



PARIS LOUNGE NETWORK

TERMS AND CONDITIONS OF SALES

Updated on September 10, 2024

LE MEET & GREET by **extime**

I - PREAMBLE

1.1. The company Paris Lounge Network (hereinafter referred to as “**PLN**”) is a simplified joint-stock company with a capital of euros 1,000,000, registered with the R.C.S. of Bobigny under number 903 959 070, with its registered office located at Bâtiment 6023, 4 rue de la Haye, 93290 Tremblay-en-France. PLN provides a variety of services in airport lounges, including personalized door-to-door assistance upon arrival, departure, and during connections, as well as concierge services, and transportation to and from the aircraft, as described herein (the “**Services**”), for the benefit of any users (hereinafter individually referred to as the “**User**” and collectively as the “**Users**”).

These General Terms and Conditions of Sale (hereinafter the “**GTC**”) take precedence over any other document disseminated by PLN (brochure, catalog, etc.).

1.2 PLN’s occasional failure to invoke any provision of the GTC does not constitute a waiver of that provision. If any provision of these GTC is rendered invalid, it will not affect the validity of the other provisions. Unless otherwise required by law, any contrary terms proposed by a User shall not apply to PLN unless expressly and previously agreed upon, regardless of when they were brought to PLN’s attention.

1.3 The User must have the legal capacity to contract and commit to accept these GTC. It should be noted that only the GTC in force at the time of subscribing to the Services offered by PLN shall apply. PLN may act as an intermediary in relations between Users and any third-party suppliers of products or services. As such, it is the responsibility of the User to review and accept their general terms and conditions of sale.

1.4 These GTC apply to all orders placed by Users, whether through PLN’s website, by phone, email, or via any online platform, including marketplaces. In particular, orders placed via PLN’s commercial partners operating a marketplace are also subject to the GTC.

II - PERSONALIZED ASSISTANCE SERVICES OFFERED BY PLN

We invite you to refer to Article 3 of these GTC to familiarize yourself with the conditions for booking, modifying, and/or canceling the Services offered by PLN. Regardless of the Services, luggage is accepted within the weight limit set by the International Air Transport Association (“**IATA**”) per transported person and remains under their responsibility. Oversized luggage will be subject to a quote upon the User’s request.

2.1. Reception Services – Assistance for the User

throughout their journey at the airport

2.1.1 Pricing and Scope of Services

The User is informed of the applicable price for the Services at the time of the order.

Departure flight reception :

- Luggage handling (up to 4 pieces of luggage);
- Assistance with luggage check-in;
- Fast-tracked passage through all security checkpoints.
- Escort to the boarding gate.

Arrival flight reception :

- Handling of cabin luggage;
- Fast-tracked passage through passport control;
- Retrieval and handling of checked luggage;
- Escort to your transportation near the arrival airport.

Connecting flight reception :

- Handling of cabin luggage ;
- Fast-tracked passage through passport control;
- Fast-tracked passage through all security checkpoints;
- Escort to the airplane door.

Connecting flight reception :

- Handling of cabin luggage ;
- Fast-tracked passage through passport control;
- Collection of checked baggage and assistance with re-checking luggage (if the baggage is not in transit);
- Fast-tracked passage through all security checkpoints;
- Escort to the airplane door.

2.2. Baggage Handling

2.2.1. Departure Baggage Handling :

- The User is welcomed by a concierge upon arrival at the airport at the pre-arranged meeting point, holding a name sign and a trolley;
- Assistance for the User until check-in.

2.2.2. Arrival Baggage Handling :

- The User is greeted by a concierge at the airplane door with a name sign;
- Accompaniment of the User to their transport near the arrival at the airport;

2.3. Tax Exemption Assistance

- Welcome upon your arrival at the airport with a personalized sign at the previously defined meeting point;
- Accompaniment to the tax exemption area and assistance with the tax exemption process;
- Facilitated passage for the tax refund;
- Assistance with baggage check-in.

2.4. Transportation of persons with drivers - car transport to or from Paris

2.4.1. Rates Paris <-> Orly or Charles de Gaulle airports:

- Mercedes Classe E (capacity for 3 passengers)
- Mercedes Classe S (capacity for 3 passengers)
- Mercedes Classe V (capacity for 7 passengers)
- Mercedes Sprinter (capacity for 15 passengers): pricing upon request.

2.4.2. Services Process

The driver waits for the User, who has made a reservation in advance, for 15 minutes at the chosen location before the agreed time and takes charge of their luggage.

Inside each car, a bottle of water and the day's available newspaper are provided for the User. All cars are equipped with Wi-Fi.

The User is contacted by their driver the day before their departure or on the day of their arrival via SMS.

2.4.3. Terms of Use for Services

The Services do not include taxi reservations.

Luggage is accepted up to a limit of 32 kg per passenger and remains under their custody. Upon request, a transport slip is provided to the passenger at the completion of the transport Service. Any complaint must be made within 8 (eight) days following the date of the execution of the concerned transport Service and must be submitted in accordance with the conditions described in Article 10.2 of these GTC.

The transportation of passengers for payment is a regulated activity. Only authorized vehicles (VTC, occasional transport, taxis) may provide this Service.

2.5. Concierge Service

Once the User's membership is activated, they can submit their requests by phone, email, or through any other means provided by PLN. In processing the requests submitted by the User, PLN acts solely as an intermediary between the User and the suppliers and/or service providers. The Services are performed by PLN on behalf of and for the account of the User with the service providers within the framework of a mandate entrusted by the User to PLN, validated upon acceptance of these General Terms and Conditions (GTC), and applicable to the requests made to PLN and executed in accordance with the provisions and terms set forth in these GTC. Expenses incurred with the various suppliers are made on behalf of and for the account of the User. Application of the expense reimbursement regime – Article 267 II 2° of the French General Tax Code (CGI).

Requests submitted to PLN must comply with legal and ethical standards. In the event of non-compliance, PLN is authorized to refrain from responding to the request. Access to the concierge services may be subject to restrictions with respect to certain individuals or in certain countries, PLN will not process any requests that

violate laws concerning public order and good morals in the country of execution of these provisions.

For any request processing involving services or billing, PLN requires the written validation of the User for the order to be definitively acknowledged. The User expressly agrees that electronic documents (email, SMS, recordings, etc.) may serve as evidence.

Orders placed with PLN are subject to availability from the service providers. In the event that a Service is unavailable, PLN commits to making its best efforts to offer alternative Services.

If the User rejects the alternative solutions proposed, PLN may proceed with the outright cancellation of the request. No compensation may be claimed by the User in this case.

PLN will communicate with the service providers on behalf of the User. If desired, the User has the option to contact the provider or service provider directly.

2.6. Reservation Service for Official Lounges at Paris – Charles de Gaulle and Paris – Orly Airports

PLN offers every User the opportunity to book the official lounges Extime Exclusive and 500 at Paris – Charles de Gaulle and Paris – Orly airports.

We would like to bring to your attention that the lounges are primarily reserved for official delegations and government members. Thus, by way of exception to Article 3 of these terms, the Service may be canceled up to 6 hours prior to access to the said lounge. A refund will be processed within ten (10) business days, or a similar service may be offered as a replacement. In any case, the reservation of an official lounge shall not exceed 4 hours.

All modifications incur costs that will be borne by the User. In case of cancellation less than twelve (12) hours before the time of the Service, fees will be applied to the User. The conditions for modifications and cancellations are provided by the booking agents.

Service price: upon request

Service price with connection: upon request

Modification fees: upon request.

The payment by the User for the official lounges Extime Exclusive and 500 does not constitute a guarantee of their availability, nor a confirmation of the corresponding Service, as the Airport of Paris Group reserves the right to put the User's reservation request on hold or to refuse it. In any case, PLN will inform the User of the status of their reservation request and will process a refund for the User who has already paid for an unfulfilled Service, if applicable and unless cancellation is initiated by the User.

2.7. Service for the Reservation of Extime Lounge

(Charles de Gaulle Airport Terminal 1, Terminal 2B and 2D, and Orly Airport Terminal 4) and Primeclass (Orly Airport Terminal 4)

PLN offers every User the possibility to reserve access to the aforementioned Extime Lounge and Primeclass lounges.

The User can reserve access to the Extime Lounge and Primeclass lounges mentioned in this article at the reception desk of the respective lounge, and the User can access said lounges based on their availability. PLN reserves the right to refuse and/or revoke access to said lounges to any User who is intoxicated and/or displays aggressive behavior, without discrimination.

The User may make use of the following services for a maximum period of three (3) hours:

- Extime Lounge (Charles de Gaulle Airport Terminal 1): Wifi, Online Press, Buffet (the use of showers and the à la carte menu at the Extime Lounge T1 are not included).
- Extime Lounge (Charles de Gaulle Airport Terminal 2BD)
- Wifi, Online Press, Buffet (the use of showers is not included)
- Extime Lounge (Orly Airport Terminal 4)
- Wifi, Online Press, Buffet (the use of showers is not included)
- Primeclass (Orly Airport Terminal 4)
- Wifi, Online Press, Buffet

III - RESERVATION, MODIFICATION AND CANCELLATION TERMS FOR SERVICES

3.1. Reservation Conditions: Any reservation of Service(s) with PLN must be made as early as possible before the date of the Service. Reservations are subject to availability, which is never guaranteed by PLN.

3.2. Modification Conditions: Any modification to a Service previously reserved with PLN must be made no later than twelve (12) hours before the start of the Service. Failing this, PLN will not be able to consider the modification. By exception, any modification related to the Concierge Service can be made free of charge, subject to the terms and conditions of the third-party suppliers and/or service providers that PLN may have used to fulfill a request.

3.3. Cancellation Conditions: In the event of a late cancellation made less than twenty-four (24) hours before the start of the Service, the corresponding fees will be owed by the User to PLN.

It is the User's responsibility to review the conditions general sales conditions of the Groupe ADP regarding cancellation fees for the official lounges 200 and 500 at

Paris Charles de Gaulle and Paris-Orly airports. PLN may cancel the Services ordered by the User up to the last minute for a legitimate reason, provided that a reasonable notice period is respected, and that the User is informed.

IV – TERMS OF USE OF SERVICES

4.1 The User may submit their requests by phone, through the dedicated form on the website, via email, or through any other means of communication made available by PLN.

4.2 Requests submitted to PLN must comply with legal and ethical standards. In case of non-compliance, PLN is authorized to refrain from processing the request. PLN will not handle any requests that violate the laws concerning public order and good morals in France

4.3 Every order submitted to PLN will be confirmed to the User by email as soon as possible and will specify:

- The date of the Service execution
- The nature of the Service
- The total price (including VAT)
- Your contact information
- The cancellation conditions for the Service

4.4 The Requests for Services made to PLN are subject to availability. In the event that a Service is unavailable, PLN agrees to make its best efforts to propose alternative Services.

4.5 In the event that the User does not accept the alternative solutions proposed, PLN will proceed with the outright cancellation of the request.

4.6 Service Availability: 24 hours a day, 7 days a week.

4.7 Loyalty Programs. Users may, under certain conditions, benefit from loyalty programs or promotions offered through third-party partner platforms. These programs are subject to the specific terms of use of those platforms and are distinct from these General Terms and Conditions. PLN assumes no responsibility for the management or application of these programs.

V - PAYMENT

5.1 The Services will be invoiced to the User based on the rates indicated by PLN on the day the User validates their order. PLN wishes to inform the User that the prices charged by PLN may be subject to modifications and/or increases; PLN commits to informing the User in advance of any modifications and/or increases.

Certain types of requests may incur additional processing fees.

In the case of the concierge service, the ordered services

will also be charged to the User, based on the rates indicated by the selected service providers.

The User's acceptance of the proposal submitted by PLN in response to their request will be definitive after effective payment. We invite you to read the withdrawal conditions specific to the Service in Article 10.1 of these GTC.

5.2 Upon validation of the request, the User agrees to pay for the Service using any method offered by PLN, including, where applicable, through the e-commerce platform made available to them. All transactions conducted on our site are secured using encryption protocols to ensure the protection of the User's personal and banking data.

5.3 In the event of a late payment, penalties may be applied at a rate equal to the European Central Bank's rate plus ten percentage points, calculated on a monthly basis if the User is an individual.

5.4 If the User is a legal entity, in accordance with Articles L.441-6 and D.441-5 of the French Commercial Code, any late payment will automatically result, in addition to late payment penalties equivalent to three times the legal interest rate from the day following the due date specified on the invoice, in the User's obligation to pay a fixed compensation of €40 corresponding to collection costs. An additional compensation may be claimed, upon providing supporting documents, when the collection costs incurred exceed the amount of the fixed compensation. Accepted payment methods: Bank cards linked to a banking institution located in France as well as abroad are accepted: Visa, Mastercard, American Express.

5.5 Provisions Applicable to Payment for Service Providers in the Concierge Service

5.5.1 Upon validation of the order, the User agrees to pay for the Service as soon as possible. In case of payment delay, PLN shall not be held responsible for changes in the availability and prices of the ordered Services.

5.5.2 The User hereby authorizes PLN to re-invoice these fees and allows PLN to charge these fees to their payment card. Under no circumstances shall PLN make payments for the orders of its Users. Payment will be made according to the General Terms and Conditions of Sale of the supplier. The payment may occur under different conditions, subject to prior notification to the User.

VI - OBLIGATIONS OF PLN

6.1 PLN is committed to responding to requests made by the User, regardless of their nature, in the

shortest possible time and undertakes to provide advice regarding these requests within the limits set forth in Article 3.2 of these General Terms and Conditions of Sale.

6.2 By the very nature of its activity, PLN is subject to an obligation of means and not of results towards professional Users.

VII - RESPONSABILITIES

7.1 The User acknowledges and agrees that PLN acts based on the requests as expressed in the requests submitted. The User is required to provide all the information required by the reservation center, including their full name, flight number, and service date.

PLN cannot be held responsible for any errors or shortcomings in the information provided, for which the User is in any way responsible.

PLN's services are those of an airport assistance service and do not in any way guarantee the User the ability to catch their flight within a short timeframe, whether at departure or in transit. The User is therefore required to take all necessary measures to ensure the proper execution of the service.

7.2 PLN cannot be held responsible for the non-fulfillment of its obligations in the event of force majeure (disruptions, transportation strikes, communication or postal service strikes, floods, fires, or computer failures...), as defined by Article 1218 of the Civil Code.

7.3 Within the limits set by applicable law, third-party service providers and/or suppliers are responsible for the services, products, or benefits subscribed to by Users. PLN cannot be held responsible for the poor execution of an order. In the event of a claim, the User must address it directly to the relevant third-party providers.

7.4 For "professional" Users, PLN cannot be held responsible for indirect or immaterial damages that may occur to the User or any third party due to the execution or non-execution of the Services, including but not limited to data loss, loss of profits, or any interruption of business. These damages also include any economic or financial harm resulting directly or indirectly from the use of the provided Services. PLN's liability, regardless of the nature of the claim, shall be limited to the total amount paid by the User for the relevant Service, except in cases of gross misconduct or serious negligence on the part of PLN. This limitation also applies in the event of a breach of the General Terms and Conditions, a failure in the provision of Services, or any other claims

related to the services rendered.

7.5 In the context of the concierge service, PLN cannot be held responsible for its recommendations regarding the choice of a third-party provider. PLN is authorized to cancel or refuse orders from a User with whom there is a dispute.

7.6 Within the limits provided by applicable law, PLN cannot be held responsible for the non-fulfillment of its obligations in the context of assistance services if the User has booked PHMR (person with reduced mobility) assistance with the airline they are traveling with. The airline will then be considered responsible, and in case of a claim, the User must contact the relevant airline directly.

VIII - CONFIDENTIALITY AND PROTECTION OF PERSONAL INFORMATION

8.1. Users are informed and agree that PLN may store, process, and use personal data for the purpose of providing the Services, in accordance with the provisions of the French Data Protection Act of January 6, 1978, as amended by Law No. 2018-493 of June 20, 2018, as well as the General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016), hereinafter referred to as the "**Regulation.**" The personal data concerned includes identification data (name, first name, phone number, number of baggage, travel class, travel date, type of service, and flight number).

8.2. The processing of this data is based on the execution of the contract with the Users. The information collected is accessible only to the personnel of PLN, as well as to Groupe ADP, Service Concierge SAS, City One SAS, Chabé SAS, and their subsidiaries or parent companies located inside and outside the European Union. This information is only used for the purposes for which the Users provided it.

8.3. The Users' data is hosted in France. If PLN needs to process personal data to third countries outside the European Union in the course of providing the Services (notably to Turkey), PLN ensures that these transfers are made to countries that have received a binding adequacy decision from the European Commission or the relevant national data protection authority. Alternatively, these transfers will be subject to an appropriate transfer mechanism that ensures an adequate level of protection under the GDPR, notably through the conclusion of standard contractual clauses issued by the European Commission.

8.4. In accordance with the Regulation, the User has the right to access, rectify, and delete their personal data, as

well as the right to restrict and object to the processing of their personal data (within the limits of the legal obligations imposed on PLN), the right to data portability, and the right to lodge a complaint with the CNIL (3 Place de Fontenoy, TSA 80715, 75334 PARIS, CEDEX 07 - <https://www.cnil.fr/fr/plaintes>). The User also has the right to issue post-mortem directives. The User can exercise the aforementioned rights and/or ask any questions regarding the processing of their personal data by contacting the Data Protection Officer of PLN via email at the following address: dpo@parisloungenetwork.com.

8.5. To carry out the Services, PLN may engage subsequent subcontractors of its choice. In this context, PLN commits to comply with the regulations regarding the subcontracting of personal data, particularly Articles 28 and following of the GDPR. PLN is dedicated to respecting the trust that Users place in it. PLN agrees to pass on all of its obligations to the subsequent subcontractor and to verify that it provides the same guarantees regarding the implementation of technical and organizational measures so that the processing of personal data meets the requirements of the Regulation. If the subsequent subcontractor fails to fulfill its obligations regarding data protection, PLN remains fully responsible to the User for the performance of the subcontractor's obligations.

8.6. In terms of the security and confidentiality of personal data, PLN commits to (i) keeping personal data strictly confidential, (ii) implementing appropriate organizational and technical measures within its services to protect personal data, and (iii) establishing and maintaining a description of the measures implemented to safeguard personal data.

When assessing the appropriate level of security, particular attention will be paid to the risks associated with processing, including destruction, loss, alteration, unauthorized disclosure of personal data transmitted, stored, or otherwise processed, as well as accidental or unlawful access to such data. PLN takes measures to ensure that any individual acting under PLN's authority and having access to personal data processes it solely on its instructions, unless required to do so by European Union law or the law of a Member State.

8.7. Personal data is retained only for the period strictly necessary for its processing. Once PLN no longer requires the User's information, it will proceed to destroy it, unless European Union law or French legislation mandates the retention of such personal data.

IX – NON-DEFAMATION

The User expressly agrees not to defame PLN and/or its activities, and more generally, not to make any statements, take any actions, or publish any communications, whether internal or external, that could harm or be likely to harm the image, reputation, or activities of PLN.

X – WITHDRAWAL, COMPLAINTS, AND OPPOSITION TO TELEMARKETING

10.1 Withdrawal: Unless otherwise provided by law, the User does not benefit from any right of withdrawal due to the nature of the Services.

In the event that the User has the right of withdrawal for an ordered and unexecuted Service, in accordance with Article L.221-18 of the Consumer Code, the User classified as a "consumer" has a period of fourteen (14) days to withdraw without providing a reason and without incurring any additional costs. This can be done by filling out the form attached to these GTC and sending it by post or by email to contact@parisloungenetwork.com before the expiration of the withdrawal period, which begins from the day of the conclusion of the contract.

This retraction will result in the refund of the amount paid for the service acquired from PLN, minus any costs already incurred by PLN. It is specified that this will also give rise to the User's obligation to return, at their own expense, all documents and materials that may have been transmitted to them in the meantime.

In accordance with Article L.221-25 of the Consumer Code, the right of withdrawal may not be exercised if the Service has been fully performed before the end of the withdrawal period; the performance having begun after the express prior agreement of the consumer and the express waiver of their right of withdrawal.

10.2 Claim: If the responses provided by your usual contact do not satisfy your request, you may submit your complaint to our quality service within eight (8) days following the completion of the Service: PLN – Building 6023, 4 rue de la Haye, 93290 Tremblay en France, or by calling the following phone number: 01 80 90 45 15. A representative will call you back as soon as possible.

10.3 Opposition to Telemarketing : If you have provided us with your phone number(s), you have the option to register for free on an opposition list with the manager designated by decree (www.bloctel.gouv.fr).

XI. – DISPUTE AND GOVERNING LAW

11.1 The law applicable to the contractual relationship between PLN and the Users is exclusively

French law.

11.2 In the event of non-compliance with these GTC, the User's liability may be engaged. In case of a dispute, the User agrees to first contact PLN, particularly through its quality service, to seek an amicable solution. If no amicable solution is found, consumer Users may submit their dispute to a consumer mediator. The designated mediator is the company MTV, represented by Mr. Jean-Pierre Teyssier, whose contact details are as follows: MTV – MEDIATION TOURISME VOYAGE, Service dépôt des saisines, CS 30958, 75383 PARIS CEDEX 08, or directly online at <https://www.mtv.travel>. In accordance with Article L.612-1 of the Consumer Code, resorting to mediation is free of charge for the consumer. For professional Users, any dispute will be subject to the jurisdiction of the French courts where PLN's registered office is located.

XII. AMENDMENTS TO THE GTC

PLN reserves the right to modify these General Terms and Conditions of Sale at any time, subject to a reasonable notice period, which shall not be less than fifteen (15) days. The modifications will take effect on the date specified in the notification of modification. The applicable General Terms and Conditions of Sale are those in effect at the time of ordering the Service. Any order placed after the effective date of the modifications will be governed by the new Terms and Conditions. It is the User's responsibility to regularly review the Terms and Conditions to be aware of any changes.

To the attention of: Paris Lounge Network – Bâtiment 6023 – 93290 Tremblay en France
contact@parisloungenetwork.com

Date and signature of the consumer User: