedure, an extra charge must be paid either directly by bank card at the final exit barrier or to the Paris Aéroport parking staff. These charges are indicated in article 5.3. "Cas des dépassements de durée".

Since Paris Aéroport does not provide surveillance or security for car parks, the Customer must lock his/her vehicle, ensure that the windows are closed and that no visible objects or valuables are left in the vehicle.

The Access Code and ticket, where applicable, must not be left inside the vehicles. The Customer remains entirely responsible for any use that may be made of the Access Code and/or the ticket in case of loss, theft or fraudulent use.

Opening times and the sizes of vehicles admitted to each of the eligible Car Parks in respect of the Parking



Reservation Service are indicated on the Paris Aéroport Website or on the Paris Aéroport Application in the descriptions for each Car Park accessible at the following pages:

<https://www.parisaeroport.fr/en/passengers/parking/paris-charles-de-gaulle/maps>

<https://www.parisaeroport.fr/en/passengers/parking/paris-orly/maps>

Before validating his order, the Customer must ensure that the vehicle that he intends to park in the Car Park in question corresponds to the dimensions detailed in the descriptions for each car park. Paris Aéroport shall not be held responsible under any circumstances if the Customer is unable to access the Car Park he has reserved with a vehicle that does not comply with the dimensions indicated.

Article 5 – Financial provisions

5.1 Pricing and Billing

The prices of the Parking Reservation Service offered on the Paris Aéroport Website or the Paris Aéroport Application are given in euros and include all taxes. The purchase price of the Parking Reservation Service charged to the Customer is as indicated at the time of the Reservation on the order confirmation page.

The price is payable in full on the day of the Reservation.

If the Customer leaves the car park after the period specified in the Reservation, additional charges will be payable by bank card directly at the final exit barrier or to Paris Aéroport car park staff. These additional charges are detailed in Article 5.3 below. "In the case of overstays".

The Parking Reservation Service is not eligible for the 50% discount granted to people with reduced mobility driving their own vehicle or to their companion, the application terms and conditions of which are specified on the Paris Aéroport Application and on the Paris Aéroport Website at the following address: <https://www.parisaeroport.fr/passagers/preparation-vol/passagers-mobilite-reduite/avant-le-depart> for parking in one of the Paris Aéroport car parks without subscription to the Parking Reservation Service.

The Parking Reservation Service is not eligible for the discounts applied to motorcycle spaces in the car parks at Paris-Charles de Gaulle Airport and Paris-Orly Airport. The rates applicable for motorcycle parking spaces in one of the Paris Aéroport car parks, without subscription to the Parking Reservation Service, are indicated at: <https://www.parisaeroport.fr/en/passengers/parking/paris-charles-de-gaulle/motorcycle-parking> and <https://www.parisaeroport.fr/en/passengers/parking/paris-orly/motorcycle-parking>.

The corresponding invoice may be consulted and printed in the personal "My Account" space on the Paris Aéroport Website or on the Paris Aéroport Application.

5.2 Terms of Payment

The cost of the Parking Reservation Service is debited on the day of the Reservation from the bank account linked to the bank card used at the time of the Reservation.

Should the payment fail, for any reason, the Reservation is cancelled. The Customer will be informed as soon as possible by e-mail and, where applicable, by SMS.

Paris Aéroport has entrusted the bank BNP PARIBAS with the management of remote payments by Bank Card for the Parking Reservation Service.

On-line payment of the Parking Reservation Service is made via the secure remote payment system by Bank



Card, Merc@net, which is based on the use of SSL encryption and data transfer technology. All the information collected during the remote payment transaction is immediately encrypted (in SSL mode) and recorded on the secure payment server of BNP PARIBAS and this is done 24/7. This information is only known by the servers of the bank BNP PARIBAS.

Since no payment data is stored on the Paris Aéroport Website or on the Paris Aéroport Application, no risk exists related to fraud from hacking of the Paris Aéroport Website or on the Paris Aéroport Application.

The bank cards accepted for payment of the Parking Reservation Service are: Carte Bleue Visa, MasterCard, American Express.

eCBs (e-card, e-carte-bleue) are not accepted.

Pursuant to the amended French Data Protection Act No. 78-17 of 6 January 1978, the Customer has the right to access, rectify or delete the information collected by BNP PARIBAS during the remote payment transaction, personal data processing manager created from said information.

The Customer is notified that the provisions related to the fraudulent use of his Bank Card are those arising from the agreement signed between the Customer and the bank establishment which issues said Bank Card.

5.3. Overstays

In the event that the time indicated on the Reservation is exceeded, the Customer will have to pay a lump sum of:

- €25 incl. tax for each additional 24-hour period in the terminal car parks
- €25 incl. tax for each additional 24-hour period in the "Eco" car parks
- €35 incl. tax for each additional 24-hour period in the Premium car parks

Vehicles will not be permitted to exit without payment of the amount due.

Article 6 – Amendment – Cancellation of a Reservation

6.1. Modification of a Reservation

It is not possible to amend a reservation. The Customer may, however, cancel their original Reservation in accordance with the cancellation conditions described in Article 6.2. and complete a new reservation, subject to the availability of a space on the new dates and at the new times required. If the original Reservation is cancelled more than six (6) hours prior to the time of entry stated on the original Reservation, the Customer shall receive a full refund. This refund will be transferred to the account associated with the card used to make the Reservation, no later than 48 hours following the cancellation.

6.2. Cancellation of a Reservation

The Customer may cancel a Reservation, using the "My Account" personal space on the Paris Aéroport Website or the Paris Aéroport Application, up to six (6) hours prior to the scheduled date and time of entry to the car park, at no extra charge. He will then get a full refund of the price paid. This refund will be transferred to the account associated with the card used to make the Reservation, no later than 48 hours following the cancellation.



The Customer may not cancel a Reservation less than six (6) hours prior to the scheduled date and time of entry to the car park.

Article 7 – Right of withdrawal

7.1. Provision of a right of withdrawal

The Customer, if he is a non-professional individual, has the right to withdraw a Reservation, without giving any reason, within fourteen (14) days of receipt by the Customer of proof of Reservation.

The Parking Reservation Service shall be deemed to have commenced at the scheduled date and time of entry into the Car Park, as indicated on the Reservation.

At the express request of the Customer, the performance of the Parking Reservation Service may begin before the end of the withdrawal period. This request is expressed by the Customer when he makes the Reservation and accepts these General Conditions of Sale for the Parking Reservation Service by ticking a box.

In accordance with Article L221-28 of the Consumer Code, the Customer expressly acknowledges that he may not exercise the right of withdrawal if the Parking Reservation Service is fully performed before the expiry of the 14-day period.

The Parking Reservation Service shall be deemed to have been fully performed at the end of the period indicated on the Reservation or, if applicable, on the date of effective departure if the Customer chooses to leave the car park before the end of the period indicated in the Reservation without having previously exercised his right of withdrawal under the conditions laid down in Article 7.2. Below, in which case the Parking Reservation Service shall be deemed fully performed as all exits are definitive.

Any Customer wishing to exercise their right of withdrawal after the scheduled date of entry on the Reservation but prior to the scheduled date of exit on the same Reservation shall receive a partial refund calculated according to the number days of parking withdrawn.

As required by law, the Customer's right of withdrawal shall lapse fourteen (14) days after confirmation of the Reservation.

7.2. How to exercise the right of withdrawal

To exercise his right of withdrawal, the Customer must fill out the form available on the Paris Aéroport Website at the following link <https://www.parisaeroport.fr/passagers/services/pour-vous-aider/formulaire-contact#contact> and available on the Paris Aéroport Application. If the Customer uses this option, an acknowledgement of their request for withdrawal will be sent to them without delay by e-mail.

The Customer may also send an unambiguous request for withdrawal by e-mail to ADP-Clientele@adp.fr or by post to Paris Aéroport, Service Relation Clients, 3 place de Londres- Bâtiment 6061/Uranus, BP81007 95931 Roissy CDG Cedex. To exercise the right of withdrawal, the Customer must provide his name, geographical address and, where available, his telephone number and e-mail address, and state his decision to withdraw from the contract by means of an unambiguous statement.

7.3. Terms of payment



Insofar as the right of withdrawal is exercised within the time frame and under the conditions stated above, Paris Aéroport shall reimburse the Customer within a maximum of fourteen (14) days with effect from receipt of the withdrawal request. The reimbursement shall be made using the same payment method used by the Customer for the Reservation.

In the event of withdrawal by the Customer before the date of entry into the Car Park, as indicated in the Reservation and under the conditions defined in Article 7.2. above, the price paid during the Reservation will be fully reimbursed.

In case of withdrawal by the Customer after the date of entry into the Car Park, as indicated in the Reservation and in the conditions defined in Article 7.2. above, the Customer will be entitled to a refund, where applicable, equal to the difference between the price paid at the time of making the Reservation and the cost of the Parking Reservation Service used until notification of his decision to withdraw. This price is calculated by applying the rates of the Service selected during the Reservation and the duration of parking from the date of entry into the Car Park, as indicated in the Reservation.

Article 8 – Liability

In accordance with Article L221-15 of the French Consumer Code, Paris Aéroport is fully liable vis-à-vis the Customer in respect of the proper performance of the obligations resulting from the provision of the Parking Reservation Service, except where any non-execution or poor execution of said Service is attributable either to the Customer, including in cases of non-compliance with the conditions of use for the car parks, or to the unpredictable and insurmountable actions of a third party to the contract or a case of force majeure.

Paris Aéroport may not be held liable for non-execution of the Parking Reservation Service as a result, in particular, of unavailability of the Paris Aéroport Website or the Paris Aéroport Application, loss of Customer login details or his Access Codes for the car park, disruption of or problems associated with methods of communication, the Customer stating that he is aware of the characteristics and limits of the Internet, in particular, its technical performances, response times for viewing, searching or transferring data and the risks associated with the safety of communications.

In any event, the liability of Paris Aéroport will be limited to direct and foreseeable damage occurring on the occasion of the Parking Reservation Service.

Article 9 – Complaints

9. 1. Making a complaint to the Paris Aéroport Customer Service Department

Any requests for information and clarification, and all complaints should be submitted to the "Contact us" section of the Paris Aéroport Website or the Paris Aéroport Application at <https://www.parisaeroport.fr/en/passengers/services/claims-litigation/contact-form> or made by telephoning the Paris Aéroport Customer Service Department from Monday to Saturday, excluding public holidays, from 7 am to 8 pm on 01 74 25 90 70 (toll-free number, price of a local call).

9. 2. Mediation request

After having complained to the Paris Aéroport Customer Service Department and not received a satisfactory response within 2 months, the Customer, if he is a non-professional individual, may refer the matter to the Tourism and Travel ombudsman, whose referral procedures are available on its website: www.mtv.travel. The contact details of the Tourism and Travel ombudsman are as follows: MTV Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17.



If the Customer is a consumer in the EU, Norway, Iceland or Liechtenstein, he can also use the Online Dispute Resolution (ODR) platform provided by the European Commission to help consumers and traders to resolve their disputes without going to court: ec.europa.eu/consumers/odr. The email address to be provided for the question "What is the trader's e-mail address?" in the RLL Platform form is: adp-clientele@adp.fr.

Article 10 – Applicable law and jurisdiction

These General Terms and Conditions for the Parking Reservation Service are subject to French law. In the case of any dispute regarding the formation, interpretation and execution of said terms and conditions, the Parties agree to seek an amicable solution. In case of non-resolution of the dispute in an amicable manner, the Parties will submit the said dispute for evaluation by competent French courts.

When the Customer is a legal entity, the Parties agree that any dispute concerning the formation, interpretation and execution of the special terms shall come under the exclusive jurisdiction of the Regional Court of Paris.

SPECIAL CONDITIONS FOR LUGGAGE PROTECTION SERVICES

These general conditions of sale (hereinafter referred to as the "GCS") are agreed between:

On the one hand, FSB SpA (hereinafter "**Safe Bag**"), owner and operator of the Safe Bag brand and products, **a limited liability company with capital of 50,000 euros, whose registered office is located at 58 avenue de Wagram - 75017 PARIS, registered on the Paris Trade and Companies Register under RCS No. 494 253 867,**

And on the other hand, any person, an individual or a company, hereinafter referred to as the "**Customer**" visiting or making a reservation for the left-luggage service (hereinafter the "**Reservation**") sold by **Safe Bag** via the website www.parisaeroport.fr or the My Paris Aéroport mobile application.

FSB SpA offers a left-luggage service (hereinafter the "**Service**") via the website www.parisaeroport.fr (hereinafter the "**Website**") or the Paris Aéroport application (hereinafter the "**My Paris Aéroport Application**") published by Aéroports de Paris.

Paris Aéroport allows Safe Bag to sell its Service to the Customer through its website parisaeroport.fr or the My Paris Aéroport application. Paris Aéroport is not the seller of this Service and therefore there is no contract of sale between Paris Aéroport and the Customer. The contract relating to the sale of the Service is only between the Customer and SAFE BAG.

The conditions applicable to the Service offered by SAFE BAG are determined by SAFE BAG. Consequently, any operation, order, navigation carried out by the Customer relating to a Service provided by SAFE BAG is carried out directly with SAFE BAG and under the entire responsibility of SAFE BAG. Paris Aéroport cannot, in this respect, be held liable in any way by the Customer.

Any Reservation made by the Customer implies his full and unreserved acceptance of the GCS. No special requirements - Customer purchase conditions, printed stipulations on the Reservation or correspondence, shall, except in the case of prior written formal acceptance by SAFE BAG, take precedence over these GCS.

DEFINITIONS

This text intends to set out the conditions under which SAFE BAG services are provided in any capacity whatsoever (agent, freight forwarding, freight forwarder, carrier, warehouse, etc.) for goods of all kinds, and from all locations to all destinations. For the purposes of these Conditions, the following terms are defined as follows. In addition to the definitions contained in the General Conditions of Use, the following terms used in these General Conditions of Sale have the following meanings:

"Bank card" refers to any card issued by a credit establishment or a financial institution which is a member of the GIE Cartes Bancaires (CB Bank Card Group) and is used to make remote payment of the Services.

"Customer": refers to any natural or legal person who subscribes to one of the Services from the Paris Aéroport Website or the My Paris Aéroport application.

"Website": refers to the website accessible from the following URL address: <http://www.parisaeroport.fr> and which brings together the Services offered by Paris Aéroport and its partners.



"Paris Aéroport Application": refers to the official Aéroports de Paris mobile app.

"Email or electronic mail": refers to a message sent to the email address provided by the Customer on the Registration Form.

"Reservation": refers to any order for a Service completed by the Customer on the Paris Aéroport Website or My Paris Aéroport application, and validated by Aéroports de Paris. The order is validated when the Customer receives the confirmation email.

"Wrapping" of Luggage: refers to wrapping with a protective film.

The service

The **Basic** Service includes:

- wrapping of the Luggage with a protective film to ensure that it does not suffer any deterioration during the flight,
- the easy recognition and identification of the Luggage by way of the red protective film and the Safe Bag code, affixed to the Luggage. The **Premium** service includes:
 - wrapping of the Luggage with a protective film to ensure that it does not suffer any deterioration during the flight, and during the wrapping process; the process also prevents theft of the objects contained in the Luggage;
 - the easy recognition and identification of the Luggage by way of the red protective film and the Safe Bag code, affixed to the Luggage;
 - The Active Tracking Service in the event of Loss of Luggage by the Airline, in accordance with the limits and procedures specified below.

Safe Bag ensures (within the limits established by the article "SAFE BAG RESPONSIBILITY") the capacity of the protective film to prevent damage to the luggage. Therefore, Safe Bag shall be liable to Customers in accordance with the terms and limitations set forth in the Article "LIABILITY OF SAFE BAG" for all Damage to Luggage, communicated to the Company in accordance with the terms and conditions set out in the Instructions for Cases of Liable Damages.

Where to buy

The Reservation by the Customer will be considered final when the following steps have been successively and cumulatively completed:

To make a reservation for the Luggage service, the Customer must fill in all required fields.

The Reservation will not be validated if the required fields are not filled in. Once the information is entered and validated, the Customer will receive, at the email address given, an email confirming the Reservation.

The email address and mobile phone number provided by the Customer will be used by Safe Bag or its service provider to contact him. The Customer must ensure they function correctly.

In the absence of information or notification to the contrary, the Customer's email address is considered valid and any email sent by Safe Bag to this email address will be deemed to have been received by the Customer. Similarly, in the absence of information or notification to the contrary, the Customer's mobile phone number is considered valid and any SMS sent by SAFE BAG to this mobile number will be deemed to have been received by the Customer.

The Customer guarantees the veracity and accuracy of the information provided during the creation of the Personal Account and/or during sign in. SAFE BAG may not be held responsible for operational issues directly or indirectly related to erroneous information provided by the Customer at the time of the reservation.

Any use of the Website or of the Paris Aéroport Application that is deemed fraudulent or which violates the GCS may result in refusal by SAFE BAG, at any time, to allow access to the Service, even if

the Reservation has been confirmed by SAFE BAG, without prejudice to any rights enjoyed by SAFE BAG in prosecuting the Customer in the competent courts.

Right of withdrawal

Provision of a right of withdrawal

The Customer, if he is a non-professional individual, has the right to withdraw a Reservation, without giving any reason, **within fourteen (14)** days of receipt by the Customer of proof of Reservation.

At the express request of the Customer, the performance of the Service may begin before the end of the withdrawal period. This request is expressed by the Customer when he makes the Reservation and accepts these General Conditions of Sale by ticking a box. The Service shall be deemed to have commenced on the agreed date of commencement of the service as indicated in the Reservation.

In accordance with Article L221-28 of the Consumer Code, the Customer expressly acknowledges that he may not exercise the right of withdrawal if the Service is fully performed before the expiry of the 14-day period. The Service shall be deemed to have been fully executed at the end of the reservation date in the Reservation or, if applicable, before the date of reservation indicated in the Reservation without having previously exercised his right of withdrawal under the conditions set out in the Article "Right of Withdrawal".

How to exercise the right of withdrawal

To exercise his right of withdrawal, the Customer must fill out the form available on the Paris Aéroport Website at the following link <http://www.parisaeroport.fr/passagers/services/pour-vous-aider/formulaire-retractation> and available on the My Paris Aéroport application. If the Customer uses this option, an acknowledgement of their request for withdrawal will be sent to them without delay by e-mail.

The Customer may also send an unambiguous request for withdrawal by email to the following address ADP-Clientele@adp.fr or by post to the following address Paris Aéroport, Service Relation Clients, 3 place de Londres-Bâtiment 6061/Uranus, BP81007 95391 Roissy CDG Cedex.

As required by law, the right of withdrawal lapses fourteen (14) days after confirmation of the Reservation.

OPERATION OF LUGGAGE PROTECTION SERVICE

The Customer must proceed to a Safe Bag packaging point, stated on the confirmation email.

Filming will be operated by the Safe Bag agents on presentation of a confirmation email, which contains the authentication code that proves that the service has been reserved and paid for.

PRICE AND PAYMENT

Prices

Prices, information or notes appearing on the Website and/or Paris Aéroport Application are those in force at the time the Reservation is confirmed.

SAFE BAG reserves the right to change prices at any time, while guaranteeing the Customer the application of the price in force on the day of Reservation.

Prices are quoted in euro, including taxes (VAT). They are applicable from the validation of the order by the Customer. Prices are subject to French VAT. Any change to the rate of VAT will be reflected in the price of the products presented on the Website www.parisaeroport.fr or the Paris Aéroport Application on the date

stipulated by the application order relating thereto. The price excludes all additional costs not specifically mentioned as included in the Reservation confirmation with prepayment. Also, optional services will be suggested by SAFE BAG when receiving the luggage. SAFE BAG will collect the amount due for the service on condition of formal acceptance of the rates listed on the summary and by the bank card used when the reservation was made on the Website or Paris Aéroport Application.

Payment

Reservations of the Service on the Website or Paris Aéroport Application are payable upon making the Reservation, by bank card only, via a secure transaction-based SSL encryption technology. The list of authorised bank cards is indicated on the Website or Paris Aéroport Application and may change regularly. Payment is cashed upon receipt and validation of the order by the Customer.

If payment authorisation is refused for payment by bank card by one of the officially accredited institutions or in case of non-payment, the Reservation is cancelled.

The invoice for the Reservation will be dated with the date of the stay and will be sent to the Customer electronically.

All unforeseen bank charges whatsoever, borne by SAFE BAG following payment, are due by the Customer.

SAFE BAG reserves the right to cancel or refuse any order from a Customer with whom there is a dispute over payment of a previous order or that would present any form of risk in its view.

Cancellation of a Reservation

The Customer may cancel a Reservation, from the "My Account" personal space on the Paris Aéroports Website or the My Paris Aéroport application, up to 6 hours before the date and estimated time of recovery of the items, at no extra cost. He will then get a full refund of the price paid.

Liability of SAFE BAG

Safe Bag and the Customer agree that if in the case of Liable Damage, the Company shall pay to the Customer a sum of money assessed according to the following conditions, to the exclusion of compensation for future damage

In the event of Damage to Luggage, Damages from Safe Bag will be paid only after the Customer has received compensation from the Airline, the amount paid by the Company will be equal to the compensation paid by the Airline, up to a limit of 1,000 Euros. For example, in the case of Damage to luggage:

- if the compensation from the Airline is 500 Euros, damages from Safe Bag will be 500 Euros.
- if the compensation from the Airline is equal to or greater than 1,000 Euros, damages from Safe Bag will be 1,000 Euros.
- if the Airline refuses to pay compensation, Safe Bag will also not pay any compensation.

The obligation of the Company to pay damages is subject to the following requirements:

- a) the luggage has been packed with the Safe Bag system, checked-in and delivered to authorised airport personnel at the time of check-in (labelling of luggage);
- b) the Customer has issued all requisite communications before the deadlines stipulated and he has followed the

Instructions for the Cases of Liable Damage provided for in Article 4 below.

In the following cases, the Customer will not be entitled to the payment of damages or any compensation:

- i) the Customer has not adhered to the Instructions for the Cases of Liable Damage
- ii) in the case of Damage to Luggage, the Customer does not provide the correct documentation for the payment made and the amount of the indemnity paid by the Airline.

Under this article, compensation of subsequent damage is expressly precluded in relation to the



Damages paid to the Customer, and all obligations of Safe Bag vis-à-vis the Customer and subsequent to the Liable Damage are rejected.

Use of the Website or Paris Aéroport Application

Subscribing for the Service via the Paris Aéroport website or via the Paris Aéroport Application implies acceptance of the general conditions of use of the parisaeroport.fr website or, where applicable, the terms and conditions of the Paris Aéroport Application.

SAFE BAG makes no guarantee as to the performance of the Website or Paris Aéroport Application, nor its continued availability.

The Website or Paris Aéroport Application are, in principle, accessible 24/7, except during shut down, scheduled or not, for maintenance purposes, suspension of activity or force majeure. In accordance with its obligation of diligence, SAFE BAG may not be held liable for any damage whatsoever, due to the unavailability of the Website or the Paris Aéroport Application.

Force majeure and/or fault of the Customer

In any event, as regards the Service, the responsibility of SAFE BAG may not be engaged in case of fault of the Customer or in the event of force majeure as defined by case law, or for any other cause beyond its control.

Limitation of Liability

SAFE BAG may not be held liable with regard to the Customer or third parties for consequential damages, including operating losses, commercial losses, loss of customers, any commercial problems.

PERSONAL DATA

According to Law No. 78-17 of 6 January 1978 relating to data protection, amended by Law No. 2004-801 of 6 August 2004, the personal data for individuals collected by Paris Aéroport related to identification for a Reservation, as well as those which may be collected later, are mandatory and are intended to assign and manage the Customer's reservation and delivery of the Service. Some data may be sent to third parties to meet legal and regulatory requirements, as well as for processing the payment for the Reservation. The Customer has the right to access, correct and delete any information about him. This right may be exercised by requesting the data in question from Paris Aéroport in writing.

The Customer expressly authorises Paris Aéroport to send personal data to any third parties - companies, subcontractors and/or suppliers - directly or indirectly involved in the performance of the Service and/or processing of the Reservation.

MISCELLANEOUS

Availability of the GCS

The GCS are available to the Customer on the Website www.parisaeroport.fr or the Paris Aéroport Application where they can be consulted directly.

Modification of the GCS

SAFE BAG reserves the right to modify its terms and conditions at any time and without notice. In the case of modification of the GCS, the applicable terms and conditions are those in force on the date of the Reservation.

Nullity of a clause

If any clause of the GCS proves unnecessary, invalid or unenforceable, the remaining clauses of the GCS will



remain unchanged and will continue to apply as if the unnecessary, invalid or unenforceable clauses were no longer included.

The temporary or permanent non-application of one or more clauses of the GCS by SAFE BAG does not entail the waiving of the other provisions of the GCS which remain in force.

Evidence

Digital registries, stored in the computer systems of SAFE BAG and its partners with reasonable security, will be considered as proof of communications, orders and payments occurring between the parties.

APPLICABLE LAW - ASSIGNMENT OF JURISDICTION

These GCS are governed by French law.

In all cases where the Customer is not a consumer, any litigation or dispute related to the content, interpretation, execution or termination of the GCS, even for the introduction of third parties or multiple defendants, will be subject to the exclusive jurisdiction of the Paris Court of Appeal.

SPECIAL CONDITIONS FOR LUGGAGE SERVICES

These general conditions of sale (hereinafter referred to as the "GCS") are agreed between:

On the one hand, BDM SA (hereinafter "**Bagages du Monde**", the holder and operator of the Bagages du Monde brand and products), **a company with capital of 100,000 euros, registered on RCS Pontoise 439194788 with registered offices at 9 rue du noyer, Za du Moulin, 95700 Roissy in France**

And on the other hand, any person, an individual or a company, hereinafter referred to as the "**Customer**" visiting or making a reservation for the luggage storage service (hereinafter the "**Reservation**") sold by **Bagages du Monde** via the website www.parisaeroport.fr or the My Paris Aéroport mobile application.

BDM SA offers a luggage service (hereinafter the "**Service**") through the Website www.parisaeroport.fr (hereinafter the "**Website**") or the Paris Aéroport mobile application (hereinafter the "**My Paris Aéroport Application**") published by Aéroports de Paris.

Paris Aéroport allows Bagages du Monde to sell its Service to the Customer through its Website parisaeroport.fr or the My Paris Aéroport Application. Paris Aéroport is not the seller of this Service and therefore there is no contract of sale between Paris Aéroport and the Customer. The contract relating to the sale of the Service is only between the Customer and BAGAGES DU MONDE.

The conditions applicable to the Service offered by BAGAGES DU MONDE are set down by BAGAGES DU MONDE. Consequently, any operation, order, navigation carried out by the Customer relating to a Service provided by BAGAGES DU MONDE is carried out directly with BAGAGES DU MONDE and under the entire responsibility of BAGAGES DU MONDE. Paris Aéroport cannot, in this respect, be held liable in any way by the Customer.

Any Reservation made by the Customer implies his full and unreserved acceptance of the GCS. No special requirements - Customer purchase conditions, printed stipulations on reservation or correspondence shall, except in the case of prior written formal acceptance by BDM SA, take precedence over these GCS.

DEFINITIONS

This text intends to set out the conditions under which the BAGAGES DU MONDE services are provided in any capacity whatsoever (agent, freight forwarding, freight forwarder, carrier, warehouse, etc.) for goods of all kinds, and from all locations to all destinations. For the purposes of these Conditions, the following terms are defined as follows. Finally, it is clear that these GCS apply to luggage operations; of, upon the Customer's request, the service was to become a transport operation, the applicable Terms of transport, including IATA WRC rules or courier would apply fully.

In addition to the definitions featuring in the General Conditions of Use, the following terms, used in these General Conditions of Sale, have the following meaning:

- "**Bank card**" refers to any card issued by a credit establishment or a financial institution which is a member of the GIE Cartes Bancaires (CB Bank Card Group) and is used to make remote payment of the Services.

"Customer": refers to any natural or legal person who subscribes to one of the Services from the Paris Aéroport Website or the My Paris Aéroport application.

"Website": refers to the website accessible from the following URL address: <http://www.parisaeroport.fr> and which brings together the Services offered by Paris Aéroport and its partners.

"Paris Aéroport Application": refers to the official Aéroports de Paris mobile app.

"Email or electronic mail": refers to a message sent to the email address provided by the Customer on the Registration Form.



"Reservation": refers to any order for a Service completed by the Customer on the Paris Aéroport Website or My Paris Aéroport application, and validated by Aéroports de Paris. The order is validated when the Customer receives the confirmation email.

"Parcel": refers to an object or unit of several objects, which, whatever their weight, dimensions and volume, constitute a unique load entrusted to the agent (cardboard, crate, load container, roll, pallet wrapped or filmed by the ordering party, etc.), packaged by the sender before take up, even if its contents are detailed in the delivery document.

THE SERVICE

The Service provided under the trade name "luggage storage" includes:

- Checking of luggage using X-ray, according to airport security regulations
- Your luggage is stored in premises under video surveillance

The Service is available to any Customer with a personal account on the Website or Paris Aéroport Application (hereinafter the "**Personal Account**") in accordance with the general terms and conditions of use of the website parisaeroport.fr or, where applicable, the general terms and conditions of the Paris Aéroport Application.

The Customer certifies that he owns and/or has use of and/or is an authorised user of the luggage handed over to Bagages du Monde according to the requirements of the law.

RESERVATIONS

The Reservation by the Customer will be considered final when the following steps have been successively and cumulatively completed:

To make a reservation for the Luggage service, the Customer must fill in all required fields.

The Reservation will not be validated if the required fields are not filled in. Once the information is entered and validated, the Customer will receive, at the email address given, an email confirming the Reservation.

The email address and mobile phone number provided by the Customer will be used by Bagages du Monde or its service provider to contact him. The Customer must ensure they function correctly.

In the absence of information or notification to the contrary, the Customer's email address is considered valid and any email sent by Bagages du Monde to this email address will be deemed to have been received by the Customer. Similarly, in the absence of information or notification to the contrary, the Customer's mobile phone number is considered valid and any SMS sent by BAGAGES DU MONDE to this mobile number will be deemed to have been received by the Customer.

The Customer guarantees the veracity and accuracy of the information provided during the creation of the Personal Account and/or during sign in. BAGAGES DU MONDE may not be held responsible for operational issues directly or indirectly related to erroneous information provided by the Customer at the time of the reservation.

Any use of the Website or Paris Aéroport Application that is deemed fraudulent or which violates the GCS may result in refusal by BAGAGES DU MONDE, at any time, to access to the Service, even if the Reservation has been confirmed by BAGAGES DU MONDE, without prejudice to any rights enjoyed by BAGAGES DU MONDE in prosecuting the Customer in the competent courts.

RIGHT OF WITHDRAWAL

Provision of a right of withdrawal

The Customer, if he is a non-professional individual, has the right to withdraw a Reservation, without giving any reason, **within fourteen (14) days** of receipt by the Customer of proof of Reservation.

At the express request of the Customer, the performance of the Service may begin before the end of the



withdrawal period. This request is expressed by the Customer when he makes the Reservation and accepts these General Conditions of Sale by ticking a box. The Service shall be deemed to have commenced at the time of take-up of luggage by BAGAGES DU MONDE, as indicated in the Reservation.

In accordance with Article L221-28 of the Consumer Code, the Customer expressly acknowledges that he may not exercise the right of withdrawal if the Service is fully performed before the expiry of the 14-day period. The Service shall be deemed to have been fully executed at the end of the period indicated in the Reservation or, if applicable, on the date of effective departure if the Customer chooses to remove luggage before the end of the period indicated in the Reservation without having previously exercised his right of withdrawal under the conditions set out in the Article "Right of withdrawal".

How to exercise the right of withdrawal

To exercise his right of withdrawal, the Customer must fill out the form available on the Paris Aéroport Website at the following link <http://www.parisaeroport.fr/passagers/services/pour-vous-aider/formulaire-retractation> and available on the My Paris Aéroport application. If the Customer uses this option, an acknowledgement of their request for withdrawal will be sent to them without delay by e-mail.

The Customer may also send an unambiguous request for withdrawal by email to the following address ADP-Clientele@adp.fr or by post to the following address Paris Aéroport, Service Relation Clients, 3 place de Londres-Bâtiment 6061/Uranus, BP81007 95391 Roissy CDG Cedex.

As required by law, the right of withdrawal lapses **fourteen (14)** days after confirmation of the Reservation. The right of withdrawal is also forfeited in the event of withdrawal of items before the end of the period indicated in the Reservation, the Service being then fully executed, and any exit being definitive.

OPERATION OF LUGGAGE STORAGE SERVICE

Opening hours

The Luggage Storage Service is available from 6 am to 9:30 pm.

Luggage Storage by Bagages Du Monde

Depending on the options taken, the Customer presents himself to Bagages Du Monde with his reservation voucher and his valid and recognised identity document (passport, National Identity Card).

Luggage is weighed and identified with luggage tags.

Before being stored, the luggage undergoes X-ray screening.

Recovery of Luggage by the Customer

Depending on the options taken, the Customer presents himself to Bagages Du Monde with his voucher and his valid and recognised identity document (passport, National Identity Card).

If there is a difference in storage time between the service ordered and the service provided, a supplementary invoice or a credit note is printed and settled by the customer. The luggage is handed over following processing of the time differential

The customer is informed and accepts that after a grace period, and after BAGAGES DU MONDE has contacted or attempted to contact the customer, ownership of the goods is transferred automatically to BAGAGES DU MONDE, even where BAGAGES DU MONDE cannot inform the customer of this. If it is not possible to contact the customer or if he refuses to pay the additional storage costs or additional consignment costs incurred due to

overrun of the contract end date attributable to the client, BAGAGES DU MONDE may freely dispose of the baggage, which may include its sale or destruction. The grace period at the end of the contract will be



equal to 10% of the initial time agreed in the contract of service, being no less than 15 days or no more than two months. The date of commencement of the grace period shall be the day indicated on the contract at midnight Paris time (France)

Luggage Storage

The luggage is stored in a secure room with access restricted to persons duly mandated and identified by BDM SA.

The customer is informed that BAGAGES DU MONDE makes every effort to ensure a maximum level of security for the effects entrusted to it. However, the liability of BAGAGES DU MONDE cannot be engaged if the packaging of the items (bag, suitcase, boxes, etc.) is inadequate to withstand ordinary handling. In any event, the weight per unit is limited to 30 kg.

Video Surveillance

For security reasons, all Customers are filmed. The films are archived according to the regulations in force and authorisation has been filed with the CNIL.

Illegal Goods

Any explosive or flammable goods, weapons and ammunition are formally forbidden in storage. Perishable goods are forbidden.

PRICE AND PAYMENT

Prices

Prices, information or notes appearing on the Website and/or Paris Aéroport Application are those in force at the time the Reservation is confirmed.

BAGAGES DU MONDE reserves the right to change prices at any time, while guaranteeing the Customer the application of the price in force on the day of Reservation.

Prices are quoted in euro, including taxes (VAT). They are applicable from the validation of the order by the Customer. Prices are subject to French VAT. Any change to the rate of VAT will be reflected in the price of the products presented on the Website www.parisaeroport.fr or the Paris Aéroport Application on the date stipulated by the application order relating thereto. The price excludes all additional costs not specifically mentioned as included in the Reservation confirmation with prepayment. Moreover, optional services will be suggested by BAGAGES DU MONDE when picking up the luggage. BAGAGES DU MONDE will collect the amount due for the service subject to formal acceptance of the rates listed on the summary and by debiting the bank card used when making the reservation on the Website or Paris Aéroport Application.

Payment

Reservations of the Service on the Website or Paris Aéroport Application are payable upon making the Reservation, by bank card only, via a secure transaction-based SSL encryption technology. The list of authorised bank cards is indicated on the Website or Paris Aéroport Application and may change regularly.

Payment is cashed upon receipt and validation of the order by the Customer.

If payment authorisation is refused for payment by bank card by one of the officially accredited institutions or in case of non-payment, the Reservation is cancelled.

The invoice for the Reservation will be dated with the date of the stay and will be sent to the Customer electronically.

All unforeseen bank charges whatsoever, borne by BAGAGES DU MONDE following payment, shall be paid by the Customer.

BAGAGES DU MONDE reserves the right to cancel or refuse any order from a Customer with whom there is a dispute over payment of a previous order or that would present any form of risk in its view.

Cancellation of a Reservation

The Customer may cancel a Reservation, from the "My Account" personal space on the Paris Aéroports Website or the My Paris Aéroport application, up to 6 hours before the date and estimated time of recovery of the items, at no extra cost. He will then get a full refund of the price paid.

LIABILITY OF BAGAGES DU MONDE

Use of the Website or Paris Aéroport Application

Subscribing for the Service via the Paris Aéroport website or via the Paris Aéroport Application implies acceptance of the general conditions of use of the parisaeroport.fr website or, where applicable, the terms and conditions of the Paris Aéroport Application.

BAGAGES DU MONDE makes no guarantee as to the performance of the Website or the Paris Aéroport Application, nor their continued availability.

The Website or Paris Aéroport Application are, in principle, accessible 24/7, except during shut down, scheduled or not, for maintenance purposes, suspension of activity or force majeure. In accordance with its obligation of diligence, BAGAGES DU MONDE may not be held liable for any damage whatsoever, due to the unavailability of the Website or the Paris Aéroport Application.

Dispute relating to the state of the luggage upon recovery

Disputes must be recognised by the Customer at the time of recovery, and certified by a representative of BDM SA. No dispute will be accepted after the event.

Force majeure and/or fault of the Customer

In any event, as regards the Service, the responsibility of BAGAGES DU MONDE may not be engaged in case of fault of the Customer or in the event of force majeure as defined by case law, or for any other cause beyond its control.

Limitation of Liability

BAGAGES DU MONDE may not be held liable with regard to the Customer or third parties for consequential damages, including operating losses, commercial losses, loss of customers, any commercial problems.

PERSONAL DATA

According to Law No. 78-17 of 6 January 1978 relating to data protection, amended by Law No. 2004-801 of 6 August 2004, the personal data for individuals collected by Paris Aéroport related to identification for a Reservation, as well as those which may be collected later, are mandatory and are intended to assign and manage the Customer's reservation and delivery of the Service. Some data may be sent to third parties to meet legal and regulatory requirements, as well as for processing the payment for the Reservation. The Customer has the right to access, correct and delete any information about him. This right may be exercised by requesting the data in question from Paris Aéroport in writing.

The Customer expressly authorises Paris Aéroport to send personal data to any third parties - companies, subcontractors and/or suppliers - directly or indirectly involved in the performance of the Service and/or processing of the Reservation.

MISCELLANEOUS

Availability of the GCS

The GCS are available to the Customer on the Website www.parisaeroport.fr or the Paris Aéroport Application where they can be consulted directly.

Modification of the GCS

BAGAGES DU MONDE reserves the right to modify its terms and conditions at any time and without notice. In case of modification of the GCS, the applicable terms and conditions are those in force on the date of the Reservation.

Nullity of a clause

If any clause of the GCS proves unnecessary, invalid or unenforceable, the remaining clauses of the GCS will remain unchanged and will continue to apply as if the unnecessary, invalid or unenforceable clauses were no longer included.

The temporary or permanent non-application of one or more clauses of the GCS by BAGAGES DU MONDE does not entail the waiving of the other provisions of the GCS, which remain in force.

Evidence

Digital registries, stored in the computer systems of BAGAGES DU MONDE and its partners with reasonable security, will be considered as proof of communications, orders and payments occurring between the parties.

APPLICABLE LAW - ASSIGNMENT OF JURISDICTION

These GCS are governed by French law.

In all cases where the Customer is not a consumer, any litigation or dispute related to the content, interpretation, execution or termination of the GCS, even for the introduction of third parties or multiple defendants, will be subject to the exclusive jurisdiction of the Paris Court of Appeal.

SPECIAL CONDITIONS FOR TOURIST PRODUCTS IN PARIS

Services: transport, excursions, tourist buses, museums, museum pass

These general conditions of sale (hereinafter referred to as the "GCS") are agreed between:

Firstly, the Regional Committee of Ile-de-France (hereinafter "**LE CaRT**"), an association registered in the register of travel and holiday operators "ATOOUT France" under number IMO75120233. Member of the APST (Professional Association of Solidarity in Tourism) Guarantor: APST- 15 Avenue Carnot 75017 Paris, France RCP insurer: HISCOX – 19 rue Louis le Grand – 75002 Paris, France, contract number: RCP0234385
APE/NAF Code: 7990 Z / SIRET No.:
40173890100057

And on the other hand, any person, an individual or a company, hereinafter referred to as the "**Customer**" visiting or making a reservation for the luggage storage service (hereinafter the "**Reservation**") sold by **LE CaRT** via the website www.parisaeroport.fr or the My Paris Aéroport mobile application.

LE CaRT offers tourism products from the LE CaRT catalogue (hereinafter the "**Product**") through the website www.parisaeroport.fr (hereinafter the "**Website**") or the Paris Aéroport mobile application (hereinafter the "**My Paris Aéroport application**") published by Aéroports de Paris.

Paris Aéroport allows LE CaRT to sell its Products to the Customer through its website parisaeroport.fr or the My Paris Aéroport Application. Paris Aéroport is not the seller of this Service and therefore there is no contract of sale between Paris Aéroport and the Customer. The contract relating to the sale of the Service is only between the Customer and LE CaRT.

The conditions applicable to the Service offered by LE CaRT are set down by LE CaRT. Consequently, any operation, order, navigation carried out by the Customer relating to a Service provided by LE CaRT is carried out directly with LE CaRT and under the entire responsibility of LE CaRT. Paris Aéroport cannot, in this respect, be held liable in any way by the Customer.

Any Reservation made by the Customer implies his full and unreserved acceptance of the GCS. No special requirements - Customer purchase conditions, printed stipulations on reservation or correspondence shall, except in the case of prior written formal acceptance by LE CaRT SA, take precedence over these GCS.

DEFINITIONS

This text intends to set out the conditions under which CaRT services are provided in any capacity whatsoever (agent, freight forwarding, freight forwarder, carrier, warehouse, etc.) for goods of all kinds, and from all locations to all destinations. For the purposes of these Conditions, the following terms are defined as follows. Finally, it is clear that these GCS apply to luggage operations; if, upon the Customer's request, the service was to become a transport operation, the GCS applicable to transport, including IATA WRC rules or rules on shipping services would apply fully.

In addition to the definitions contained in the General Conditions of Use, the following terms used in these General Conditions of Sale have the following meanings:

"Bank card" refers to any card issued by a credit establishment or a financial institution which is a member of the GIE Cartes Bancaires (CB Bank Card Group) and is used to make remote payment of the Services.

"Customer": refers to any natural or legal person who subscribes to one of the Services from the Website of Paris Aéroport or from the My Paris Aéroport application.

"Website": refers to the website accessible from the following URL address: <http://www.parisaeroport.fr> and which brings together the Services offered by Paris Aéroport and its partners.

"Paris Aéroport Application": refers to the official Aéroports de Paris mobile app.

"Email or electronic mail": refers to a message sent to the email address provided by the Customer on the Registration Form.

"Reservation": refers to any order for a Service completed by the Customer on the Paris Aéroport Website or My Paris Aéroport application, and validated by Aéroports de Paris. The order is validated when the Customer receives the confirmation email.

"Products": refers to the products found in the LE CaRT catalogue which are sold by LE CaRT to Buyers via the parisaeroport.fr Website.

"Tourist Information Areas": refers to the physical offices situated in the terminals of Paris-Orly and Paris-Charles de Gaulle Airports.

THE PRODUCT

LE CaRT offers tourism products in the Ile-de-France and Paris regions. These products are described on product pages, on the Website www.parisaeroport.fr/passagers/services/acheter-un-service

The product is available to any Customer with a personal account on the Website or Paris Aéroport Application (hereinafter the "**Personal Account**") in accordance with the terms and conditions of use of the website parisaeroport.fr or, where applicable, the terms and conditions of the Paris Aéroport Application.

RESERVATIONS

The Reservation by the Customer will be considered final when the following steps have been successively and cumulatively completed:

To make a Reservation for a product, the Customer must fill in all required fields.

The Reservation will not be validated if the required fields are not filled in. Once the information is entered and validated, the Customer will receive, at the email address given, an email confirming the Reservation.

The email address and mobile phone number provided by the Customer will be used by LE CaRT or its service provider to contact the Customer. The Customer must ensure they function correctly.

In the absence of information or notification to the contrary, the Customer's email address is considered valid and any email sent by LE CaRT to this email address will be deemed to have been received by the Customer. Similarly, in the absence of information or notification to the contrary, the Customer's mobile phone number is considered valid and any SMS sent by LE CaRT to this mobile number will be deemed to have been received by the Customer.

The Customer guarantees the veracity and accuracy of the information provided during the creation of the Personal Account and/or during sign in. LE CaRT may not be held responsible for operational issues directly or indirectly related to erroneous information provided by the Customer at the time of the reservation.

Any use of the Website or Paris Aéroport Application deemed fraudulent or which violates the GCS may result in refusal by LE CaRT, at any time, of access to the Service, even if the Reservation has been confirmed by LE CaRT, without prejudice to any rights enjoyed by LE CaRT in prosecuting the Customer in the competent courts.

RIGHT OF WITHDRAWAL

Provision of a right of withdrawal

The Customer, if he is a non-professional individual, has the right to withdraw a Reservation, without giving any reason, **within fourteen (14)** days of receipt by the Customer of proof of Reservation.

At the express request of the Customer, the performance of the Service may begin before the end of the withdrawal period. This request is expressed by the Customer when he makes the Reservation and accepts these General Conditions of Sale by ticking a box. The Service shall be deemed to have commenced at the time of placing in storage the goods entrusted to LE CaRT, as indicated in the Reservation.

In accordance with Article L221-28 of the Consumer Code, the Customer expressly acknowledges that he may not exercise the right of withdrawal if the Service is fully performed before the expiry of the 14-day period. The Service shall be deemed to have been fully executed at the end of the period indicated in the Reservation or, if applicable, on the date of effective departure if the Customer chooses to recuperate his items before the end of the period indicated in the Reservation without having previously exercised his right of withdrawal under the conditions laid down in Article 7.2. below.

How to exercise the right of withdrawal

To exercise his right of withdrawal, the Customer must fill out the form available on the Paris Aéroport Website at the following link <http://www.parisaeroport.fr/passagers/services/pour-vous-aider/formulaire-retractation> and available on the My Paris Aéroport application. If the Customer uses this option, an acknowledgement of their request for withdrawal will be sent to them without delay by e-mail.

Commenté [MI1]: page introuvable sur le site (version FR et EN)

The Customer may also send an unambiguous request for withdrawal by email to the following address ADP-Clientele@adp.fr or by post to the following address Paris Aéroport, Service Relation Clients, 3 place de Londres- Bâtiment 6061/Uranus, BP81007 95391 Roissy CDG Cedex.

As required by law, the right of withdrawal lapses **fourteen (14) days** after confirmation of the Reservation. The right of withdrawal is also forfeited in the event of withdrawal of items before the end of the period indicated in the Reservation, the Service being then fully executed, and any exit being definitive.

OPERATION OF THE SERVICE

The products are reserved on the Website at <https://www.parisaeroport.fr/en/passengers/services/book-a-service>

After the reservation is confirmed, the Customer must recover his product in the "Tourist Information" areas, a list of which may be found in the confirmation email received by the customer and the descriptive pages for each product on the parisaeroport.fr site.

In order to recover the item, the Customer must provide an identity document in his own name.

PRICE AND PAYMENT

Prices

Prices, information or notes appearing on the Website and/or Paris Aéroport Application are those in force at the time the Reservation is confirmed.

LE CaRT reserves the right to change prices at any time, while guaranteeing the Customer the

application of the price in force on the day of the Reservation.

Prices are quoted in euro, including taxes (VAT). They are applicable from the validation of the order by the Customer. Prices are subject to French VAT. Any change to the rate of VAT will be reflected in the price of the products presented on the Website www.parisaeroport.fr or the Paris Aéroport Application on the date stipulated by the application order relating thereto. The price excludes all additional costs not specifically mentioned as included in the Reservation confirmation with prepayment. Moreover, optional services will be offered by

LE CaRT to the Customer at the time of receiving the luggage. LE CaRT will collect the amount due for these services on the condition of formal acceptance of the rates listed on the summary and by debiting the bank card used when the reservation was made on the Website or Paris Aéroport Application.

Pay men

t

Reservations of the Service on the Website or Paris Aéroport Application are payable upon making the Reservation, by bank card only, via a secure transaction-based SSL encryption technology. The list of authorised bank cards is indicated on the Website or Paris Aéroport Application and may change regularly.

Payment is cashed upon receipt and validation of the order by the Customer.

If payment authorisation is refused for payment by bank card by one of the officially accredited institutions or in case of non-payment, the Reservation is cancelled.

The invoice for the Reservation will be dated with the date of the stay and will be sent to the Customer electronically.

All unforeseen bank charges whatsoever, borne by LE CaRT following payment, shall be paid by the Customer.

LE CaRT reserves the right to cancel or refuse any order from a Customer with whom there is a dispute over payment of a previous order or that would present any form of risk in its view.

Cancellation of a Reservation

The Customer may cancel a Reservation, using the "My Account" personal space on the Paris Aéroport Website or the My Paris Aéroport Application, up to 48 hours before the date and estimated time of recovery of the items, free of charge. He will then get a full refund of the price paid.

LIABILITY OF CaRT

Use of the Website or Paris Aéroport Application

Subscribing for the Service via the Paris Aéroport website or via the Paris Aéroport Application implies acceptance of the general conditions of use of the parisaeroport.fr website or, where applicable, the terms and conditions of the Paris Aéroport Application.

LE CaRT makes no guarantee as to the performance of the Website or Paris Aéroport Application, nor their continued availability.

The Website or Paris Aéroport Application are, in principle, accessible 24/7, except during shut down, scheduled or not, for maintenance purposes, suspension of activity or force majeure. In accordance with its obligation of diligence, LE CaRT may not be held liable for any damage whatsoever, due to the unavailability of the Website or the Paris Aéroport Application.

Dispute relating to the state of the luggage upon recovery

Disputes must be recognised by the Client at the time of recovery, and certified by a representative of LE CaRT. No dispute will be accepted after the event.

Force majeure and/or fault of the Customer

In any event, as regards the Service, the responsibility of LE CaRT may not be engaged in case of fault of the Customer or in the event of force majeure as defined by case law, or for any other cause beyond

its control.

Limitation of Liability

LE CaRT may not be held liable with regard to the Customer or third parties for consequential damages, including operating losses, commercial losses, loss of customers or any commercial problems.

PERSONAL DATA

According to Law No. 78-17 of 6 January 1978 relating to data protection, amended by Law No. 2004-801 of 6 August 2004, the personal data of individuals collected by Paris Aéroport for identification purposes in relation to a Reservation, as well as those which may be collected later, are mandatory and are intended to assign and manage the Customer's reservation and delivery of the Service. Some data may be sent to third parties to meet legal and regulatory requirements, as well as for processing the payment for the Reservation.

The Customer has the right to access, correct and delete any information about him. This right may be exercised by requesting the data in question from Paris Aéroport in writing.

The Customer expressly authorises Paris Aéroport to send personal data to any third parties - companies, subcontractors and/or suppliers - directly or indirectly involved in the performance of the Service and/or processing of the Reservation.

MISCELLANEOUS

Availability of the GCS

The GCS are available to the Customer on the Website www.parisaeroport.fr or the Paris Aéroport Application, where they may be consulted directly.

Modification of the GCS

LE CaRT reserves the right to modify the GCS at any time and without notice. In case of modification of the GCS, the applicable terms and conditions are those in force on the date of the Reservation.

Nullity of a clause

If any clause of the GCS proves unnecessary, invalid or unenforceable, the remaining clauses of the GCS will remain unchanged and will continue to apply as if the unnecessary, invalid or unenforceable clauses were no longer included.

The temporary or permanent non-application of one or more clauses of the GCS by CaRT does not entail the waiving of the other provisions of the GCS, which remain in force.

Evidence

Digital registries, stored in the computer systems of LE CaRT and its partners with reasonable security, will be considered as proof of communications, orders and payments occurring between the parties.

APPLICABLE LAW - ASSIGNMENT OF JURISDICTION

These GCS are governed by French law.

In all cases where the Customer is not a consumer, any litigation or dispute related to the content, interpretation, execution or termination of the GCS, even for the introduction of third parties or multiple defendants, will be subject to the exclusive jurisdiction of the Paris Court of Appeal.

GENERAL CONDITIONS OF SALE FOR LUGGAGE DELIVERY SERVICES

These general conditions of sale (hereinafter referred to as the "GCS") are agreed between:

On the one hand, BDM SA (hereinafter "**BAGAGES DU MONDE**", the holder and operator of the Bagages du Monde brand and products, Air Transport Animal, HelloPassenger), **a company with capital of EUR 100,000, registered on RCS Pontoise with No. 439 194 788 with registered offices at 9 rue du noyer, Za du Moulin, 95700 Roissy-en-France,**

And on the other hand, any person, individual or company, hereinafter referred to as the "**Customer**" making a reservation for the luggage delivery service (hereinafter the "**Reservation**") sold by **BAGAGES DU MONDE** via the Website www.parisaeroport.fr or the Paris Aéroport mobile application.

In compliance with the GCS, BAGAGES DU MONDE offers a luggage delivery service (hereinafter the "**Service**") through the Website www.parisaeroport.fr (hereinafter the "**Paris Aéroport Website**") or the Paris Aéroport mobile application (hereinafter the "**Paris Aéroport Application**") published by Aéroports de Paris (hereinafter "Paris Aéroport").

For this purpose, it is expressly specified that Paris Aéroport authorises BAGAGES DU MONDE to sell its Service through its website parisaeroport.fr or the Paris Aéroport Application to Customers that have opened a Personal Account on the said Website or Application under the terms laid out in the General Conditions of Use of the Paris Aéroport website or the Paris Aéroport Application. In these conditions, Paris Aéroport is not the vendor of the said Service because there is no sales contract between Paris Aéroport and the Customer, the contract relating to the sale of the Service being between the Customer and BAGAGES DU MONDE only.

The conditions applicable to the Service offered by BAGAGES DU MONDE are set down by BAGAGES DU MONDE. Consequently, any operation, order, navigation carried out by the Customer relating to a Service provided by BAGAGES DU MONDE is carried out directly with BAGAGES DU MONDE and under the entire responsibility of BAGAGES DU MONDE. Paris Aéroport cannot, in this respect, be held liable in any way by the Customer.

Any Reservation made by the Customer implies his full and unreserved acceptance of the GCS. No special requirements - Customer purchase conditions, printed stipulations on Reservation or correspondence shall, except in the case of prior written formal acceptance by BAGAGES DU MONDE, take precedence over these GCS.

1 - DEFINITIONS

This text intends to set out the conditions under which BAGAGES DU MONDE services are provided in any capacity whatsoever (agent, freight forwarding, freight forwarder, carrier, warehouse, etc.) for luggage of all kinds, and from all locations to all destinations. For the purposes of these GCS, the following terms are defined as follows. Finally, it is clear that these GCS apply to luggage delivery operations; if, upon the Customer's request, the service was to become a deposit operation, the GCS applicable to deposits, especially the security recommendations would apply fully.

In addition to the definitions provided in the General Conditions of Usage of the Paris Aéroport website and/or Paris Aéroport Application, the following terms, used in these GCS will take the following meaning:

- "**Paris Aéroport Application**": refers to the official Aéroports de Paris mobile app.

- **"LUGGAGE"**: luggage signifies an object or unit of several objects, which, whatever their weight, dimensions and volume, constitute a unique load entrusted to the transport operator (TO), (cardboard box, crate, load container, roll, pallet strapped or filmed by the ordering party, etc.) packaged by the sender before take up, even if its contents are detailed in the delivery document.
- **"Bank card"** refers to any card issued by a credit establishment or a financial institution which is a member of the GIE Cartes Bancaires (CB Bank Card Group) and is used to make remote payment of the Services.
- **"Customer"**: refers to any natural or corporate person who subscribes to one of the services from the Paris Aéroport website or the Paris Aéroport Application.
- **"E-mail or electronic mail"**: refers to a message sent to the e-mail address given by the Customer on the registration form.
- **"Reservation"**: refers to any order for a Service placed by the Customer on the Paris Aéroport Website or the Paris Aéroport application, and validated by Aéroports de Paris. The order is validated when the Customer receives the confirmation email.
- **"Paris Aéroport Website"**: refers to the website accessible from the following URL address: <http://www.parisaeroport.fr> which encompasses the Services offered by Paris Aéroport and its partners, including BAGAGES DU MONDE.
- **"Transport"**: refers to the transport of Luggage performed by the transport operators (TO) and/or the logistics of the Union des Entreprises de Transport et Logistique de France (TLF), BAGAGES DU MONDE service providers to achieve the said luggage transport under the terms of the TLF general sales terms as described in **Appendix A** regulating Luggage Transport Operations in the event of subscription to the Luggage Transport Services by the Customer.

2 - THE SERVICE

BAGAGES DU MONDE offers a Luggage delivery service that can be reserved on the Paris Aéroport website.

The geographical area covered by the Luggage delivery service is: from/to Paris-Charles de Gaulle airport – hotel area of the airport – Central Paris (75)– neighbouring departments 92-93-94 – Versailles – Disneyland Paris – Villepinte exhibition centre (hereinafter the **"Eligible Addresses"**).

The Service enables the Customer to entrust BAGAGES DU MONDE with the delivery of their Luggage from their home or from the place where they are staying, as long as this is within the scope of the Eligible Addresses, up to Paris-Charles de Gaulle Airport or from Paris-Charles de Gaulle Airport to their home or to the place where they are staying, as long as this is within the scope of the Eligible Addresses.

For a service on arrival at the Paris-Charles de Gaulle Airport, the Customer can entrust their Luggage to a BAGAGES DU MONDE luggage handler, either at the Paris-Charles de Gaulle drop-off desk or directly in the Luggage delivery room at a point previously agreed upon by BAGAGES DU MONDE and the Customer.

In the latter case, the Customer is expected to go through Customs inspections with the BAGAGES DU MONDE luggage handler.

For a service on departure from Paris-Charles de Gaulle Airport, the Customer can retrieve their Luggage from a BAGAGES DU MONDE luggage handler either at the Paris-Charles de Gaulle desk, or from in front

of the departure terminal check-in counter.

In all cases, the Customer will be expected to check-in their Luggage themselves.

Whatever service is selected, both when signing the transport contract between BAGAGES DU MONDE luggage handler and when recovering their Luggage, the Customer will ensure and undertake strict compliance with Article 7 of these GCS with regard, inter alia, to the list of prohibited items (clause 7.3). The Customer is informed that an X-ray inspection, as defined in Clause 7.1 of these GCS bearing on security is carried out, even if not in their presence for security purposes, which the Customer expressly accepts in full knowledge thereof.

3 - RESERVATIONS

The Reservation by the Customer will be considered final when the following steps have been successively and cumulatively completed:

To make a Reservation for the Luggage Delivery Service, the Customer must fill in all the fields presented to open a personal account (hereinafter the Customer's "**Personal Account**").

The Reservation will not be validated if the required fields are not filled in. Once the information is entered and validated, the Customer will receive, at the email address given, an email confirming the Reservation.

The email address and mobile phone number provided by the Customer will be used by BAGAGES DU MONDE or its service provider to contact them. The Customer must ensure they function correctly.

In the absence of information or notification to the contrary, the Customer's e-mail address is considered valid and any e-mail sent by Paris Airport or BAGAGES DU MONDE to this email address will be deemed to have been received by the Customer. Similarly, in the absence of information or notification to the contrary, the Customer's mobile phone number is considered valid and any SMS sent by Paris Airport or BAGAGES DU MONDE to this mobile number will be deemed to have been received by the Customer.

The Customer guarantees the veracity and accuracy of the information provided during the creation of the Personal Account and/or during sign in. BAGAGES DU MONDE may not be held responsible for operational issues directly or indirectly related to erroneous information provided by the Customer at the time of the reservation on their Personal Account.

Any use of the Website or Paris Aéroport Application that is deemed fraudulent or which violates the GCS may result in refusal by BAGAGES DU MONDE, at any time, to access the Service, even if the Reservation has been confirmed by BAGAGES DU MONDE, without prejudice to any rights that BAGAGES DU MONDE might use in prosecuting the Customer in the competent courts.

4 - CANCELLATION OF A RESERVATION

The Customer may cancel a Reservation, from the "My Account" personal space on the Paris Aéroports Website or the My Paris Aéroport application, up to 6 hours before the date and estimated time of recovery of the Luggage, at no extra cost. They will then be reimbursed the full price paid under the terms set out in Article 5.3 of these GCS.

5 - RIGHT OF WITHDRAWAL

5.1 Provision of a right of withdrawal

The Customer, if not a professional individual, has the right to withdraw a Reservation, without giving any reason, and without supporting any costs other than those set out in Articles L. 221-23 to L.221-25 of the French Consumer Code **within fourteen (14) days** of receipt by the Customer of proof of Reservation from BAGAGES DU MONDE.

At the express request of the Customer, the performance of the Service may begin before the end of the withdrawal period. This request is expressed by the Customer when making the Reservation and accepting these GCS by ticking a specific box provided for this purpose. The Service shall be deemed to have commenced at the time of take-up of luggage by BAGAGES DU MONDE, as indicated in the Reservation.

5.2. How to exercise the right of withdrawal

To exercise his right of withdrawal, the Customer must fill out the form available on the Paris Aéroport Website at the following link <http://www.parisaeroport.fr/passagers/services/pour-vous-aider/formulaire-retractation> and available on the My Paris Aéroport application. If the Customer uses this option, an acknowledgement of their request for withdrawal will be sent to them without delay by e-mail.

The Customer may also send an unambiguous request for withdrawal by email to the following address ADP-Cientele@adp.fr or by post to the following address Paris Aéroport, Service Relation Clients, 3 place de Londres- Bâtiment 6061/Uranus, BP81007 95391 Roissy CDG Cedex.

"Dear Sir/Madam,

On the (_____), I placed an order by (telephone, letter, internet) for the following services: (_____) according to file reference (_____).

In compliance with Article L. 221-18 of the French Consumer Code, I would like to inform you that I wish to exercise my right to withdrawal for this order.

(If you have paid a deposit or paid the order in full) Please reimburse me the sum of (_____) euro which I paid you by (bank card, etc.).

Yours faithfully,

(Signature)

In compliance with Article L.221-19 of the French Consumer Code and Council regulation No. 1182/71/EEC of 3 June 1971, bearing on the setting of rules concerning deadlines, dates or terms:

- _____ the date on which the contract is signed is not included in the withdrawal deadline mentioned in Article 5.1. of the GCS;
 - _____ the deadline starts to run from the first hour of the first day and runs to the end of the last hour of the last day; and
- when this period expires on a Saturday, Sunday, a public holiday or non-working day, it is extended to the next working day.

The right to withdrawal cannot be used after expiry of **fourteen (14) days** following confirmation of the Reservation.

In the same way, in compliance with points 1° and 12° of Article L.221-28 of the French Consumer Code, the right to withdrawal cannot be exercised by the Customer in the following cases:

- _____ when the service provision contract has been completed in full before the end of the withdrawal period and when the Customer has given prior notice of renunciation of the right to withdrawal; and
- _____ when the service provision to transport goods has to be provided on a set date or period.

In the same way, the Customer expressly acknowledges that they may not exercise the right of withdrawal if the Service is fully performed before the expiry of the 14-day period. The Service shall be deemed to have been fully executed at the end of the period indicated in the Reservation or, if applicable, on the date of effective deposit if the Customer chooses to retrieve luggage before the end of the period indicated in the Reservation without having previously exercised their right of withdrawal under the conditions set out in the Article "Right to withdrawal".

The Customer requesting fulfilment of the Service before expiry of the withdrawal period covered in this article of the GCS can however use their right to withdrawal.

In such a case, BAGAGES DU MONDE has the right to claim payment of an amount corresponding to the Service provided up to the point that the decision to withdraw is notified, insofar as BAGAGES DU MONDE has received an express request from the Customer for withdrawal from fulfilment of the said Service within the withdrawal period.

In application of Article L.221-22 of the French Consumer Code, the weight of proof of the right to exercise withdrawal under the terms of Article L. 221-21, is borne by the Customer.

5.3 Reimbursement of the Service price

In application of Article L.221-24 of the French Consumer Code, when the right to exercised, BAGAGES DU MONDE reimburses the Customer the totality of the sums paid, without unjustified delay, and at the latest fourteen (14) days counting from the date on which BAGAGES DU MONDE was informed of the Customer's decision to withdraw.

BAGAGES DU MONDE will make this reimbursement using the same means of payment as that used by the Customer for the initial transaction, unless another form of payment is otherwise agreed by the Customer and insofar as the reimbursement does not incur costs for the Customer.

6 - OPERATION OF LUGGAGE DELIVERY SERVICE

6.1 How does it work?

- 1- You book your service online
- 2- You will receive an e-mail and text message confirming your purchase with all the details of your Reservation.
- 3- A reminder text will be sent to you the day the baggage is received and on the day of delivery.

You can consult your account at any time and follow the progress of your order, tracking your Luggage on your Personal Account on the Paris Aéroport website (or on the Paris Aéroport Application).

6.2. Your baggage recovery

6.2.1. From your accommodation to Paris-Charles de Gaulle airport

- 1- A certified BAGAGES DU MONDE Luggage handler will come to the address at the time indicated on your Reservation.

They will systematically check your reservation and your identity.

You confirm that your bags do not contain any items prohibited for transport*. The porter will seal each of your bags with a single-use lock in your presence.

You sign a duplicate contract for transport of your Luggage: the BAGAGES DU MONDE luggage handler keeps one copy and you keep the other.

*Detailed list in the GCS

Processing times

- 2- For collecting Luggage at your accommodation between:
- ⇒ 9 am and 1 pm, the Luggage is made available at Paris-Charles de Gaulle Airport as from 2 pm the same day.
 - ⇒ 1 pm and 5 pm, the Luggage is made available at Paris-Charles de Gaulle Airport as from 7 pm the same day.

- 3- Upon arrival at Paris-Charles de Gaulle airport, your Luggage is X-Rayed and stored in a secure area monitored by an attendant, located above the TGV railway station at Paris-Charles de Gaulle airport.

Depending on the formula you have reserved, either:

- your Luggage will be waiting for you at the BAGAGES DU MONDE desk - open 7/7 from 6 am to 9:30 pm.
- or a Luggage handler will hand it over to you in front of your airline's check-in counter at the time agreed on your reservation.

6.2.2 From Paris-Charles de Gaulle airport to your accommodation

- 1- Depending on the formula you have reserved, either:
- you deposit your Luggage at the desk at the time you arranged
 - or a luggage handler will be waiting in front of the luggage conveyor in your arrival area, with a panel bearing your name.
- They will systematically check your reservation and that your identity corresponds with the Luggage that you will give them.
- You will sign the transportation contract specifying the number of Luggage items assigned, the place and time of delivery.
- The porter will seal each of your bags with a single-use strap in your presence.
- For legal reasons, the certified Luggage handler will go through customs with you.

2- Processing times

For delivery between:

- ⇒ 9 am and 1 pm, the Luggage must be made available at Paris-Charles de Gaulle Airport prior to 6.30 pm the day before (D-1)
 - ⇒ 3 pm and 7 pm, the Luggage must be made available at Paris-Charles de Gaulle Airport before 1:30 pm the same day
- 3 pm and 7 pm, the Luggage must be made available at Paris-Charles de Gaulle Airport before 1:30 pm the same day.

- 3- A certified luggage handler will come to the address at the time indicated on your reservation to deliver your Luggage.

6.3 Eligible addresses

Paris-Charles de Gaulle airport – hotel area of the airport – Central Paris (75) – neighbouring departments 92-93-94 – Versailles – Disneyland Paris – Villepinte exhibition centre

6.4 Types of Luggage accepted

The weight of each Luggage item must not exceed 30kg and their dimensions must not exceed 158cm [_____] (total size, height, depth, pockets, wheels and handles included)*.

* These standards concern the Luggage home delivery service and do not replace the regulations of your airline.

** PLEASE NOTE! ** Luggage exceeding the weight and size indicated cannot be handled by the Luggage delivery service.

6.5 Compensation for late delivery of Luggage

No compensation is due from BAGAGES DU MONDE for late delivery if no imperative date has been expressly requested by the Customer and accepted by BAGAGES DU MONDE.

In the case of an imperative date accepted by BAGAGES DU MONDE, the compensation shall not take place without reception of an official warning addressed to BAGAGES DU MONDE by registered letter with acknowledgement of receipt.

6.6 Video Surveillance

For security reasons, Customers who come to the BAGAGES DU MONDE desk are filmed from inside our premises. The films are archived and can be consulted in compliance with the regulations in force.

7 – SECURITY / SAFETY

7.1 Security

In entrusting its Luggage to BAGAGES DU MONDE, the Customer accepts that, from the time the Luggage is handed over, and irrespective of the service requested, it must accept the air transport regulations pertaining to security and safety. The Luggage depositor/collector must present a valid identity document bearing a photo. The depositor accepts without hesitation that their Luggage may be inspected during security controls by X-ray. If X-Ray images are not readable, the depositor accepts that doubts be lifted by opening and searching the Luggage concerned, even in their absence. This operation is always carried out in the presence of a witness or by qualified and authorised agents.

The Customer is informed and accepts that their Luggage must be sealed, irrespective of the service ordered, (from or to Paris-Charles de Gaulle Airport). The cases and bags deposited must be capable of bearing numbered seals. BAGAGES DU MONDE may refuse to accept responsibility if it is not possible to guarantee the integrity of the Luggage after standard checks.

The application of the single-use seal has to be done in front of the Customer.

The Luggage must be deposited packed, wrapped, clearly marked, labelled so that it can support the handling and storage operations entrusted and be delivered to the recipient in compliance with the instructions given to BAGAGES DU MONDE and in the standard conditions.

BAGAGES DU MONDE's liability cannot be invoked for any consequences arising from absence, inadequacy of defective nature of packaging, wrapping, marking, and/or labelling, or failure to provide adequate information on the nature and specific contents of Luggage.

It is up to the Customer to ensure that straps, handles, and in general the outer casing of the Luggage is capable of supporting handling, particularly in relation to the accepted weight restrictions.

Concerning fragile objects, especially bottles and breakable items, it is up to the Customer to ensure that they are sufficiently packaged and protected.

7.2 Safety

IMPORTANT INFORMATION No. 1:

"NOTICE TO PASSENGERS – TAKE CARE OF YOUR OWN SAFETY"

In accepting the GCS, I accept that:

- ✓ *The Luggage belongs to me, I packed it myself, so I am fully aware of the content.*
- ✓ *Nobody has entrusted me with something to transport for them.*
- ✓ *Nobody could have handled my Luggage without me being aware, and I have not left it unsupervised so it could not be interfered with.*
- ✓ *The Luggage does not contain prohibited or dangerous articles that may not be transported. (See Article 7.3 "Hold Luggage - list of prohibited items" below).*
- ✓ *If my Luggage contains mobile phones or other electronic items, they are switched off."*

IMPORTANT INFORMATION No. 2:

The Luggage is secured in order to ensure that it doesn't contain any dangerous object as listed in Article 6.2 of the GCS below.

The Customer's civil/criminal liability may be invoked in the event that such items are found in the Luggage.

The Customer is informed that the Luggage may be opened by an Airport Authority duly approved BAGAGES DU MONDE agent, if it is necessary to remove doubt when passing through the X-Ray when depositing or at the Filtering Inspection Station (FIS).

In application of the security procedures applicable to airports, if a prohibited item is found in Luggage, it may be destroyed and this notwithstanding any legal proceedings that the authority might pursue against the Customer, whether they are present or not.

These operations could be recorded by a video surveillance system. In all cases, BAGAGES DU MONDE cannot be held responsible, under any pretence whatsoever, for damage caused to Luggage and what it contains within the framework of opening and/or destruction required by the authorities.

IMPORTANT INFORMATION No. 3:

The following cannot under any circumstances be stored in Luggage handled by BAGAGES DU MONDE:

- identity papers, coins, currency in banknotes, financial or movable assets, shares or payment means, payables or commercial liens, gift vouchers, telephone cards or equivalent, and more generally any other paper or media enabling a fungible payment and/or subject to the legality of transporting funds;
- precious metals, jewellery and fine pearls, watches, works of art, antiques and any other item of value;
- animals and living or dead creatures, plants, temperature-controlled goods or perishable goods, as well as any excise goods under suspension of duties;
- all goods under national and international regulations on dangerous products such as, non-exhaustively, ammunition, firecracker, rocket, fireworks, distress signals, gas bottles, explosives, gases, flammable, radioactive, toxic, infectious or corrosive materials, as well as all objects that by their nature or their packaging, can present a danger for BDM driving or handling personnel, the environment, safety of transport equipment, or damage to other transported Luggage, vehicles or third parties;
- firearms, weapons of war or collection loaded or not, narcotics, psychotropic drugs;
- publications or audiovisual media prohibited by any law or regulation applicable in France.

7.3 Checked Luggage – List of Prohibited Articles.

Customers are not permitted to carry the following articles in their checked Luggage:

- explosive or incendiary substances and devices

- explosive or fire-producing substances and devices that may, or that appear to be able to, be used to inflict serious injuries or threaten the safety of an aircraft:
- ammunition,
- blasting caps,
- detonators and fuses,
- mines, grenades and other military explosives,
- fireworks and other pyrotechnic items,
- smoke-generating canisters and cartridges,
- dynamite, gunpowder and plastic explosives.

8 - PRICES AND PAYMENT

8.1 Price

Prices, information or notes appearing on the Paris Aéroport Website and/or Paris Aéroport Application are those in force at the time the Reservation is confirmed.

BAGAGES DU MONDE reserves the right to change prices at any time, while guaranteeing the Customer the application of the price in force on the day of Reservation.

Prices are quoted in euro, including taxes (VAT). They are applicable from the validation of the order by the Customer. Prices are subject to French VAT. Any change to the rate of VAT will be reflected in the price of the products presented on the Website www.parisaeroport.fr or the Paris Aéroport Application on the date stipulated by the application order relating thereto. The price excludes all additional costs not specifically mentioned as included in the Reservation confirmation with prepayment. Moreover, optional services will be suggested to the Customer by BAGAGES DU MONDE when picking up the Luggage. BAGAGES DU MONDE will collect the amount due for the service on the condition of formal acceptance of the rates listed on the summary and by debiting the bank card used when making the reservation on the Website or Paris Aéroport Application.

8.2 Payment

Reservations of the Service on the Website or Paris Aéroport Application are payable upon making the Reservation, by bank card only, via a secure transaction-based SSL encryption technology. The list of authorised bank cards is indicated on the Paris Aéroport Website or Paris Aéroport Application and may change regularly.

Payment is cashed upon receipt and validation of the order by the Customer.

If payment authorisation is refused for payment by bank card by one of the officially accredited institutions or in case of non-payment, the Reservation is cancelled.

The corresponding invoice for the reservation will be dated from the date of reservation and will be sent to the customer by BAGAGES DU MONDE on the day of the performance of the service.

All unforeseen bank charges whatsoever, borne by BAGAGES DU MONDE following payment, shall be paid by the Customer.

BAGAGES DU MONDE reserves the right to cancel or refuse any order from a Customer with whom there is a dispute over payment of a previous order or that would present any form of risk in its view.

9 - LIABILITY

9.1 Use of the Paris Aéroport Website or Paris Aéroport Application

Subscribing for the Service via the Paris Aéroport website or via the Paris Aéroport Application implies acceptance of the general conditions of use of the Paris Aéroport website or, where applicable, the terms and conditions of the Paris Aéroport Application.

BAGAGES DU MONDE makes no guarantee as to the performance of the Website or Paris Aéroport Application, nor its continued availability.

The Paris Aéroport Website or Paris Aéroport Application are, in principle, accessible 24/7, except during shut down, scheduled or not, for maintenance purposes, suspension of activity or force majeure.

In accordance with its obligation of diligence, BAGAGES DU MONDE may not be held liable for any damage whatsoever, due to the unavailability of the Paris Aéroport Website or the Paris Aéroport Application.

9.2 Insurance

Failing application of Conditions TLF (referred in **Appendix A**), in the case of Transport of Luggage, the Customer is specifically requested, in application of this section of the GCS, that the value of each entrusted Luggage item does not exceed EUR 500 VAT incl. (content and container included).

No insurance is underwritten by BAGAGES DU MONDE without a written order from the customer before the beginning of the Service and its related risks.

However, the customer has the possibility of taking out *ad-valorem* insurance if this is requested at least 24 hours before the Service begins, at e-mail cab4bag@bagagesdumonde.com.

This insurance allows the accepted value of the Luggage to be higher.

However, the customer is expressly informed that in case of dispute, they must present a paid invoice in their name for the asset(s) insured in this Luggage.

The order of insurance must state the nature of items (detailed list), the values to insure and the desired cover.

If such an order is given, if there is no precise specification, only standard risks will be insured.

If such an order is given, BAGAGES DU MONDE, acting on behalf of the customer, contract insurance from a well-known solvent insurer at the time of the coverage.

Acting as an agent of the Customer, BAGAGES DU MONDE cannot be considered in any case as the insurer.

The terms of the policy are deemed to be known and approved by shippers and recipients who bear the cost; in particular, the Customer can only claim a refund of their baggage and its contents upon presentation of bills, it being understood that in this case the insurers would apply a depreciation, and this would not offset by BAGAGES DU MONDE.

The Customer who takes out an insurance policy guaranteeing risk must specify to their insurers that they can only claim against BAGAGES DU MONDE within the limits set out in these terms.

9.3 Dispute relating to the state of the Luggage upon recovery

Disputes must be recognised by the Customer at the time of recovery, and certified by a representative of BAGAGES DU MONDE.

No dispute will be accepted after the event. Although BAGAGES DU MONDE attaches particular importance to the security of property, valuables should not be placed in the deposited luggage: values, precious metals, jewellery and cash are prohibited as mentioned in Article 7.2 IMPORTANT INFORMATION No. 3.

9.4 Force majeure

BAGAGES DU MONDE shall not be liable for non-performance of part or all of its obligations in respect of the Service, if the non-performance is caused by an event of force majeure, including in case of disturbance or partial or total strike including postal services and means of transport and/or communications, flood, fire, and generally speaking, in the case of any event beyond its control.

BAGAGES DU MONDE and the Customer agree to consult promptly to determine together the terms of performance of the Services ordered during the duration of the case of force majeure.

Beyond one (1) month break for cause of force majeure, BAGAGES DU MONDE may not honour the ordered Service and shall refund the customer, if necessary, within a period of thirty (30) days without any further compensation being due on this account.

9.5 Duration of contract / Waiting period / Fate of abandoned luggage

9.5.1 Duration of contract

The duration of the contract is based on the Service ordered by the Customer.

The contract mentions the expiry date of the ordered Service.

9.5.2 Waiting period

Failure, at the fault of the Customer, to deliver the Luggage on expiry of the contract, will result in the Luggage being held for a waiting period during which BAGAGES DU MONDE will contact or will try to contact the Customer using the phone mentioned in their order, BAGAGES DU MONDE having, on this point, an obligation to means.

As such, BAGAGES DU MONDE will contact or will try to contact both the sender and the recipient of the Luggage, if it is different from the Customer.

The Customer will assume the additional costs of deposit, storage and or additional shipping caused by the expiry of the term of the contract, the waiting period and the return of Luggage.

The waiting period will be equal to 10% of the initial term of the contract without being less than fifteen (15) days or more than two (2) months.

The waiting period start date will be the day following the expiry date indicated on the contract.

9.5.3 Fate of abandoned luggage

By this article, the Customer is informed and accepts that at the end of the waiting period referred to in article 9.5.2 of the GCS, following the expiry of the contract, in the event that the customer or the sender or the addressee should not retrieve the Luggage, after BAGAGES DU MONDE has tried to make contact in vain, ownership of abandoned luggage will be transferred automatically to the benefit of BAGAGES

DU MONDE, which may dispose of it freely and including selling it or destroying it.

If the Customer, sender, and the recipient of the Luggage are unreachable or refuse to assume additional storage and/or additional shipping costs induced by the abandoned luggage, BAGAGES DU MONDE may dispose of it freely and in particular sell or destroy it.

9.6 Limitation of liability

BAGAGES DU MONDE'S liability is strictly limited to that incurred by its service providers, subcontractors in charge of Services it does not ensure itself (carriers, agents, transport agent, forwarding agents, warehousekeepers and their substitutes).

In the event that BAGAGES DU MONDE should be liable for a few causes and in any capacity whatsoever, it would be strictly limited to damage to Luggage and its content attributable to all operations as a result of losses and damage and for any consequences that may result from the execution of Services, up to twenty (20) euro per kilogram of gross weight of goods missing or damaged but may not exceed, regardless of weight, volume, size, nature or value of the goods in question, to **five hundred (500) Euro** per Luggage item entrusted.

BAGAGES DU MONDE implements all necessary measures to ensure the provision of Services in optimum conditions.

BAGAGES DU MONDE cannot however, in any case see its liability invoked for any non-performance or improper performance of all or part of the Services provided for in the contract, which would be attributable, either to the Customer, or to unpredictable and insurmountable acts by a third party not involved with the contract, or to a case of force majeure.

More generally, if BAGAGES DU MONDE's liability were invoked, BAGAGES DU MONDE could in no event accept to pay compensation for indirect damage; regarding direct damages, and subject to the following paragraph, no compensation will be paid if the existence and the quantum of that damage is not established.

For any other damage, including in the case of delay in delivery of luggage by BAGAGES DU MONDE, duly noted the reparation due from BAGAGES DU MONDE is strictly limited to the service provision at the origin of the damage, purpose of the contract. This compensation may not exceed that which is due in case of loss or damage to Luggage.

When the value of the Luggage, purpose of the contract, exceeds the limits of liability above, the customer can:

- either support in the event of loss or damage, the difference between the BAGAGES DU MONDE liability limits and the value of the Luggage,
- or make a declaration of value, set by them and accepted by BAGAGES DU MONDE which will raise the limitations of liability for loss or damage, to the amount of the said declaration of value and will lead to the payment of an additional charge,
- or give directions to BAGAGES DU MONDE to subscribe for insurance on their behalf stating the risks and values to ensure, as referred in article 9.2 of the GCS.

10 - PERSONAL DATA

10.1 According to Law No. 78-17 of 6 January 1978 relating to data protection, amended by law No. 2004-801 of 6 August 2004, the personal data for individuals collected by Paris Aéroport related to identification for a Reservation, as well as those which may be collected later, are mandatory and are intended to assign and manage the Customer's reservation and delivery of the Service. Some data may be sent to third parties to meet legal and regulatory requirements, as well as for processing the payment

for the Reservation.

The Customer has the right to access, correct and delete any information about him. This right may be exercised by requesting the data in question from Paris Aéroport in writing.

The Customer expressly authorises Paris Aéroport to send personal data to any third parties—companies, subcontractors and/or suppliers—involved directly or indirectly in connection with the performance of the Service and/or processing of the Reservation.

10.2 Similarly, the Customer is informed that BAGAGES DU MONDE implements the processing of personal data in order to enable it to ensure the management, invoicing, tracking records of its Customers and prospecting.

This data is necessary for the good management Customers and is intended for the authorised services of BAGAGES DU MONDE.

In accordance with the data protection laws, individuals have a right of access to their data for rectification, consultation, opposition for legitimate reasons and prospecting at the following address: Info@bagagesdumonde.com or by post to Bagages du Monde, 9 rue du Noyer, ZA du Moulin, 95700 Roissy-en-France with a signed copy of an identity document.

11 - MEDIATION

In accordance with article R. 616 - 1 of the French consumer code, the Customer is informed of the possibility offered by article L.616 - 1 of the consumer code, in case of litigation as a result of their Reservation, that they have recourse to the mediation of MEDICYS which covers BAGAGES DU MONDE:

Medicys

73 boulevard de Clichy, 75009 Paris

contact@medicys.fr

Website: <http://www.medicys.fr/>

The Customer is informed that they may refer the case to the mediator only after having first tried to resolve the dispute directly with BAGAGES DU MONDE by submitting a written claim.

12 - INTELLECTUAL PROPERTY

The www.bagagesdumonde.com website, brands and Services that are presented here are protected by intellectual property rights and/or other rights that BAGAGES DU MONDE holds or which it is authorised to use. No stipulation of the contract can be interpreted as operating any transfer of intellectual property to the Customer.

The customer cannot under any circumstances store (offline session, as the case may be), reproduce, represent, modify, transmit, publish, adapt on any medium whatsoever, by any means whatsoever, or exploit in any way whatsoever, the elements of www.bagagesdumonde.com website, the brands and services without the prior written consent of BAGAGES DU MONDE.

All Customers must comply with all notices relating to intellectual property rights on the site www.bagagesdumonde.com and not alter, delete, modify or otherwise affect it.

The reproduction, imitation or apposition, in whole or in part, of trademarks and designs belonging to BAGAGES DU MONDE or of which it holds third party rights is strictly prohibited without its prior written consent.

13 - MISCELLANEOUS

13.1 Availability of the GCS

The GCS are made available to the Customer on the Paris Aéroport Website or the Paris Aéroport Application, where they may be consulted directly.

13.2 Modification of the Terms and Conditions

BAGAGES DU MONDE reserves the right to modify its terms and conditions at any time and without notice. In case of modification of the GCS, the applicable terms and conditions are those in force on the date of the Reservation.

13.3 – Partial nullity

If any clause of the GCS proves unnecessary, invalid or unenforceable, the remaining clauses of the GCS will remain unchanged and will continue to apply as if the unnecessary, invalid or unenforceable clauses were no longer included.

The temporary or permanent non-application of one or more clauses of the GCS by BAGAGES DU MONDE does not entail the waiving of the other provisions of the GCS, which remain in force.

13.4 Proof

Digital registries, stored in the computer systems of BAGAGES DU MONDE and its partners with reasonable security, will be considered as proof of communications, orders and payments occurring between the parties.

14 - APPLICABLE LAW - JURISDICTION

The contract is deemed to be signed in French, even if the documents and exchanges with the Customer are written in another language.

The contract is governed by French law.

In the event of a dispute between BAGAGES DU MONDE and the Customer or a dispute under the Service, the court having jurisdiction to rule on the dispute shall be the one located in the jurisdiction of the defendant's domicile or registered office in France.

Appendix A: TLF conditions in case of subscription to the Transport Service (general conditions of sale governing Luggage Transport operations carried out by the transport and/or logistics operators of the Union des Entreprises de Transport et Logistique de France (TLF), provider of BAGAGES DU MONDE

UNION DES ENTREPRISES DE
TRANSPORT ET LOGISTIQUE DE FRANCE

T. L. F.

General Terms and Conditions of Sale governing the operations carried out by transport and/or logistics operators

Article 1 - PURPOSE AND SCOPE OF APPLICATION

The purpose of these general terms and conditions is to govern contractual relations between a principal and a "Transport and/or Logistics Operator", hereinafter referred to as the "OTL", for any engagement or operation of any kind linked with the physical movement, by any mode of transport, and/or the physical or legal management of stocks and flows of any goods, packaged or not, from any source and for any destination and/or in connection with the management of any flow of materialised or dematerialised information.

The definitions of the terms and concepts used in these general conditions are those of standard contracts in force.

These general terms and conditions prevail over all other general or specific conditions emanating from the Customer.

In the case of special conditions agreed with the Customer and in the silence of the latter, the general conditions continue to apply.

Article 2 – PRICE OF THE SERVICES

2.1 - Prices are calculated on the basis of information provided by the customer, taking into account in particular the services to be provided, the nature, weight, and volume of the goods to be transported and the routes to be taken. Quotations are based on the foreign exchange rate at the time the quotations are given. They are also based on the conditions and rates of substitutes and the laws, regulations and international conventions in force. If one or more of these basic elements were modified after the delivery of the quotation, including by the substitutes of O.T.L., in an opposable way to the latter, and on the proof reported by it, the prices originally given would be modified under the same conditions. The same is true in the event of any unforeseen event, including a modification of one of the elements of the service.

2.2 - Prices do not include duties, taxes, fees and levies due under any regulation, including tax or customs.

2.3 - The prices initially agreed upon are renegotiated at least once a year.

Article 3 - INSURANCE OF GOODS

No insurance is underwritten by O.T.L. without a written and repeated order from the customer for each shipment, specifying the risks to be covered and the values to be guaranteed.

If such an order is given, O.T.L., acting on behalf of the customer, contracts insurance with a reputable insurance company at the time of cover. In the absence of precise specification, only ordinary risks (excluding risks of war and strikes) will be insured.

Acting in this specific case as agent, O.T.L. cannot be considered in any case as insurer. The conditions of the insurance policy are deemed known and approved by the shippers and recipients who bear the cost. A Certificate of Insurance will be issued, if requested.

Article 4 – FULFILMENT OF THE SERVICES

The dates of departure and arrival possibly communicated by O.T.L. are given for information only. The customer is obliged to give necessary and precise instructions in due time to the O.T.L. for the performance of transport services and ancillary services and/or logistical services.

O.T.L. does not have to check the documents (commercial invoice, packing note, etc.) provided by the customer.

All specific instructions for delivery (cash on delivery, declaration of value or insurance, special interest on delivery, etc.) must be the subject of a written and repeated order for each shipment and be expressly accepted by O.T.L.

Article 5 - CUSTOMER'S OBLIGATIONS

5.1 - Packaging and Labelling:

5.1.1 - Packaging:

The goods must be packaged, wrapped, marked or countermarked, in such a way as to withstand transport and/or a storage operation carried out under normal conditions, as well as the successive handling operations that necessarily occur in the course of these operations.

It must not constitute a cause of danger to driving or handling personnel, the environment, the safety of transport equipment, other goods transported or stored, vehicles or third parties.

The customer is solely responsible for the choice of packaging and its ability to withstand transport and handling.

5.1.2 - Labelling:

On each package, object or load carrier, clear labelling must be applied to allow immediate and unambiguous identification of the shipper, the consignee, the place of delivery and the nature of the goods. The label statements must match those on the shipping document. Labelling must also comply with all applicable regulations, in particular those relating to dangerous products.

5.1.3 - Liability:

The customer is responsible for all the consequences of an absence, insufficiency or defectiveness of the packaging, wrapping, marking or labelling.

5.2 - Sealing:

Trucks, articulated trucks, swap bodies, containers, complete once the loading operations are achieved, are sealed by the shipper itself or by its representative.

5.3 - Reporting obligations:

The customer is liable for all the consequences of a breach of the obligation to inform and declare the exact nature and specificity of the goods when the latter requires special provisions, particularly in view of their value and/or desire it is likely to arouse, its dangerousness or fragility. This information requirement also applies to the declaration of the verified gross weight of a container in accordance with the SOLAS Convention. In addition, the customer expressly undertakes not to return to the O.T.L. any illegal or prohibited goods (for example, counterfeit goods, narcotics, etc.).

The Customer alone shall bear, without recourse against O.T.L., the consequences, whatever they may be, resulting from statements or documents that are erroneous, incomplete, inapplicable, or provided late, including the information necessary for the transmission of any declaration required by the customs regulations, in particular for the carriage of goods from third world countries.

5.4 - Reservations:

In the event of loss, damage or any other mishap to the goods, or in the event of delay, it is the responsibility of the consignee or receiver to make regular and sufficient enquiries, to take reasoned reservations and in general to carry out all acts useful for the conservation of recourses and to confirm the said reservations in the legal forms and deadlines, without which action cannot be initiated against O.T.L. or its substitutes.

5.5 - Refusal or failure of the recipient:

In case of refusal of the goods by the recipient, as in the case of failure of the latter for any reason whatsoever, all the initial and additional costs due and incurred on behalf of the goods will remain the responsibility of the customer.

5.6 - Customs formalities:

If customs operations are to be performed, the customer guarantees the customs representative of all the financial consequences resulting from erroneous instructions, unenforceable documents, etc. generally resulting in the liquidation of additional duties and/or taxes, blocking or seizure of goods, fines, etc. of the administration concerned.

In case of customs clearance of goods in favour of a preferential regime concluded or granted by the European Union, the customer guarantees to have achieved all diligences within the meaning of the customs regulations to make sure that all the conditions for the processing of the preferential regime have been respected.

The customer must, at the request of O.T.L., provide the latter, within the required time, with any information that might be required of it in accordance with the requirements of the customs regulations. Failure to provide this information within this period has the effect of making the customer liable for all the harmful consequences of this failure such as delays, extra costs, damage, etc.

However, the rules of quality and/or technical standardisation of the goods come under the sole responsibility of the customer, it is its responsibility to provide O.T.L. with all documents (tests, certificates, etc.) required by the regulations

for their circulation. O.T.L. cannot be held liable for the non-compliance of the goods with the aforementioned quality or technical standardisation rules.

The customs representative gives clearance in direct representation mode, in accordance with Article 18 of the Union Customs Code.

5.7 - Cash on delivery

The stipulation of cash on delivery is not a declaration of value and therefore does not modify the rules for compensation for loss and damage as defined in Article 6 below.

Article 6 – LIABILITY

In case of proven damage attributable to O.T.L., it is held only to compensate as could be expected at the signing of the contract and which include only what is an immediate and direct result of non-performance within the meaning of Articles 1231-3 and 1231-4 of the Civil Code.

This compensation is strictly limited in accordance with the amounts set out below.

These indemnification limits indicated below constitute the counterpart of the liability assumed by O.T.L.

6.1 - Liability due to substitutes:

O.T.L.'s liability is limited to that incurred by substitutes in the context of the operation entrusted to it. When the indemnification limits of the substitutes are not known, are non-existent or do not result from mandatory provisions, they are deemed to be identical to those set in Article 6.2 below.

6.2 - Personal Responsibility of the Transport and/or Logistics Operator (O.T.L.):

6.2.1 - Losses and damage:

In all cases where the personal liability of O.T.L. would be invoked, for whatever cause and for whatever reason, it is strictly limited, for all damage to the goods attributable to any operation as a result of loss and damage and for all the consequences which may result, to EUR 20 per kilogram of gross weight of goods missing or damaged without being able to exceed, whatever the weight, volume, dimensions, nature or value of the goods concerned, a sum greater than product of the gross weight of goods expressed in tons multiplied by EUR 5,000 with a maximum of EUR 60,000 per event.

6.2.2 - Other damage:

For all other damage, including in case of duly noted delay of delivery, in case its personal liability is incurred, the repair due by O.T.L. is strictly limited to the price of the transport of the goods (duties, taxes and other expenses excluded) or that of the service at the origin of the damage, subject of the contract. This compensation may not exceed that which is due in case of loss or damage to goods.

6.2.3 - Liability in customs matters:

O.T.L.'s liability for any customs operation or indirect contribution that it is carried out by it or by those of its subcontractors cannot exceed the sum of EUR 5,000 per customs declaration, without being able to exceed EUR 50,000 per year of adjustment and, in any event, EUR 100,000 by notice of adjustment.

6.3 - Quotations:

All quotations given, all ad hoc price offers provided, as well as general rates are established and/or published taking into account the limitations of liability stated above (6.1 and 6.2)

6.4 - Statement of value or insurance:

The customer is always entitled to subscribe to a declaration of value which, fixed by itself and accepted by O.T.L., has the effect of substituting the amount of this declaration for the compensation limits indicated above (Articles 6.1 and 6.2.1). This declaration of value will result in a price supplement.

The customer may also instruct O.T.L., in accordance with Article 3 (Insurance of Goods), to take out insurance on its behalf, subject to payment of the corresponding premium, specifying the risks to be covered and the values to be guaranteed.

The instructions (declaration of value or insurance) must be renewed for each operation.

6.5 - Special interest on delivery:

The customer is always entitled to make a special declaration of interest on delivery which, fixed by it and accepted by O.T.L., has the effect, in case of delay, of substituting the amount of this declaration for the aforementioned compensation ceilings (Articles 6.1 and 6.2.2). This declaration will result in a price supplement. The instructions must be renewed for each operation.

Article 7 - PAYMENT CONDITIONS

7.1 - The services are payable cash on receipt of invoice, without discount, instead of issuing it, and in any event, within a period that may not exceed 30 days from its date of issue. The customer is always responsible for their payment. Pursuant to Article 1344 of the Civil Code, the debtor is deemed to have been ordered to pay by the mere fact the obligation is due.

7.2 - The unilateral compensation of the amount of the alleged damages on the price of the services due is prohibited.

7.3 - Any delay in payment entails, by right, the day following the payment date appearing on the invoice, the payment of overrun interest of an amount equivalent to the interest rate applied by the European Central Bank (ECB) to its most recent refinancing operation, increased by ten percentage points and fixed in accordance with the procedures set out in Article L.441-6 paragraph 12 of the French Commercial Code, as well as a lump sum indemnity for the recovery costs of EUR 40 pursuant to Article D.441-5 of the French Commercial Code, without prejudice to the possible compensation, under the conditions of ordinary law, of any other damage resulting directly from this delay.

Any delay in payment will entail, without formalities, forfeiture of the term of any other claim held by O.T.L. which becomes immediately due, even in the event of acceptance of the effects.

7.4 - Any partial payment will be charged first to the non-privileged part of the claim.

Article 8 - CONVENTIONAL RIGHT OF RETENTION AND CONVENTIONAL RIGHT OF PLEDGE

Whatever the quality in which O.T.L. intervenes, the customer expressly recognises a conventional right of retention, enforceable against all, and a conventional lien on all goods, securities and documents in the possession of O.T.L. as a guarantee of all receivables (invoices, interest, expenses incurred, etc.) that O.T.L. holds against it, even before or outside the transactions carried out in respect of the goods, securities and documents that are actually in its hands.

Article 9 - PRESCRIPTION

All actions to which the contract concluded between the parties may give rise, whether for the main or ancillary services, shall be prescribed within one year from the performance of the disputed service of the said contract and, in the matter of duties and taxes collected *a posteriori*, from the notification of the adjustment.

Article 10 – CONTRACT DURATION AND TERMINATION

10.1 - In the event of an established commercial relationship, each party may terminate it at any time by sending a registered letter with acknowledgement of receipt, subject to the following notice periods:

- One (1) month when the duration of the relationship is less than or equal to six (6) months;
- Two (2) months when the duration of the relationship is greater than six (6) months and less than or equal to one (1) year;
- Three (3) months when the duration of the relationship is greater than one (1) year and less than or equal to three (3) years;
- Four (4) months when the duration of the relationship is greater than three (3) years, plus one (1) week per full year of business relationships, not to exceed a maximum of six (6) months.

10.2 - During the notice period, the parties undertake to maintain the economy of the contract.

10.3 - In the event of serious or repeated, proven breaches of one of the parties of its commitments and obligations, the other party must send a reasoned formal notice by registered letter with acknowledgement of receipt. If this remains ineffective within the period of one month, during which time the parties may attempt to discuss, the contract may be terminated definitively, without notice or compensation, by registered letter with acknowledgement of receipt taking note of the failure of the negotiation attempt.

Article 11 - CANCELLATION - INVALIDITY

In the event that any of the provisions of these General Conditions of Sale be declared null or deemed unwritten, all other provisions remain applicable.

Article 12 – JURISDICTION

GENERAL TERMS AND CONDITIONS FOR ONLINE PURCHASES



In case of litigation or dispute, only the Courts of the Head Office of the Transport and/or Logistics Operator (O.T.L.) are competent, even in case of plurality of defendants or calls in the guarantee.

These General Conditions of Sale of the Union of Transport and Logistics Companies of France (T.L.F.) were published on 1 January 2017 (first of January two thousand and seventeen)