



SPECIAL TERMS AND CONDITIONS FOR ONLINE RESERVATION SERVICES

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GENERAL TERMS AND CONDITIONS OF SALE FOR THE PARKING RESERVATION SERVICE 2

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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 P3

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 P2, P3, P4a and P4b

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.

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

At Paris-Orly: car park P ECO and P ECO 2

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 he composes and validates the Access Code sent by Paris Aéroport at the time of the Reservation. Then he goes to the Premium Car Park entrance barrier and composes the same Access Code.

Exit:

To leave the car park, the Customer composes the Access Code at the exit barrier, The Customer goes to the main exit of the car park and composes the same Access Code.

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".

For all Car Park Reservation services, 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 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-ory/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 ADYEN, certified PCI-DSS, with the management of remote payments by Bank Card and Wallets for the Parking Reservation Service. The data is stored securely and can be used for your next payment on our website. It can't be transmitted for commercial purposes. Personal data may only be transferred within conditions and by ensuring protection of your personal data. You have the right to access, correct or delete personal data that relates to you. You may, for legitimate reasons, oppose the use of your personal information in this way. You can exercise these rights by contacting the department that collected the data, using this following address : 23 RUE TAITBOUT 75009 PARIS

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 and wallets accepted for payment of the Parking Reservation Service are: Carte Bleue Visa, MasterCard, American Express, China UnionPay, Alipay, WeChat Pay

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> 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.

Article 11 – Personal data

In accordance with European Regulation No. 2016/679 of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR) and Law No. 78-17 of 6 January 1978, as amended, in relation to computing, data files and civil liberties, the Customer is informed that Personal Data may be collected and processed by ADP for the proper implementation of this contract.

Aéroports de Paris ensures the security and confidentiality of your personal data by implementing enhanced data protection through the use of physical and logical safeguarding methods.

11.1. Personal data concerned and purposes for which it will be used by the Parties

In addition to the Personal Data processing outlined in the General Terms and Conditions of Use of the website [parisaeroport.fr](https://www.parisaeroport.fr) - <https://www.parisaeroport.fr/passagers/c-g-u> and to ensure that the access service for the airport's public car parks is correctly performed, ADP is required to process the following Personal Data:

- surname, first name, telephone number, e-mail address, reservation dates, car park access code
- the photo and licence plate number of the vehicle presented at the car park entry and exit, in order to link the licence plate to the access code and, where applicable, the ticket number and the entry and exit timestamps.

For the following purposes:

- reservation contract management
- sending the reservation code for entering and leaving the car park
- the safety of people and property, including tackling theft and fraud through licence plate reading at entry and exit
- dispute management
- client feedbacks on the Car Park online booking service with the partner Avis Vérifiés (Netreviews),

and are kept for 36 months, except for the photos and licence plate number of the vehicle presented at the car park entry and exit, which are kept for 90 days.

Processing is justified by the fulfilment of duties in the contract execution and by the legitimate interest pursued by Aéroports de Paris.

11.2. Contact details of the Data Controller and the Data Protection Officer for data belonging to ADP and the Parties

In accordance with the regulations, you have a right of access, rectification, erasure and portability of your personal data, along with the right to restriction of processing.

You may also indicate what you would like to happen to your personal data in the event of death.

These rights can be exercised by contacting the Data Protection Officer by post or email accompanied by proof of identity at the following addresses:

By e-mail: informatique.libertes@adp.fr

By post:



Délégué à Protection des Données
Bât 300 - CS 90055
94396 Orly Aéroport Cedex, France

If after having contacted us, you consider that your rights on your data have not been respected, you can lodge a complaint with the French Data Protection Authority (CNIL).

