

General terms and conditions of sale for the public passenger transport service between Paris-Beauvais Airport and Paris.

Preamble

Société Aéroportuaire de Gestion et d'Exploitation de Beauvais (hereinafter referred to as "SAGEB") is responsible for operating the public passenger transport service linking Paris-Beauvais airport to Paris Porte Maillot, as part of the public service delegation granted by the Syndicat Mixte de L'Aéroport Beauvais Tillé (hereinafter referred to as "SMABT"). In accordance with article 46 of the public service delegation agreement, SAGEB has been authorized by SMABT to subcontract the operation of this line to Transport Paris Beauvais (hereinafter referred to as "TPB").

The user is hereinafter referred to as "the customer".

The purchase of a ticket implies full acceptance of these general terms and conditions of sale applicable to coach transport. They shall prevail over any other conditions appearing in any other document, except in the event of prior, express and written derogation accepted by SAGEB. In the event of translation of these general terms and conditions of sale, only the French text shall prevail in the event of dispute.

The general terms and conditions of sale are available :

- On the airport website: [https:// www.aeroportparisbeauvais.com](https://www.aeroportparisbeauvais.com)
- On the online sales site: <https://www.aerobus.fr>
- On request: service.clients@aeroportbeauvais.com
- From ticket agents.

SAGEB reserves the right to modify the terms of these general conditions of sale at any time. The applicable provisions will be those in force on the day of purchase by the customer.

Article 1 General information

1.1 Connection

Only the following routes are accessible with this coach service:

- Departure from Paris "Porte Maillot" (parking Pershing 17ème Arr.) -Arrival at Paris-Beauvais Airport,
- Departure from Paris-Beauvais Airport ---- Arrival in Paris "Porte Maillot" (parking Pershing 17ème Arr.).

From May 1^{er} 2024, connections will be as follows:

- Departure from Saint-Denis-Université - Arrival at Paris-Beauvais Airport,
- Departure from Paris-Beauvais Airport - Arrival at Saint-Denis Université
- Departure from Paris-La Défense - Arrival at Paris-Beauvais Airport
- Departure from Paris-Beauvais Airport - Arrival at Paris-La Défense
- Departure from Marne La Vallée Disney - Arrival at Paris-Beauvais Airport
- Departure from Paris-Beauvais Airport - Arrival at Marne La Vallée Disney resort

All connections are made without any intermediate stops. It is strictly forbidden to leave the coach before arriving at the drop-off point.

1.2 Timetables

Neither SAGEB nor TPB may be held liable for any delay or cancellation of services in the event of force majeure . Force majeure extends to any external event of an unforeseeable, irresistible and insurmountable nature that prevents SAGEB or TPB from performing all or part of its obligations.

Each ticket is valid until September 30, 2024. It may not be accepted on board coaches on a date or for a journey other than those mentioned on the ticket.

Due to the constraints associated with the Olympic and Paralympic Games in Paris and for the duration of this event, the Paris Porte-Maillot bus station will no longer be accessible. Therefore, tickets purchased for a destination at Paris Porte-Maillot for a travel date after April 30, 2024 will be valid at no extra cost for Saint-Denis-Université. No compensation can be claimed in this respect. Timetables and connections with flights arriving at and departing from Paris-Beauvais Airport are determined according to IATA aeronautical seasons and/or security measures imposed by the relevant government departments.

Neither SAGEB nor TPB can be held liable for any expenses or consequences attributed to a delay and/or modification of the said timetables, insofar as SAGEB will endeavour, as soon as possible and by any means, to inform passengers of adjustments imposed by traffic constraints and security measures.

To ensure that departures from Paris take place under the best possible conditions, all customers are asked to arrive at the departure point specified in article 1.1 no later than 15 minutes before the scheduled departure time.

Article 2 Disabled persons

Passengers with reduced mobility are transported under the same conditions as those described herein.

Article 3 Ticket

3.1 General information

It is the customer's responsibility to ensure that they are in possession of a valid and validated ticket.

Customers may only be transported if they are able to present a valid ticket. Only the validity period indicated directly on the ticket is valid, and may not exceed September 30, 2024. It is expressly agreed that any TPB agent may request proof of the customer's identity.

Each ticket includes at least one QR-code.

The ticket must be kept in good condition and must not be damaged and/or altered by anyone other than a SAGEB agent until you actually leave the coach.

The ticket must be presented to the driver for inspection when boarding the coach. If the ticket is refused, the customer must immediately contact a SAGEB agent. Customers must keep their ticket for the duration of the journey, so that they can present it at the request of any SAGEB-accredited agent.

Ticket validation is final. Even if the customer decides not to travel, the ticket will not be refunded. Tickets are non-refundable and non-exchangeable.

Lost tickets will not be reimbursed, even if found. It is forbidden to resell tickets.

Minors must be accompanied by an adult, who must comply with current regulations, in particular the Highway Code and the Insurance Code.

3.2 Tickets valid until September 30, 2024

Customers can purchase these tickets at ticket offices and/or automatic ticket machines installed at the departure points of the transport lines, and/or via the Internet at www.aeroportparisbeauvais.com and/or www.aerobus.fr. Tickets are not nominative, except for those purchased by internet reservation. They are valid for one journey whatever the day and direction of travel. Tickets are valid until September 30, 2024 from the date of purchase.

The electronic ticket is subject to the present general terms and conditions of sale accepted at the time of payment. The customer has no right of withdrawal.

Once payment has been made, the customer will receive an email confirmation with a link to the www.aeroportparisbeauvais.com and www.aerobus.fr websites.

To obtain a ticket, the customer must log in to the account created for online purchases on this site, then go to the "Your orders" section of the website.

The ticket consists of the entire page, which must be printed out in its entirety, and must include two barcodes. Reservation confirmation by e-mail does not constitute a ticket.

The electronic ticket is valid if printed on white A4 paper, blank on one side only, with no change in print size in portrait (vertical) format. Good print quality is required. The customer is responsible for the condition of the ticket and its printing on paper.

Partially printed, soiled, damaged or illegible tickets will not be accepted and will be considered invalid.

It can also be presented on smartphone or tablet screens.

SAGEB cannot be held responsible for any failure, disruption or temporary or prolonged interruption of the website.

3.3 24-hour return ticket

This ticket, which can only be purchased at ticket offices located at the line's departure points, entitles the holder to two trips (one outward and one return) between Paris "Porte Maillot" and Paris-Beauvais Airport. Both trips must be taken within 24 hours of the date and time of issue of the ticket. Customers must be able to show their ticket for both journeys, otherwise they will be refused access to the bus. The sale of 24-hour return tickets is limited to one ticket per person per day.

Bus schedules are determined according to IATA aeronautical seasons and/or security measures imposed by the relevant government departments. It is therefore the customer's responsibility to check the timetable within the 24-hour validity period of their ticket. In this case, neither SAGEB nor "TPB" can be held responsible for the bus timetables determined within the 24-hour period.

3.4 24-hour return ticket + free parking

This ticket includes the Aller-Retour 24-hour ticket only in the direction Aéroport Paris-Beauvais - Paris "Porte Maillot", plus free parking limited to 24 hours in one of the permanent parking lots accessible to the public at Aéroport Paris-Beauvais (dépose-minute, P1, P2, P4). The conditions of sale are identical to those of the 24-hour return ticket described in 3.3. When the ticket is purchased, and subject to presentation of an entry ticket for one of the permanent parking lots accessible to the public, dated on the day the ticket is purchased, a counterfoil is issued by the ticket agent for the transport line, allowing passengers to leave the parking lot concerned until D+1.

Vehicle parking is subject to the general conditions of access, traffic and parking at Paris-Beauvais Airport, which can be consulted at www.aeroportparisbeauvais.com.

Article 4 Prices and means of payment

4.1 Prices

The price is expressed in euros, all taxes included.

Only children under the age of four do not have to pay for a ticket (and travel without one). Children aged four to eleven travel at a reduced fare. Please note that free travel for children under four and reduced fares are subject to the purchase of a ticket at the normal fare. Reduced fares do not apply to groups and school trips. SAGEB and TPB staff reserve the right to check the identity papers of minors.

The price list is available on request and on the Internet: www.aeroportbeauvais.com

4.2 Payment methods

⇒ Counter

SAGEB accepts payment by cash / credit card bearing the initials CB, Visa, Eurocard or Mastercard. Payments by cheque or vacation vouchers are not accepted.

⇒ PLC

Payment can only be made by CB, Visa, Eurocard or Mastercard credit cards.

⇒ Internet

Payment for online tickets is by CB, Visa, Eurocard or Mastercard only.

Tickets can be purchased online on the day of travel up to two hours before departure. Should this be the case, customers can still purchase their tickets at the ticket offices and/or ticket machines located at the departure points of the bus route.

The credit card payment solution enables payment via a bank server in a secure environment. At no time will the customer's complete credit card number be communicated to SAGEB. Exchanges are encrypted and secured using SSL 3 (Secure Socket Layer) protocol. The order validated by the customer will only be considered effective once the bank payment centers concerned have given their approval. In the event of refusal by the said centers, the order will be automatically cancelled.

SAGEB cannot be held liable for any malfunction or anomaly in the secure payment system, whether occurring before, during or after the said payment. In the event of an anomaly or malfunction, the customer may contact customer service at the following address: support@distribution.com.

Article 5 Right to refuse transport

Failure to comply with these general terms and conditions of sale or with current legislation may result in refusal of boarding.

SAGEB may refuse to transport a customer and his luggage if :

- The transportation of the customer and/or his/her luggage may endanger the safety, health, comfort or convenience of other customers or SAGEB and TPB staff,
- The customer intimidates, behaves suspiciously or uses abusive language towards SAGEB and TPB staff;
- The customer refuses to apply the sanitary regulations in force;

- The customer's physical or mental condition, including a condition caused by the consumption of alcohol or the use of drugs or medication, could present a danger or risk to him/herself, other customers or staff;
- The ticket has been acquired fraudulently and/or has been listed as lost or stolen and/or has been falsified or counterfeited and/or has been used previously.
- A minor is not accompanied by an adult in accordance with article 3.1 above.

Article 6 Behaviour on board

Customers must respect the peace and quiet of everyone in the vehicles. Customers are asked to behave in a courteous and civilized manner. If the driver considers that the life or safety of the persons he is transporting is compromised or in danger, he may interrupt the trip and take all necessary measures, including stopping the vehicle immediately.

Anyone contravening the following provisions is liable for the physical and material consequences of their behavior.

Therefore, under penalty of prosecution, it is forbidden to :

- Stand up and/or stand down for the duration of the journey;
- Smoking/using electronic cigarettes in coaches;
- Consuming any form of illegal substance or alcohol on the coach;
- Abandon or throw into vehicles any paper, newspaper, packaging or residue of any kind that could impair hygiene or cleanliness or cause equipment malfunction;
- Interfering with driving and talking to the driver during the journey without absolute necessity;
- Unjustified use of emergency exits;
- Unlawful use of any alarm or security device;
- Obstructing the opening or closing of doors;
- Park on the steps of the vehicle;
- Damaging, soiling or deteriorating the vehicle and all its installations, as well as the various signs, stickers, inscriptions or posters it contains;
- Putting feet on seats;
- Use cell phones in the first row of seats directly behind the driver;
- Use noisy devices or instruments that cause a nuisance to other customers;
- Beg, solicit, offer services, distribute objects of any kind, leaflets or flyers.

Customers on roller skates, rollerblades, scooters, skateboards or similar equipment are not allowed on the coaches.

Any accident or incident occurring during the journey must be reported to the driver immediately.

Any customer who is the victim of theft, assault or an act of incivility committed inside the vehicle must report the incident immediately to SAGEB or Société TPB staff.

Seatbelts must be worn. If customers fail to wear their seatbelts, they will be held criminally liable on an individual basis, provided they are aged 13 or over.

Children under the age of nine may not be seated in the front row of the bus.

Under no circumstances can the driver or SAGEB be held liable (decree no. 2003-637 of July 9, 2003).

In the event of failure to comply with the provisions of this article, SAGEB and TPB decline all liability for any accidents or damage that may result.

Article 7 Luggage

7.1 Baggage not admitted

Items whose transportation is prohibited by law.

Items whose weight, size, unpleasant odor, configuration or fragile or perishable nature, in the reasonable opinion of SAGEB personnel, make them unsuitable for transport.

7.2 Luggage allowed inside coaches

Bags, personal effects, various packages and any other object may be taken inside the coaches:

- Can be stored in the compartments provided above the seats;
- Maximum dimensions: 20 cm x 25 cm x 45 cm, maximum weight: 2 kg.
- No inconvenience to other customers.

Any object, luggage, bag or package that does not fall into the above-mentioned category must be stowed in the coach's hold by the customer/owner.

In the event of refusal, the coach driver will have full authority to deny boarding to any customer refusing to comply with this obligation. Any such refusal will not entitle the customer concerned to a refund.

Strollers are allowed in the hold under certain conditions:

- A maximum of one folded stroller is allowed per customer, and must be stowed in the coach's luggage compartment (non-folding strollers are forbidden).

Oversized items such as bicycles, skis, snowboards, musical instruments, etc., are allowed in the hold under certain conditions:

- A maximum of one oversized item per customer, contained in a special bag so as not to damage the vehicle's holds or other customers' luggage.
- The customer must notify the bus service (service.bus@aeroportbeauvais.com) by email at least 72 hours before the desired departure date of the presence of an oversized object, so that the driver can reserve a suitable seat.

The transport, handling and supervision of the outside object are the responsibility of the customer-owner.

For the transport of oversized items not covered by these terms and conditions, it is imperative to consult the bus service beforehand for approval, otherwise boarding may be refused.

A minimum of one week's notice is required for any group of more than three customers, each of whom is traveling with an oversized item.

SAGEB cannot be held responsible for the consequences of accidents caused by the goods, objects and luggage transported, nor for any damage caused to them. On the other hand, the customer in possession of these goods, objects and luggage will be held responsible for any damage they may cause to other customers or to the vehicle.

7.3 Lost luggage/items

Any object found by a customer on board a vehicle must be reported as soon as possible to SAGEB staff, who will take the necessary action.

Lost and found items will be centralized at SAGEB the day after they are found.

Lost items can be claimed on presentation of ID at the following address:

SAGEB - Luggage Disputes Department
Paris-Beauvais Airport
CS 20442
60004 Beauvais Cedex
Tel: 03 44 11 46 00

SAGEB is in no way responsible for items lost and not found.

7.4 Stolen luggage/items

Given the operating constraints and the public nature of the passenger transport service between Paris-Beauvais Airport and Paris, SAGEB cannot be held to an obligation of result regarding the routing of baggage, including baggage placed in the hold, for obvious reasons of safety during transport.

Consequently, SAGEB declines all responsibility in the event of theft of luggage or objects. It is therefore forbidden to leave the following items in luggage exceeding the dimensions authorized in article 7.2 and intended to be placed in the coach holds:

- Smartphones, cell phones, touch-screen tablets, laptops, cameras, anything of value, etc...

Article 8 Special places

In order not to disrupt driving, the first row of seats behind the driver is off-limits to the following persons:

- Children under 8,
- Customers with pets.

Article 9 Animals

Small, non-hazardous live pets are tolerated and admitted free of charge, provided they are transported in a closed basket kept on the knees (maximum size of bags or baskets: 45 x 30 x 25 cm) and weigh less than 5kg. Dangerous or sick animals are excluded from transport. In any case, they must not inconvenience other customers and/or soil the coach in any way. The animal is the responsibility of the customer. No animal may travel in the hold.

Guide dogs for blind people are admitted free of charge, provided they are held in a special harness and accompany blind people holding a disability card bearing the word "Cécité" and/or a green star. During their training, guide dogs are also admitted free of charge, provided that the trainer is in possession of the "Guide dog and handler identity card".

SAGEB cannot be held responsible for damage caused by animals during transport.

Article 10 Personal data

TPB and SAGEB are required to collect and process certain personal data from their users in order to operate the public passenger transport service linking Paris-Beauvais Airport to Paris.

You may access your personal data or request that it be deleted. You also have a right of opposition, a right of rectification and a right to limit the processing of your data (see cnil.fr for more information on your rights). To exercise these rights or if you have any questions about the processing of your data, please contact SAGEB's customer service department. (service.clients@aeroportbeauvais.com)

Article 11 Disputes

French law shall apply to any dispute arising in connection herewith. SAGEB may not be held liable for damages of any kind, whether material or immaterial, which may result either from the improper use by the customer(s) of the transport service(s) or from non-compliance with these general terms and conditions of sale.

Complaints or disputes will always be received with attentive benevolence, good faith always being presumed in those who take the trouble to explain their situations.

In the event of a dispute, the customer should first contact SAGEB's Customer Service Department for an amicable solution. For all complaints, please send a letter with proof of flight, if applicable, and proof of purchase of coach ticket to :

SAGEB - Paris-Beauvais airport
CS 20442
60004 Beauvais Cedex
Email : service.clients@aeroportbeauvais.com

After contacting SAGEB's Customer Service Department and failing a satisfactory response within 60 days, the customer may refer the matter to the Tourism and Travel Ombudsman*, whose contact details and procedures are available on the website: www.mtv.travel

*disputes of a contractual nature between a consumer and a professional concerning the performance of a contract for the sale or supply of services

Beauvais, April 29, 2024.