



GENERAL TERMS AND CONDITIONS OF SALE

Updated on 19/02/2018



I.- PREAMBLE:

C2J (hereinafter referred to as "**My Conciergerie**") is a simplified joint stock company with share capital of 45,000 euros, entered on the Paris Trade and Companies Register under number 824 940 092, having its registered office at 144 boulevard Pereire | 75017 Paris. My Conciergerie offers various services and notably hosting, for all users (hereinafter referred to as a "**User**" and collectively as "**Users**"). My Conciergerie offers a range of personalised support services from door to door, at arrival, departure and for correspondence as well as a concierge services. The General Terms and Conditions (hereinafter referred to as the "**T&Cs**"), will prevail over any other document distributed by My Conciergerie (brochure, catalogue).

1.2 In such instance as My Conciergerie refuses to claim on an ad hoc basis performance of any provision in the T&Cs, this may not be deemed as relinquishment of claiming said provision.

In such instance as any of the T&Cs should be invalid, this will under no circumstances lead to invalidity of the other provisions.

Any other term or condition opposed on a User may not be enforced on My Conciergerie without prior express acceptance, regardless of the time it is notified thereunto.

1.3 The User should be able to enter into contract and commit so as to accept these T&Cs. It should be noted that only the T&Cs appearing on the website www.MyConciergerieorlycdg.fr will prevail. My Conciergerie may intervene in the capacity of intermediary in relations between Users and all suppliers or products or services. Consequently, it is incumbent upon the User to consult their general terms and conditions of sale and to accept these.

II. - PERSONALISED SUPPORT SERVICES PROPOSED BY MY CONCIERGERIE

We hereby invite you to refer to article 3 herein in order to read the terms and conditions for reservation, modification and/or cancellation of the services proposed by My Conciergerie.

2.1 Hosting services - User support in the journey to the airport

2.1.1 Prices and content of services

Welcome upon departure – Fixed rate €150 including VAT (1 to 3 people) + €30/additional person:

- Luggage (up to 4 items);
- Tax clearance assistance;
- Check-in assistance;
- Fast-track passage through controls;
- Support to the airplane.

Welcome upon arrival – Fixed rate €150 including VAT (1 to 3 people) + €30/additional person:

- Carrying hand luggage;
- Fast-track passage through passport control;
- Collection and carrying hold luggage;
- Support to transportation.

Connection assistance 1h to 3h – Fixed rate €190 including VAT (1 to 3 people) + €40/additional person:

- Carrying hand luggage;

- Fast-track passage through passport control;
- Collection of hold luggage and assistance for second check-in (if luggage is not handled for the connection);
- Fast-track through all control points.
- Assistance to the airplane.

Connection assistance 3h to 5h – Fixed rate €235 including VAT (1 to 3 people) + €40/additional person:

- Carrying hand luggage;
- Fast-track passage through passport control;
- Collection of hold luggage and assistance for second check-in (if luggage is not handled for the connection);
- Fast-track through all control points.
- Assistance to the airplane.

2.2. Luggage assistance

2.2.1 Luggage assistance at departure:

- The User is welcomed by the concierge at the time of arrival at the airport at the previously indicated meeting point, with a name card and trolley;
- User assistance until check-in.

Price:

- Same terminal: €80 including VAT (from 1 to 4 items) + €10 including VAT/additional item
- Interterminal: €100 including VAT (from 1 to 4 items) + €10 including VAT/additional item

2.2.2 Luggage assistance upon arrival:

- The User is welcomed by a concierge in the luggage delivery room with a name card and trolley;
- User assistance to transportation.

Price:

- Same terminal: €80 including VAT (from 1 to 4 items) + €10 including VAT/additional item
- Interterminal: €100 including VAT (from 1 to 4 items) + €10 including VAT/additional item

2.3 Tax clearance assistance

2.3.1 Service content:

- The User is welcomed upon arrival at the airport with a name card at the previously defined welcome point;
- Assistance in the tax clearance areas and assistance with tax clearance;
- Fast-track through tax clearance;
- Luggage check-in assistance.

Price: €100 including VAT (from 1 to 3 items) + €30 including VAT/additional person

2.4. Transportation with driver - Car transportation to or from Paris

2.4.1 Prices in Paris <-> Orly or Charles de Gaulle airports:

- Peugeot 508 (up to 3 people): €110 including VAT
- E Class Mercedes (up to 3 people): €155 including VAT
- S Class Mercedes (up to 3 people): €235 including VAT

- Mercedes Vito (up to 8 people): €175 including VAT
- V Class Mercedes (up to 7 people): €200 including VAT
- Mercedes Sprinter (up to 15 people): €350 including VAT

2.4.2 Performance of services:

The driver awaits the User, who has booked in advance, for 15 minutes at the place indicated prior to the agreed time and will handle luggage.

Inside each car there will be a bottle of water and daily newspaper available for use by the User. All cars have WiFi.

The User will be in contact with the driver the day before departure or the date of arrival by SMS.

2.4.3 Terms and conditions of use of the service:

This service does not include taxi bookings.

Luggage is accepted up to a limit of 30 kg per person transported and remain under the custody thereof. Upon request, a transportation form will be issued to the person at the end of the service.

Any claim should be made within 8 (eight) days following the date of performance of the transportation service concerned and in line with the terms and conditions outlined under article 10.2 of the present general terms and conditions of sale.

Transportation of people against payment is a regulated activity. Only authorised vehicles (vehicles with drivers, ad hoc transportation, taxis) may perform this service.

2.5 Conciergerie services

2.5.1 Subscription to the concierge service:

- Subscription to the private concierge services provided by My Conciergerie is strictly personal and for a term of 14 days (Price: €180 including VAT) from the date of confirmation by the User of subscription to the concierge services by telephone or email. The User is responsible for their subscription and should take all measures necessary so that no other person may use this service in their name. The benefit of an order placed with My Conciergerie is reserved for the User and may not be transferred to any third party without the prior express consent of My Conciergerie, and, where applicable, the supplier. In the interests of quality and service improvement, calls made to My Conciergerie may be recorded.
- My Conciergerie hereby reserves the right to cancel or suspend subscription of the User at its own initiative, without prior notice, in the event of misuse or fraudulent use, behaviour contrary to the best interests of My Conciergerie, falsification of information sent to My Conciergerie or service providers, by the User or by any third party acting on behalf of the User.

2.5.2 Terms of use of the concierge service

- Once the User's subscription is active, the User may issue requests by telephone, email or any other means offered by My Conciergerie. In the framework of processing and handling requests issued by the User, My Conciergerie only intervenes in the capacity of intermediary between the User and suppliers and/or service providers. The services are undertaken by My Conciergerie in the name and on behalf of the User with service providers in the framework of a mandate conferred by the User to My Conciergerie, approved at the same time as acceptance of these terms and conditions, and valid for all requests made to My Conciergerie and performed in the framework and in line with the terms and conditions set forth herein. Expenses incurred with various suppliers are in the name and on behalf of the User. Application of the expense regime - article 267 II (2) of the General Tax Code
- Requests issued to My Conciergerie should respect legislation and the code of ethics. In the event non-compliance, My Conciergerie is authorised not to accept a request. Access to concierge products and services may be restricted to certain people or in certain countries. My Conciergerie will not handle any request which breaches public laws and proper customs in the country of performance of these presents.
- For the proper handling of any request involving services or invoices in excess of €100, written approval of the User may be requested by My Conciergerie for the order to be definitively accepted. The User expressly accepts that electronic documents (email, SMS, recordings, etc.) may be used as proof.
- Orders placed with My Conciergerie are accepted subject to availability with service providers. In the event of non-availability of a service, My Conciergerie hereby undertakes to make all best efforts to propose alternative services. In the event of failure to accept alternative solutions by the User, My Conciergerie will purely and simply cancel the request. No compensation may be requested by the User in this instance.
- My Conciergerie will communicate with service providers on behalf of the User. If the user so wishes, they are entitled to directly contact the supplier or service provider.

2.5.3 Special concierge services

- **Restaurants and Clubs:** For certain bookings of clubs and restaurants, the User hereby authorises My Conciergerie to use their payment card to guarantee the bookings.
- **Ticketing:** My Conciergerie hereby undertakes to make all best efforts to obtain

tickets for all events for the User with its partner suppliers and/or service providers.

In as the case where an event is sold out at the usual ticket offices, My Conciergerie may use specialist service providers. Consequently, the prices offered are subject to change at any time and may be different to the face value indicated on the tickets due to an increase for agency, management and/or handling fees.

Any confirmed booking request is fixed and definitive. Consequently, tickets booked may not be cancelled, deferred, modified or exchanged.

The User is bound to check the date and time of the event or show, as the producer may change these without notice.

My Conciergerie is not responsible for the loss of tickets or their delivery to the wrong postal address, given that no duplicate of said tickets may be issued to the User.

Similarly, under no circumstances may My Conciergerie be held liable for the cancellation or deferral of an event or show. In the event of cancellation or deferral by the artist, producer or organiser, regardless of the circumstances, My Conciergerie may only be held liable for reimbursement of the face value of the tickets, subject to receiving reimbursement from the producer or organiser.

Pursuant to article L. 221-28 of the Consumer Code, tickets are not subject to a right of retraction.

2.6 Deposits

My Conciergerie offers the User the right to leave small personal effects (car or house keys etc.) to be stored until their return or delivered to a duly nominated person.

In derogation to article 3 of these presents, any modification may be made to the time of deposit and collection of personal effects in line with the opening hours of the deposit office. Cancellation may also be undertaken and, regardless of the time, at no cost. However, any request to send small personal effects will generate fees which will be invoiced to the User. It is hereby indicated that My Conciergerie may not be held liable in the event of loss of small personal effects when sent by post.

Price: €20 including VAT

2.7 Booking service for official lounges in Paris - Charles de Gaulle and Paris - Orly airports

My Conciergerie offers the option to all Users to make bookings in the 200 and 500 official lounges in Paris - Charles de Gaulle and Paris - Orly airports.

We would like to draw to your attention that lounges are booked as a priority for official delegations and government ministers. Consequently, in derogation to article 3 herein, up to 6 hours prior to access to said lounge, the service may be cancelled without the

option of making any modification. Reimbursement will be made within 10 working days, or a similar service may be proposed as a replacement. Moreover, the service may not last for more than 4 hours.

Price of the service: €1,500 including VAT

Price of the service with correspondence: €3,000 including VAT

III. - TERMS AND CONDITIONS FOR BOOKING, MODIFICATION AND CANCELLATION OF SERVICES

3.1. Booking conditions: Any booking made with My Conciergerie should be made at least within 24 hours prior to performance of the service. Failing respect of the aforementioned deadline, no booking may be made.

3.2. Modification conditions: Any modification to a service previously booked with My Conciergerie should be undertaken by the latest 4 hours prior to the start of performance of the service; failing which, any modification may not be taken into account by My Conciergerie. In exception to that which precedes, any modification in relation to the concierge service will not be charged and within the limits of the general terms and conditions of suppliers and/or service providers upon whom My Conciergerie calls so as to fulfil a request.

3.3. Cancellation conditions: Any cancellation of a service previously booked with My Conciergerie requires a deadline of notice of at least 4 hours prior to performance thereof. Failing this, all fees incurred by My Conciergerie will be invoiced to the User. In exception to that which precedes, any cancellation in relation with the concierge service will not incur any costs and within the limit of the general terms and conditions of the suppliers and/or service providers upon whom My Conciergerie calls so as to fulfil any request.

We hereby invite you to contact us so as to find out any further details as to your booking, modification and/or cancellation.

IV. - TERMS OF USE OF SERVICES:

4.1 The User may send requests by telephone, via the dedicated online form, by email or via any other communication means made available by My Conciergerie.

4.2 Requests sent to My Conciergerie should respect legislation and the code of ethics. In the event of default in respect, My Conciergerie is authorised not to accept any request. My Conciergerie will not handle any request which breaches public laws and proper customs in France.

4.3 Any order sent to My Conciergerie will be confirmed to the User by email, as soon as possible and will indicate:

- The date of performance of the service and/or delivery of the product
- The nature of the service and/or the product
- The price including VAT

- The terms and conditions of cancellation of the order of the product and/or service

4.4 Requests for the performance of services made to My Conciergerie are subject to availability.

In the event of non-availability of a service, My Conciergerie hereby undertakes to make all best efforts so as to propose alternative services.

In the event of default in acceptance of alternative solutions by the User, My Conciergerie will purely and simply cancel the request. No compensation may be claimed by the User in this instance.

4.5 Service Availability: 24 hours a day, 7 days a week

V. - PAYMENT TERMS:

5.1 Products and services will be invoiced to the User on the basis of prices indicated by My Conciergerie as at the date of approval by the User of the order. My Conciergerie hereby notified the User that prices displayed within the present T&Cs may be modified and/or increased; My Conciergerie hereby undertakes to notify the User in advance of any modification and/or increase.

Certain types of request may generate additional handling costs.

In the event of any concierge service, the products and services ordered will also be invoiced to the User who is using the service, on the basis of prices indicated for the selected services.

5.2 Approval by the User of the proposal sent by My Conciergerie in response to its request will be definitive after payment is made. We hereby invite you to read the terms and conditions for retraction of the service under article 10.1 of the present T&Cs.

5.3 Immediately following approval of the application, the User hereby undertakes to pay for the service by any means offered by My Conciergerie and notably by telephone or the e-commerce platform provided where applicable.

5.4 In the event of any payment delay, penalties may be applied, up to the rate in force with the European Central Bank increased by ten points and on a monthly basis where this concerns a natural person. If this concerns a legal entity, pursuant to articles L. 441-6 and D. 441-5 of the Commercial Code, any payment delay will ipso jure lead in addition to late payment penalties equivalent to 3 times the legal interest rate effective from the day immediately after the payment date appearing on the invoice, to an obligation for the User to pay a fixed-rate compensation amount of €40 corresponding to recovery fees. Additional compensation may be claimed, upon justification, where recovery fees incurred are higher than the amount of the fixed-rate compensation.

5.5 Accepted payment terms: Bank cards for any bank located in France as well as abroad are accepted: Visa, Mastercard, American Express.

5.6 Provisions applicable to payment of service providers for the concierge service.

5.6.1 In the framework of the concierge service, the User may request and authorise My Conciergerie to

use the remote payment card so as to make payment to a service provider and/or user.

The User should ensure that the details pertaining to his payment card are correct and that he has all available funds in his bank account to cover payment of the services and/or products ordered.

5.6.2 At the time of approval of the order, the User undertakes to make payment for the service as soon as possible. In the event of any payment delay, My Conciergerie may not be held liable for any change in availabilities and prices for the products and/or services ordered.

5.6.3 The User hereby authorises My Conciergerie to bill it for these costs and authorises it to debit these amounts from its payment card. Under no circumstances whatsoever may My Conciergerie make payments for orders placed by Users. Payment will be made in line with the General Terms and Conditions of the supplier. Payment may be made in line with different terms and conditions, subject to previously notifying the User.

VI - OBLIGATIONS OF MY CONCIERGERIE:

6.1 My Conciergerie hereby undertakes to respond to requests made by the User, regardless of their nature, as soon as possible and undertakes to provide all advice in relation thereto and in line with the limits set forth under article 3.2 of the present T&Cs.

6.2 By the very nature of its activities, My Conciergerie is bound by an obligation of means and not of results.

VII. - LIABILITY:

7.1 The User hereby recognises and accepts that My Conciergerie acts in line with requests as expressed in the requests issued.

My Conciergerie may not be held liable in the event of any error for which the User is liable in any manner whatsoever.

7.2 My Conciergerie may not be held liable for default in performance of its obligations in the event of any case of force majeure (disturbances, transportation strikes, strikes in communication or postal services, flooding, fire or IT breakdown) as defined by article 1218 of the new Civil Code.

7.3 Service Providers and/or Suppliers are liable for the services, products or benefits offered to Users. My Conciergerie may not be held liable for improper performance of an order. In the event of any claim, the User should directly contact the service providers concerned.

7.4 The liability of My Conciergerie will in all instances be limited to the total amount billed or which should have been billed, and at the time of the dispute.

7.5 In the framework of the concierge service, My Conciergerie may not be held liable for recommendations as to the choice of a service provider. My Conciergerie is hereby authorised to cancel or refuse orders from a User with whom there is a pending dispute.

VIII. - CONFIDENTIALITY AND DATA PROTECTION:

My Conciergerie hereby undertakes to stringently respect the confidence granted by Users.

In compliance with its code of ethics, My Conciergerie protects all personal data which Users may be led to send it in the framework of their subscription.

Use of this personal data is reserved solely for internal use (managing requests, billing, etc.). Pursuant to its legal obligations, performance of the service complies with recommendations of the CNIL (National Data Protection Watchdog), My Conciergerie stores this data in line with legislative terms and conditions.

This information is only accessible by My Conciergerie staff and ADP Group, Service Concierge SAS, City One SAS, Chabé SAS and their subsidiaries or any other entity within their respective groups and any third party in commercial relations with my Conciergerie and bound by a confidentiality commitment, located either within or outside of the EU. This information is only used in the framework of those purposes for which Users disclosed it.

Pursuant to articles 38, 39 and 40 of the Data Protection and Freedom of Information Act no. 78-17 of 6th January 1978, Users have a right to access, amend and delete their data held by My Conciergerie with whom they are in contact, and in line with the terms and conditions set forth under article 34 of said Act.

IX. - DEFAMATION

Pursuant to the law of 29th July 1881, My Conciergerie hereby reserves the right to take legal action against any person who is guilty of abuse or defamation against it. Any allegation or accusation which harms the honour or consideration of My Conciergerie, whether directly or by reproduction, is subject to legal action.

X - RETRACTION, CLAIMS AND OBJECTION TO TELEPHONE CANVASSING:

10.1 Retraction: "Professional" users have no right of retraction of any nature whatsoever.

Pursuant to article L. 221-18 of the Consumer Code, "Consumers" have a period of fourteen (14) days in which to retract without needing to provide any reason and without any additional cost and can do so by completing the form attached herewith and by sending this by post or email to contact@myconciergerieorlycdg.fr prior to expiry of

the term of retraction which runs from the date of signature of the contract.

This retraction will lead to reimbursement of the total amount of the service acquired from My Conciergerie minus all costs already incurred by My Conciergerie. It is hereby indicated that this will also lead to the obligation for Users to send, at their own cost, all documents and materials which may have been sent in the meantime.

Pursuant to article L. 221-25 of the Consumer Code, the right of retraction may not be exercised if the service has been performed in full prior to the end of the retraction period; performance will be deemed to have begun following prior express acceptance of the consumer and express relinquishment of his right of retraction.

10.2 Claims: If the responses issued to you by your usual point of contact fail to fulfil your request, you can send a claim to our Quality Assurance Department within 8 days following performance of the service: My Conciergerie – 144 boulevard Pereire – 75017 Paris (France) or by calling the following number: 01 42 89 06 16. You will be contacted as soon as possible.

10.3 Objection to telephone canvassing: If you have sent us your telephone number(s), you are entitled to sign up for free to an ex-directory with the manager who is appointed by decree (www.bloctel.gouv.fr).

XI. - DISPUTE RESOLUTION AND APPLICABLE LAW

11.1 The legislation applicable to contractual relations between My Conciergerie and Users is solely and exclusively French law.

11.2 In the event of default in respect of the present T&Cs, the liability of the User may be incurred.

11.3 In the event of any dispute arising, the User hereby undertakes to contact My Conciergerie first and foremost in order to seek an amicable resolution, and notably its Quality Assurance Department. Failing any amicable solution, any dispute concerning the validity, interpretation or performance of the present T&Cs will be referred to the French Courts, who will hold sole and exclusive jurisdictional competence.

11.4 My Conciergerie adheres to the mediation service implemented by the CMAP (Centre for Mediation and Arbitration in Paris), and consequently, if you should encounter any problem with us: <http://conso.cmap.fr/>

RETRACTION FORM

CONCIERGERIE

(Please complete and return the present form only if you wish to exercise your right of retraction over the contract).

FAO : My Conciergerie – 144 boulevard Pereire | 75017 Paris

I hereby notify you of my wish to retract performance of the following services:

Ordered on: _____

Name of consumer:

Address of consumer:

Date and consumer signature :

Empty box for date and consumer signature.