
PARIS VIP SERVICES

GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE

This document presents the GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE of **PARIS VIP SERVICES** Company. Please read them carefully as they shall constitute the entire agreement between **PARIS VIP SERVICES** (referred to at times as “PVS” acronym, “Company”, “us”, “its”, “we” or “our”) and the **Client** (referred to at times as “Customer”, “Beneficiary”, “Passenger”, “User”, “Client”, “you” or “your”) relating to the subject matter herein, and shall constitute a binding agreement. There is no verbal or written representation, warranty, prior agreement, or description of services, other than as expressed herein. By using Company’s services, you agree to be legally bound by these terms, which shall take effect immediately. These Terms and Conditions apply to any booking made by any means: by phone, by email, by text messages, by smartphones apps (ex. Whatsapp, Messenger...), verbally or through **PARIS VIP SERVICES** web sites (www.parisVIPservices.com and others).

Please be aware that these GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE override any contradictory terms or conditions that may be found on the **PARIS VIP SERVICES** websites. In cases where there is a discrepancy between the information presented herein and that on our websites, the terms outlined in this document shall prevail.

Nevertheless, **PARIS VIP SERVICES** reserves the right to enforce specific conditions of service tailored to the services being provided. In these instances, **PARIS VIP SERVICES** will clearly indicate this by explicitly stating “*By derogation from the general conditions of sale of PARIS VIP SERVICES,...*” Under such circumstances only, the prices, terms, and conditions detailed on the invoices or Pro Forma Proposals from **PARIS VIP SERVICES** will take precedence over these General Conditions of Service.

You, as a Client, Customer, Beneficiary or User of the websites or any service of **PARIS VIP SERVICES**, agree to use **PARIS VIP SERVICES** websites (www.parisVIPservices.com and others) only for lawful purposes, and in a way that does not infringe the rights of, restrict or inhibit anyone else’s use and enjoyment of **PARIS VIP SERVICES**. You agree not to use these sites to make any false or fraudulent requests.

The Client, Customer, Beneficiary, Passenger or User of the websites, or any service provided by **PARIS VIP SERVICES**, must ensure that all information submitted to **PARIS VIP SERVICES**, whether personally or through a third party acting on their behalf, is accurate, complete, and authentic. Additionally, the use of automated methods for registration is strictly forbidden.

1.	About PARIS VIP SERVICES	4
2.	Definition	4
2.1.	Point-to-Point Transfer	4
2.2.	Chauffeur-Driven Service, Hourly Charge / “As-Directed” or “At Disposal” Services.....	4
2.3.	Special Event	5
3.	Order Process.....	5
3.1.	Client Service Request.....	5
3.2.	Vehicle Category & Upgrade	6
3.3.	Number of Passengers & Luggage.....	6
3.4.	Promotional Codes.....	6
4.	Waiting times.....	7
5.	No-Show Policy	7
6.	Extra Stops during Transfers.....	8
7.	Child Safety Seats.....	8
8.	Rates & Conditions	8
8.1.	Transfer Rates	8
8.2.	Hourly Charges (“As-Directed” or “At Disposal”).....	9
8.3.	“At Disposal” Service / Minimum Booking Time.....	9
8.4.	Paris VIP Services Packages.....	9
9.	Tax or VAT Rate.....	10
10.	Pro Forma Invoices or Proposals	10
11.	Service Confirmation & Payment Terms	10
11.1.	Online & Offline Orders	10
11.2.	Driver and Service Personnel Information.....	11
11.3.	Payment & Confirmation/Voucher	12
12.	Service Providing	12
13.	Restaurant Reservation Service.....	12
13.1.	Reservation Process	12
13.2.	Specific Reservation Conditions	13
13.3.	Disclaimer and Independence Clause	14
14.	Cancellation and Refund Policy	15
14.1.	Service Amount Below 500 Euros	15
14.2.	Service Amount Between 500 Euros and 1500 Euros.....	16
14.3.	Service Amount Between 1500 Euros and 5000 Euros.....	16
14.4.	Service Amount Above 5000 Euros.....	16
14.5.	Service including Guide Fees.....	17

14.6.	Service including Tickets (or Seats) and Management fees.....	17
14.7.	Other Cancellation and Amendment Terms	17
15.	Special Events	18
16.	Concierges Services & Third-Party Service Disclaimer	19
17.	Quality Assurance and Complaint Submission Policy / Resolution Process.....	19
18.	Force Majeure	20
19.	Responsibility	21
20.	Communications and Electronic Communication	21
21.	Privacy Policy and Data Protection.....	22
22.	Copyright	23
23.	Applicability	23
24.	Dispute & Applicable Law	23
25.	Administrative Information	24

1. ABOUT PARIS VIP SERVICES

PARIS VIP SERVICES is a Company self-operating **high standard chauffeur-driven vehicles**, servicing international visitors from their initial arrival at the Paris airports and throughout their stays in Paris and its area.

For **over 25 years** our chauffeurs have provided superior service for our loyal and demanding clients. We have also extended our activities to provide further services, **in Business, Leisure and Tourism**, to meet special requests expressed by our clients, both prior to their arrival in France and while we are catering to their diverse needs. Our personalized programs break away from traditional tourist trails and offer to our visitors a « Custom-made Experience ».

2. DEFINITION

2.1. POINT-TO-POINT TRANSFER

A point-to-point transfer involves direct transportation between two specific points, such as an airport and a hotel, or two residential or business addresses. This service is often reserved for single, direct journeys without the need for multiple stops along the way (as airport transfers).

2.2. CHAUFFEUR-DRIVEN SERVICE, HOURLY CHARGE / “AS-DIRECTED” OR “AT DISPOSAL” SERVICES

The chauffeur-driven service entails the reservation of a vehicle and chauffeur for a specified period, typically by the hour or day. During this period, the client has the flexibility to travel according to their needs, whether for business meetings, sightseeing, or other engagements. This service allows for multiple stops and customization of the journey based on the client's preferences.

To ensure flawless service, our company considers two transfers for the same client (or for the same address), occurring less than 2 hours apart, as a single continuous chauffeur-driven service. This service would then be billed as a chauffeur allocation with a minimum duration of 4 hours (and subject to a 20% tax instead of 10%).

This chauffeur allocation service guarantees the driver's full availability and allows the client to return at any time and exactly at their desired hour.

We are committed to doing everything possible to meet your needs while adhering to the applicable regulations.

2.3. SPECIAL EVENT

A special event is a sporting, leisure, social, cultural, business or other type of unique activity, occurring for a limited or fixed duration (one-time, annual); for instance: Paris Fashion week, Paris Motor Show, a Specific Exhibition or Trade Fair in Paris, a famous Gala or Evening taking place in the city or anywhere else, etc.

3. ORDER PROCESS

3.1. CLIENT SERVICE REQUEST

Generally, **PARIS VIP SERVICES** strives to respond to the requests of its prospects and clients. However, without a written contractual agreement between the Parties, **PARIS VIP SERVICES** is not obligated to fulfill all received requests. Each request will be analyzed, evaluated, and prioritized based on the current commercial conditions and the company's operational capabilities at the time of receipt.

When ordering, it is crucial for the Client to specify their requirements and any special requests in as much detail as possible. These could include, but are not limited to, requests for a multilingual driver, accommodation for bulky or excess baggage, special equipment, transport for a minor traveling alone, carrying a pet in an appropriate container, needing a child or booster seat, requiring wheelchair access, or a vehicle suitable for passengers with disabilities, among other possible customizations.

These special requests may be subject to additional charges and are subject to specific handling by **PARIS VIP SERVICES**. The company reserves the right to decline any special requests that cannot be fulfilled under satisfactory operational or security conditions or if they do not comply with current laws.

The initially quoted price may increase based on special requests made at the time of order or due to unforeseen events or additional services that occur during the service provision and are approved by **PARIS VIP SERVICES**, which the Customer expressly accepts.

PARIS VIP SERVICES also reserves the right to refuse service if the Customer fails to mention or incorrectly mentions essential requirements. If the inability to transport arises from this omission, it does not affect the amount owed by the Client to **PARIS VIP SERVICES**, in accordance with these general conditions of sale.

For every service, the driver will always arrive at the pick-up time requested by the Client.

Clients are welcome to seek our advice regarding pick-up times or potential delays, and we will gladly provide guidance as promptly as possible.

However, please note that we cannot assume responsibility for this advice. The final decision regarding the pick-up time remains with the Client, who can choose based on their preference to either wait at the destination or accept the potential risk of delays due to unforeseen circumstances or abnormal traffic conditions.

3.2. VEHICLE CATEGORY & UPGRADE

Customers can choose from various vehicle categories (e.g., Business Sedan, Luxury Van/SUV, Luxury Sedan, Electric Class, etc.) when ordering a ride.

PARIS VIP SERVICES frequently utilizes Mercedes brand vehicles (Mercedes-Benz Class E, S, V, Sprinter, etc.), but due to operational reasons or last-minute organizational constraints, a specific model cannot be guaranteed, even if mentioned on the **PARIS VIP SERVICES** websites, technological tools, or commercial proposals.

Nevertheless, **PARIS VIP SERVICES** commits to always providing a vehicle equivalent to the category ordered.

The vehicles shown on **PARIS VIP SERVICES** websites or tools serve as examples and do not entitle customers to demand a specific model for the reserved category.

Depending on availability and service requirements, **PARIS VIP SERVICES** may offer an upgrade to the customer or directly implement an upgrade at no additional cost.

3.3. NUMBER OF PASSENGERS & LUGGAGE

The maximum number of passengers and luggage specified by **PARIS VIP SERVICES** for a particular vehicle is an estimate and may vary based on factors such as the size and weight of passengers and luggage. These estimates cannot bind **PARIS VIP SERVICES**.

The company may refuse to transport people or luggage if it determines that space and safety requirements are not met.

3.4. PROMOTIONAL CODES

Promotional codes are intended for individual use and cannot be combined with other offers. They are not exchangeable for cash.

4. WAITING TIMES

PARIS VIP SERVICES closely monitors all incoming flights and trains to ensure timely arrivals at airports and train stations.

If a flight or train is officially announced as "cancelled" or delayed by more than an hour on the official websites of Paris airports (CDG / Orly / Le Bourget Handling company - FBO) and Paris train stations at the time the driver is scheduled to leave the garage, **PARIS VIP SERVICES** will automatically adjust the pick-up time accordingly.

- At the airport, the first 60 minutes of waiting time for our drivers are free of charge.
- At the train station, the first 30 minutes of waiting time for our drivers are free of charge.

This free waiting period is calculated from the last official arrival time of the flight (or train) known to the driver until the actual departure time from the airport (or train station) with the passengers.

For any other service departing from any address (home, office, station, etc.), a 15-minute waiting period is included. This free waiting time is calculated from the driver's last known pick-up time until the actual departure time from the address with the passengers.

Any waiting time beyond these free waiting periods will be fully charged at the same hourly rate as the "At disposal" service. All hours are rounded up for invoicing purposes.

5. NO-SHOW POLICY

If **PARIS VIP SERVICES** is unable to contact the guest/passenger, or any related person indicated on the reservation, within 30 minutes after the scheduled service or pick-up time, then the service will be considered as a No-show and a No-show fee will be fully charged to the Client or to the Requester. No-show fee will also be applied if the Client fails to contact **PARIS VIP SERVICES** before leaving the scheduled pickup location or if the Client fails to inform **PARIS VIP SERVICES** of the cancellation.

The No-show fee is equal to the scheduled service or package quote, as applicable, for the confirmed vehicle plus airport/train station fee, fuel surcharge, tolls, and parking costs, as applicable.

Regarding airport arrivals, the chauffeur will meet the passenger(s) at the exit of the plane in case of an Airport Greeting or right after the exit gate otherwise. The chauffeur will hold a signboard with the passenger's name(s) written on it.

6. EXTRA STOPS DURING TRANSFERS

During a transfer, Clients are allowed to make one (1) stop on the way of the transfer itinerary which does not exceed fifteen (15) minutes. If the stop exceeds fifteen (15) minutes or if there is more than one stop, the customer will be charged the transfer base rate plus the hourly charge for the vehicle for the time that the chauffeur waits or drives. All hours are rounded up for charges calculation.

7. CHILD SAFETY SEATS

For safety reasons, indicating the age and weight of the child is important so that **PARIS VIP SERVICES** may provide the appropriate equipment in case you require it during the reservation process (car seat etc...). **PARIS VIP SERVICES** provides child safety or booster seats according to customer description. However, Clients are responsible for the installation of the child safety or booster seats. A fee of 30 euros will be added for each seat provided.

8. RATES & CONDITIONS

All rates and conditions are subject to change without notice, until a booking has been confirmed. Prices may be higher during holidays or special events.

Day rates are applied between 8.00 am and 8.00 pm (night rates between 8.00 pm and 8.00 am).

All hours are rounded up for charges calculation.

Once a service, ordered on **PARIS VIP SERVICES**'s websites, has been fully paid by the Client, the prices and conditions indicated online are valid until the service is delivered and cannot be changed by **PARIS VIP SERVICES**, excepted if this delivery has been postponed, at a given time, by the Client himself.

For any types of vehicles or quotes not proposed on **PARIS VIP SERVICES** websites, please consult our Sales Department contact@paris-vs.com.

8.1. TRANSFER RATES

- Paris Airport transfer rates include Distance driven to/from Paris, Hours of effective work, All taxes, Insurance, Fuel, Tolls, Driver catering and Chauffeur service.
- Paris Train Station transfer rates and Point-to-Point Transfer rates include Distance driven within Paris city limits/intra-muros (beltway road), Hours of effective work, All taxes, Insurance, Fuel, Tolls, Driver catering and Chauffeur service.
- Parking charges and all other services or purchases are extra if used.
- Wait time, extra stops and additional services will also increase the final price.

8.2. HOURLY CHARGES (“AS-DIRECTED” OR “AT DISPOSAL”)

- “As-Directed” or “At Disposal” services include Distance driven within Paris city limits/intra-muros (beltway road), Hours of effective work, All taxes, Insurance, Fuel, and Chauffeur service.
- Tolls, Parking charges, Accommodation, Driver catering, Tips, Individual Entrance for museums & monuments, Guide fees, Distance (km) driven outside Paris city limits, Distance (km) driven between the city where is located our garage and a pick-up/drop-off point located outside this city, and all other services or purchases are extra if used.
- Please note that one driver meal will be billed to the Client if the chauffeur is at disposal of the Client at 1:00 pm (lunch time) or at 8:00 pm (dinner time).

8.3. “AT DISPOSAL” SERVICE / MINIMUM BOOKING TIME

Unless specific and overriding terms and conditions have been expressly and previously agreed upon with **PARIS VIP SERVICES**, the minimum duration for any “At Disposal” Chauffeured Service is set at 4 hours within Paris and its suburbs, and 10 hours outside these areas, within France. This duration applies per chauffeur and per service day. For Special Events or Specific Services such as Fashion Weeks, Airshows, Motor Shows, Galas, Evenings, or when requesting a Dedicated Chauffeur, Luxury & Exotic Cars, etc., **PARIS VIP SERVICES** reserves the right to apply specific minimum duration terms. Please refer to later sections for details on these specific terms.

8.4. PARIS VIP SERVICES PACKAGES

- **PARIS VIP SERVICES** Packages rates include all the charges explicitly specified within the relevant package (for example: Distance driven included within **PARIS VIP SERVICES** package, Hours of effective work included within **PARIS VIP SERVICES** package, Accommodation, Parking charges, Driver catering, Individual Entrance for museums & monuments, Guide fees, Taxes, Insurance, Fuel, and Chauffeur service).
- All packages remain indivisible and are billed in full. There is no refund for unused services in a partially used package.
- Baggage or personal insurance, beverages or food and all other services or personal purchases not explicitly described in the product's description are not included in the **PARIS VIP SERVICES** Package rate.
- Wait time, extra stops, extra hours (e.g. additional Hours of effective work beyond the total hours included in a package), extra km (additional km beyond the total km included in a package) and additional services will also increase the final price. In addition, distance (km) driven (km) between the city where is located our garage and a new pick-up/drop-off point located outside this city will also increase the final price.
- Please note that one driver meal will be billed to the Client if the chauffeur is at disposal of the Client at 1:00 pm (lunch time) or at 8:00 pm (dinner time).

9. TAX OR VAT RATE

In accordance with the provisions of Article 279 of the French General Tax Code (CGI), the applicable Value Added Tax (VAT) rate on any “As-Directed” or “At Disposal” service will be the normal rate of 20%.

However, for passenger transfer services (from one specific location to another, without waiting between the two locations) the VAT rate is the reduced rate of 10%. This reduced rate may also be applied if the Client sends by email to **PARIS VIP SERVICES** all the destination addresses (of the passengers transported) during the order process (**PARIS VIP SERVICES** will then offer a rate per transfer). Otherwise, the VAT rate applied on all benefits will be the normal rate of 20%.

10. PRO FORMA INVOICES OR PROPOSALS

Except otherwise stated, the prices and conditions indicated on **PARIS VIP SERVICES** Pro Forma Invoices or Proposals are valid for 15 calendar days as of the date of the Pro Forma Invoice or Proposal. For any other types of vehicles or quotes, please consult our Sales Department.

Rates quoted prior to service are only an Initial Estimate of the cost of services booked. A final invoice will be sent once the entire service has been delivered.

Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, hourly charges are calculated by applying the applicable hourly rate commencing from the time the chauffeur departs the garage to begin service and continuing through such time the chauffeur concludes service and returns to the garage.

11. SERVICE CONFIRMATION & PAYMENT TERMS

All requests have to be sent to **PARIS VIP SERVICES** Operating Department at: operations@paris-vs.com.

PARIS VIP SERVICES will make every effort to reply within 24 hours (business day).

11.1. ONLINE & OFFLINE ORDERS

In order to book and secure a service on **PARIS VIP SERVICES** web site, a full payment of the Total Amount Due is required at the end of the online order process.

Company's services can be paid by credit card or PayPal, at the Client's convenience. We accept Visa, Mastercard, and American Express. Our services are paid in Euros.

When paying by credit card, the Client must supply the credit card number and information in advance for payment in full. The Client must use their own credit or debit card for the transaction; using another person's card is strictly prohibited.

Any offline purchase will initiate a reservation process. Except otherwise stated by **PARIS VIP SERVICES**, to reserve any service off line, a prepayment of 60% of the Total Amount Due is required at least 60 calendar days prior to the scheduled service or arrival.

Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, a full payment is due 30 calendar days prior to the scheduled service date to confirm any order.

Nevertheless, for any **PARIS VIP SERVICES** package or service including guide fees, tickets/seats (e.g.: for museums, monuments, theaters, exhibitions, cruises...) or events management, a prepayment in full of the Total Amount Due is required at least 90 calendar days prior to the scheduled service.

Company services can be paid at the Client's convenience using credit card, PayPal, or wire transfer. We accept Visa, Mastercard, and American Express. Our services are paid in Euros. However, if paying in another currency, additional handling fees of up to 5% could be included in the total amount due.

Any bank charges imposed by the sending bank for transfers to **PARIS VIP SERVICES** must be covered by the Client. Depending on the terms outlined in the **PARIS VIP SERVICES** Proposal, a surcharge of up to 5% may be applied to payments made via PayPal, bank cheque, or credit cards. Additionally, when paying by credit card, the Client must provide the credit card number and relevant information in advance for full payment. All necessary signatures must be provided before the card is accepted as a form of payment.

Any service fees charged by banks for processing wire transfers are the responsibility of the Client.

Except otherwise stated by **PARIS VIP SERVICES**, payment is required upon receipt of invoice.

Pursuant to Article L441-6 of the French Commercial Code, for all payments, whether partial or in whole, made beyond 30 calendar days after the invoice date, a 40-euro fee as well as a penalty at a monthly rate of 5% of the Balance Due will be applicable ipso jure and without prior notice. After 90 calendar days from the invoice date (i.e. 60 days after the due date), the penalty will be 1% additional per calendar day and will be applied automatically without prior notice.

Please note that we do not offer discounts on payments made before the due date.

11.2. DRIVER AND SERVICE PERSONNEL INFORMATION

The names and information of drivers or other service personnel will be provided to the client no later than 24 hours before the start of the services.

11.3. PAYMENT & CONFIRMATION/VOUCHER

PARIS VIP SERVICES reserves the right to cancel the reservation without notice if full payment is not fulfilled.

Unless overriding terms have been notified by **PARIS VIP SERVICES**, the confirmation/voucher will be sent by email operations@paris-vs.com within one to two business days after payment in full.

A final invoice will be sent on request once the entire service has been delivered including all the extra services and additional costs listed above (Extra stops, extra hours...).

12. SERVICE PROVIDING

PARIS VIP SERVICES may use, at its discretion, affiliates and third suppliers to set up and provide any ground transportation, service or package (i.e. merchants, traders, subcontractors, licensed guides, hotels, carriers, restaurants, etc.).

13. RESTAURANT RESERVATION SERVICE

13.1. RESERVATION PROCESS

PARIS VIP SERVICES restaurant reservation service operates as follows:

1. **Information Gathering:** We collect from the Client detailed information regarding their restaurant reservation request, including the desired dates, type of cuisine (traditional French, modern French, etc.), type of restaurant (bistros, trendy restaurants, Michelin-starred, historic ambiance, modern ambiance, romantic, business, etc.), number of people, timings (lunch/dinner), preferred neighborhoods, budgets, specific requests, etc.
2. **Selection:** Based on the Client's requirements, we identify and select eligible restaurants from our qualified database that match the Client's request.
3. **Quotation:** We then issue a quote to the Client for our reservation service. The price of our restaurant reservation service, charged per reservation, varies mainly based on the reservation date, advance notice, number of people, and type of restaurant (popular, trendy, or Michelin-starred restaurants may incur surcharges).
4. **Payment:** Unless otherwise agreed in writing by our company, **PARIS VIP SERVICES** will charge the full reservation fee at the time of the order.
5. **Reservation Process:** Once the order is paid, we begin the reservation process. We directly contact the eligible restaurants, manage email confirmations, negotiate the best possible terms, and ensure the reservations are finalized. This process may involve multiple communications between us and the restaurant or the Client.

6. **Final List:** We prepare and provide the Client with a list of the restaurants we have reserved, including all necessary information (address, date, reservation name, etc.). In some cases, we may reserve two restaurants for the same lunch or dinner if the selection was complicated or if it benefits the Client to have more options.
7. **Client Confirmation:** Once this list is communicated to the Client, they can confidently visit the reserved restaurants on the agreed dates and times.
8. **Modifications and Cancellations:** It is important to note that once the list is provided, **PARIS VIP SERVICES** will no longer be involved in any modifications or cancellations of the reservations made. For any changes or cancellations, the Client must contact the restaurant directly, except for any double bookings made by our company. In such cases, the Client must communicate their final choice to **PARIS VIP SERVICES** within a specified timeframe so that we can cancel one of the reservations without cost or penalty to the Client. After the list is provided, **PARIS VIP SERVICES** cannot be requested for additional bookings or reservations without a new fee.
9. **Specific Restaurant Requests:** The Client can also request a reservation for a specific restaurant, often one they have been unable to book themselves. In this case, our mission is to directly contact the restaurant and attempt to negotiate the reservation under the conditions specified by the Client. We may also leverage our extensive network of contacts if needed. This process may involve multiple communications between us and the restaurant or the Client. If, despite our efforts, we cannot secure the reservation under the Client's conditions, we can then proceed to book an equivalent restaurant in terms of range, cuisine, and service

13.2. SPECIFIC RESERVATION CONDITIONS

- a) **Non-Refundable Fees:** In all cases, the fees paid by the Client for our reservation service, whether for a specific restaurant or a list of proposed restaurants, are non-refundable, even if the desired restaurant could not be reserved. These fees compensate for the work done to try, by all available means, to secure the reservations, without being able to guarantee them. Upon the Client's request, we can provide the exchanges conducted with the restaurant to demonstrate the efforts made by our team.
- b) **Credit Card and Reservation Policies:** Please note that some reservations may require a credit card imprint or full credit card details at the time of booking to secure the reservation.

Usually, this involves a secure link sent by email, directly by the restaurant to the Client or by us to the Client. The Client must then enter their credit card details themselves for the restaurant to confirm the reservation.

However, in some cases, the credit card is instantly required by the restaurant during the reservation process. In such cases, we will not be able to proceed with the reservation, and the Client will need to handle it themselves, although our company can continue to advise on the restaurant and also contact the restaurant to highlight and emphasize the reservation to optimize the welcome. This also applies when certain restaurants require guests to pre-select menus or dishes during the reservation process. In this situation, the Client must make their own reservation.

Finally, if both parties have agreed and our company explicitly accepts, we could use our own credit card on behalf of the Client to proceed with the reservation. In this case, we will ask the Client to pre-pay the penalties imposed by the restaurant, and these will be refunded to the Client 2 to 5 business days after the meal date if no penalty is charged by the restaurant. A 10% management fee will nevertheless be deducted from the refunded amount.

In all cases, when any credit card is required by the restaurant, we will provide the Client with a link to the restaurant's terms and conditions. These conditions are most often written in French, and it is the Client's responsibility to have them translated and understood by their own means. If you accept a reservation (or do not contest it), whether directly with the restaurant or through our intermediary, you thereby accept without reservation all the restaurant's conditions in addition to our company's general terms and specific conditions.

- c) **Meal times:** Typical meal times in Paris are between 12:30 p.m. and 1:30 p.m. for lunch, and between 7:30 p.m. and 9:00 p.m. for dinner. The Client must confirm if these times are suitable or if they have specific requirements.

13.3. DISCLAIMER AND INDEPENDENCE CLAUSE

- a) **Food Safety Responsibility:** The Client must inform us in writing of any food intolerances, allergies, or specific dietary requirements, such as vegetarian preferences, for any member of their party. **PARIS VIP SERVICES** cannot be held responsible if the Client fails to communicate this crucial information to our company, its subcontractors, or the restaurant. The Client cannot hold our company liable for any lack of advice or anticipation on our part.
- b) **Independence and Absence of Consideration:** **PARIS VIP SERVICES** is in no way commissioned by the recommended restaurants and does not receive any advantage of any kind from these restaurants for advising its clients. The advice provided by **PARIS VIP SERVICES** is completely free from any form of consideration. Therefore, if the company advises restaurants, compiles a list of restaurants meeting the client's requirements, and even books a restaurant at the client's request, in the client's name or for convenience in the company's name, this constitutes a pure referral and in no way obligates the client to make a reservation. The client remains entirely free to decide whether or not to visit the restaurant.

- c) **Limitation of Liability and Information Verification:** Consequently, the company cannot be held responsible for any inconvenience suffered by the client in connection with this reservation or restaurant. The client expressly waives any claim, demand for damages, or compensation of any kind against **PARIS VIP SERVICES** for any incident or inconvenience, whether serious or not, arising from this reservation. The company cannot be held liable in any way. By requesting the services of **PARIS VIP SERVICES**, the client expressly accepts these conditions and releases the company from any liability. It is the client's responsibility to inquire about the restaurant in question and to ensure that the information provided by **PARIS VIP SERVICES** is accurate and error-free. **PARIS VIP SERVICES** cannot be held responsible for any inaccuracies or omissions in the information provided.

14. CANCELLATION AND REFUND POLICY

PARIS VIP SERVICES remains flexible if the departure or arrival time must be changed as long as these changes are notified and made in a timely fashion. This policy is subject to change at any time without notice.

In case of cancellation approved by **PARIS VIP SERVICE**, refunds will be processed by wire transfer or credit card refund and in Euros. In any case, all bank fees and financial charges incurred in issuing the refund will be deducted from the refund amount. Moreover, according to the Refund Policy conditions outlined below Cancellation fees can be applied.

14.1. SERVICE AMOUNT BELOW 500 EUROS

For any request or command with a total amount under 500 euros (e.g., single airport transfers, scheduled car service or roadshow...), order cancellations received at least 24 hours prior to service date are eligible to receive a full refund without any Cancellation fee. Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, cancellations received after the 24-hour notice period are not eligible for any refund. During Special Events (see 'Definition' section above), the notice period is 72 hours.

For buses, coaches orders (i.e. over 7 passengers), concierge services, booking services, visit services and events management offers, more stringent cancellation policies and notice periods can be applied and specified in Pro Forma Invoice, Proposal or email confirmation.

14.2. SERVICE AMOUNT BETWEEN 500 EUROS AND 1500 EUROS

For any request or command with a total amount between 500 euros and 1500 euros (e.g., excursions, specific limousine tours, scheduled car service or roadshow, services package...), order cancellations received at least 72 hours prior to service date are eligible to receive a full refund less a 20% Cancellation fee. Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, cancellations received after this 72-hour notice period are not eligible for any refund. During Special Events (see 'Definition' section above), the notice period is 5 business days.

For buses, coaches orders (i.e. over 7 passengers), concierge services, booking services, visit services and events management offers, more stringent cancellation policies and notice periods can be applied and specified in Pro Forma Invoice, Proposal or email confirmation.

14.3. SERVICE AMOUNT BETWEEN 1500 EUROS AND 5000 EUROS

For any request or command with a total amount between 1500 euros and 5000 euros (e.g., excursions, specific limousine tours, scheduled car service or roadshow, services package...), order cancellations received at least 30 calendar days prior to service date are eligible to receive a full refund less a 30% Cancellation fee.

Cancellations received within 29-16 calendar days prior to service date are eligible to receive a 50% refund of the Total Amount Due.

Cancellations received less than 15 calendar days prior to service date are not eligible for any refund.

Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, no significant changes to the itinerary will be allowed within 30 days prior to the service date.

For buses, coaches orders (i.e. over 7 passengers), concierge services, booking services, visit services and events management offers, more stringent cancellation policies and notice periods can be applied and specified in Pro Forma Invoice, Proposal or email confirmation.

14.4. SERVICE AMOUNT ABOVE 5000 EUROS

Except otherwise stated, for any request or command with a total amount exceeding 5000 euros (e.g., excursions, specific limousine tours, scheduled car service or roadshow...), order cancellations received 60 calendar days prior to service date are eligible to receive a full refund less a 30% Cancellation fee.

Cancellations received within 59-31 calendar days prior to service date are eligible to receive a 50% refund of the Total Amount Due.

Cancellations received less than 30 calendar days prior to service date are not eligible for any refund.

Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, no significant changes to the itinerary will be allowed within 30 days prior to the service date.

For buses, coaches orders (i.e. over 7 passengers), concierge services, booking services, visit services and events management offers, more stringent cancellation policies and notice periods can be applied and specified in Pro Forma Invoice, Proposal or email confirmation.

14.5. SERVICE INCLUDING GUIDE FEES

For any **PARIS VIP SERVICES** package or service including guide fees (e.g.: for museums, monuments), order cancellations received 60 calendar days prior to service date are eligible to receive a full refund less a 30% Cancellation fee.

Cancellations received within 59-31 calendar days prior to service date are eligible to receive a 50% refund of the Total Amount Due.

Cancellations received less than 30 calendar days prior to service date are not eligible for any refund.

14.6. SERVICE INCLUDING TICKETS (OR SEATS) AND MANAGEMENT FEES

Unless overriding terms and conditions have been expressly and previously agreed with **PARIS VIP SERVICES**, tickets (or seats) fees (e.g.: museums, monuments, theaters, exhibitions, cruises...) and management fees are not eligible for any refund.

Moreover, tickets and seats cannot be cancelled, postponed, altered or exchanged.

14.7. OTHER CANCELLATION AND AMENDMENT TERMS

Please note that certain affiliates, providers or third suppliers apply more stringent Refund Policy and Cancellation fees, which might apply if relevant. **PARIS VIP SERVICES** cannot guarantee the success of any-change request for special Event, Attraction, Theater, Exhibition or Show Ticket. The nonrefundable fees and additional Cancellation fees, if applicable, imposed by the third providers other than **PARIS VIP SERVICES** (i.e. suppliers, hotels, carriers, restaurants, guides, museums, etc.) will be deducted from the money refunded, if any.

Cancellations or amendments will be accepted via e-mail only (operations@paris-vs.com), and must be received by the deadlines stated above. These cancellations or amendments must be followed by a confirmation of cancellation from **PARIS VIP SERVICES**. Our company will not be responsible for any cancellation not received and not confirmed back to you and might charge the relative cancellation or no-show fees.

There will be NO REFUNDS given once a tour or service has commenced, or in respect of any package, for any unused or missed services (i.e. ground arrangements, sightseeing, hotel accommodations...).

All refund requests must be made by the credit card holder or her/his office or by the payer (Paypal, Wire transfer...). Refund requests must include the name of the passenger, the name of the credit card holder and transaction number. Refunds will be credited to the original credit card account used for payment or by wire transfer. Please note that the refund process may take between 1 and 6 weeks due to banking procedures. When the refund is made to the credit card account or to Bank account, any bank or financial charges will be deducted from the refunded amount.

PARIS VIP SERVICES reserves the right to substitute services of similar quality at any time or to make changes in itinerary of similar quality. **PARIS VIP SERVICES** reserves the right to modify or cancel any service without notice if it is required for security reasons of the passengers or due to extreme conditions or unforeseen circumstances that are not under **PARIS VIP SERVICES** responsibility or control.

All Special Event Change and Cancellation Policies can supersede these standard Change and Cancellation Policies and, in this case, are noted in the **PARIS VIP SERVICES** Pro-Forma invoice, Proposal or email confirmation.

15. SPECIAL EVENTS

During Special Events (Fashion weeks, Airshows, Motor shows, Gala, Evenings...), more stringent cancellation policies and notice periods can be applied and specified by **PARIS VIP SERVICES** in Pro Forma Invoice, Proposal or email confirmation.

For Special Events occurring during day time (such as Fashion weeks, Airshows, Motor shows, Exhibition, Trade Fairs) the minimum time applied to any "At Disposal" service or order is 12 hours per day and per chauffeur.

For Special Events occurring during night time (such as Evenings, Events, Dinners) the minimum time applied to any "At Disposal" service or order is 4 hours per evening and per chauffeur.

When a Client requests a dedicated chauffeur for several days, we arrange and invoice this service for this whole period i.e. from one date to another date with no gaps in between. Making sure that a dedicated chauffeur would remain at the Client's disposal during an entire period remains our Service policy. This ensures that we provide the most consistent and reliable service to our Clients, without having to change chauffeurs within any given period.

During Special Events, orders must be posted on operations@paris-vs.com latest 5 business days prior to the beginning of the service in order to be well served.

16. CONCIERGES SERVICES & THIRD-PARTY SERVICE DISCLAIMER

At **PARIS VIP SERVICES**, we are committed to providing high-quality concierge services, aiming to meet our clients' needs and requests with diligence and professionalism. We may coordinate with third-party providers for certain services such as guided tours, restaurant reservations, or ticket purchases.

Our efforts are dedicated to facilitating your stay by attempting to satisfy your requests as much as possible. However, it is crucial to underline that the outcomes of these services are not guaranteed. In acting as an intermediary for booking or recommending third-party services, **PARIS VIP SERVICES** strives to select and qualify its partners with the utmost rigor, based on criteria of quality and reliability. Despite our commitment to choosing trustworthy partners, the responsibility for the provision of these services rests entirely on third-party providers, and **PARIS VIP SERVICES** cannot be held liable for any damages, losses, or inconveniences arising from the actions, omissions, or faults of these providers, nor for the dissatisfaction concerning the recommended services.

We specify that any recommendation made by **PARIS VIP SERVICES**, including but not limited to, reservations at restaurants, tickets for events, or cultural activities, is provided for informational purposes and without a guarantee of satisfaction or quality. We strongly encourage clients to review and understand the terms and conditions of any third-party services, as well as to verify and confirm that the arrangements meet their specific expectations. In case of failure to achieve the expected result or dissatisfaction, no indemnity or compensation can be claimed by the client or any third party. Unless explicitly stated in our commercial proposal or negotiated a posteriori, in good faith, with our Management, the costs of concierge services will not be refunded, reflecting the compensation for the time invested by our operators and our network in responding to your requests.

This approach aims to establish a transparent and trusting relationship with our clients, emphasizing our commitment to offering exceptional service while recognizing the limits of our control over third-party services.

17. QUALITY ASSURANCE AND COMPLAINT SUBMISSION POLICY / RESOLUTION PROCESS

PARIS VIP SERVICES is fully committed to ensuring the highest quality of its services. If a client is dissatisfied and raises concerns about the quality of any service provided, the company guarantees a prompt and thorough review of the complaint, conducted directly by Management.

Clients are encouraged to submit their quality concerns as soon as possible to Management. If you are not satisfied with any aspect of our service, please submit your complaint in writing within 15 calendar days of the service date to complaint@paris-vs.com. Please provide detailed information about the issue and any supporting documentation. **PARIS VIP SERVICES** will not be liable for any claims submitted more than 15 calendar days after the service is rendered.

We will acknowledge receipt of your complaint within two business days and aim to resolve it within 10 business days. Depending on the nature of the complaint, compensation or corrective action will be considered.

In the event an audit confirms a quality defect or malfunction, significant financial compensation will be provided, ranging from a 50% discount to a complete waiver of the service fee, depending on the case's specific circumstances.

18. FORCE MAJEURE

PARIS VIP SERVICES and its Agents, Affiliates, Service Providers and/or Suppliers will not accept liability, refund or pay compensation for any loss, damage or expense suffered as a result of our inability to provide a service on account of staff sickness and absence, disease, war, threat of war, riots, strikes, demonstrations, civil disobedience or strife, industrial dispute, terrorist activity, natural or industrial disaster, fire, adverse weather conditions, closure of airports or ports, large-scale exceptional events with high impact (e.g., Olympic Games, Football World Cup, exceptional concert) or any unforeseeable or unavoidable event beyond our control.

If an unforeseeable or unavoidable event beyond the control of the company occurs while the client is using the services of **PARIS VIP SERVICES**, either the company or the client may request to terminate the service immediately. As indicated above, no reimbursement or compensation will be provided by **PARIS VIP SERVICES**, and all sums owed by the client for services already ordered will remain payable to the company.

However, if the client wishes to continue the service, the company will invoice the client according to the agreed rates or the company's hourly rate. For example, if the client and the driver find themselves stranded during an event (such as a demonstration) while using any driver service (such as an airport transfer), and the client wishes to continue the service, the time spent by the driver in the event will be recorded and invoiced in addition to the initially scheduled service.

In the event of a pandemic, **PARIS VIP SERVICES** will adhere to all government and health authority guidelines to ensure the safety of our clients and staff. This may include enhanced cleaning protocols, the use of personal protective equipment, and adjustments to our services to comply with social distancing measures. Clients are required to follow all health and safety instructions provided by our staff. **PARIS VIP SERVICES** reserves the right to modify or cancel services if necessary due to pandemic-related restrictions. In such cases, our standard cancellation and refund policies will apply unless otherwise stated.

In addition, **PARIS VIP SERVICES** and its Agents, Affiliates, Service Providers and/or Suppliers may not be held responsible for loss or deterioration of personal belongings inside the vehicle. In case the chauffeur would find any personal belongings inside the vehicle, **PARIS VIP SERVICES** would inform the passenger or the Client by email or by phone as soon as it is brought to its attention.

19. RESPONSIBILITY

PARIS VIP SERVICES reserves the right to employ affiliated companies and third-party suppliers for the provision of services and ground transportation. The insurance coverage provided by **PARIS VIP SERVICES** is limited to transportation-related risks only, meaning it does not extend to activities such as getting in or out of the vehicle, sightseeing, personal time, or meal breaks.

Furthermore, **PARIS VIP SERVICES** assumes no responsibility for items that the Client may leave or forget within the vehicles as part of the service. In accordance with the law, all of our vehicles are strictly non-smoking. Passengers are not allowed to eat, drink alcohol, sodas, or consume hot beverages inside the vehicle.

Opening the vehicle doors while in motion, throwing objects outside, extending body parts out of the vehicle, or yelling is also prohibited.

Should a passenger wish to use any devices or equipment in the vehicle, they must follow the instructions provided by **PARIS VIP SERVICES**.

If a passenger does not follow the driver's or safety guidelines, the driver has the right to stop and/or terminate the service at any point before its scheduled completion. In such cases, no refunds, either full or partial, will be issued.

Passengers will be financially responsible for any damage they cause to the vehicle (such as to the seats or windows). The cost for cleaning and repairs will be charged based on current rates.

Additionally, if the vehicle cannot be used due to damages caused by the passenger, the passenger may also be charged for the loss of use at **PARIS VIP SERVICES'** current rates.

PARIS VIP SERVICES reserves the right to take any necessary legal or informal actions against passengers who fail to adhere to these rules, regardless of other legal consequences they may face.

20. COMMUNICATIONS AND ELECTRONIC COMMUNICATION

Whenever you need any general information, please feel free to contact **PARIS VIP SERVICES** customer service center at contact@paris-vs.com or phone at +33 7 80 96 83 68.

By using our services, particularly within our reservation and order processes, you agree to communicate with **PARIS VIP SERVICES** electronically, including sending emails. You consent to receive communications from **PARIS VIP SERVICES** through electronic means, such as email, SMS, and applications like WhatsApp. We will communicate with you via these methods for the proper operation and management of our services, including information confirmation, cancellations, requests for advice, and satisfaction surveys. You agree that all notices, disclosures, agreements, and other communications we provide to you electronically satisfy any legal requirement that such communications be in writing.

PARIS VIP SERVICES shall have the right at any time to change or discontinue any aspect or feature of its websites, including, but not limited to, content, hours of availability, and equipment needed for access or use. The Company makes every effort to keep all information posted on the websites **PARIS VIP SERVICES** updated; however, the Company shall not be liable for damages resulting from any errors and omissions in the information provided on its websites.

This disclaimer covers all types of damages, including those from errors, delays, technical failures, incorrect content, data loss, viruses, and the general use of our online services. **PARIS VIP SERVICES** also does not guarantee the availability and reliability of its online functionalities.

Furthermore, **PARIS VIP SERVICES** is not responsible for the content, accuracy, legality, or reliability of external websites linked from its platforms. Accessing these third-party sites is done at the user's risk.

The obligation to ensure the transmitted information's accuracy, completeness, and timely receipt by clients or third parties does not extend to **PARIS VIP SERVICES**, except for booking confirmations.

PARIS VIP SERVICES is not liable for issues accessing its technology due to force majeure or events outside its control, like communication network failures. Continuous, error-free access to its websites and technological tools cannot be guaranteed, nor can the correction of all errors. The company may update or temporarily/permanently discontinue its websites and tools without prior notice, aiming to improve user experience.

The content on **PARIS VIP SERVICES**'s digital platforms is protected by intellectual property laws. Users are granted revocable permission to use these platforms in line with these Terms and Conditions. Unauthorized actions, such as modifications, copying, republishing, transmitting, distributing, or using the content for illegal purposes, are strictly prohibited.

21. PRIVACY POLICY AND DATA PROTECTION

PARIS VIP SERVICES respects the privacy of Client's data. Our company treats Clients' personal information with utmost respect and confidentiality and will ensure, within the limits set by law, that your personal information is securely kept. Client agrees to keep his/her data accurate and up-to-date and **PARIS VIP SERVICES** may use personal data for the purpose of providing Client with its services, such as using Client information to book services.

Clients have the right to access, rectify, and delete their personal information, and can contact us at contact@paris-vs.com for any privacy-related inquiries. Personal data will never be shared with third parties for marketing purposes without explicit consent.

22. COPYRIGHT

The content of the any **PARIS VIP SERVICES's** document or production including text, graphics, design and software is copyright of **PARIS VIP SERVICES**. The material may not be copied, reproduced or redistributed without prior written permission.

23. APPLICABILITY

These GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE, and any SPECIFIC TERMS OF SERVICE provided by **PARIS VIP SERVICES**, constitute the entire agreement between **PARIS VIP SERVICES** and the Client (or any representative), and supersede all previous written or oral agreements between **PARIS VIP SERVICES** and the Client (or any representative). No action (or lack of action) by **PARIS VIP SERVICES** may be construed as a waiver of these terms of service (or any part herein).

These terms and Conditions may vary from time to time. **PARIS VIP SERVICES** reserves the right to modify or rescind the terms and conditions in whole, or in part at any time with or without notice. If they are revised, **PARIS VIP SERVICES** will post the revised version on its websites. These terms and conditions must be read again even if **PARIS VIP SERVICES** services have been previously used.

Please, prior to any order, refer to **PARIS VIP SERVICES** GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE. By submitting any order or using any of our Services, you agree to and accept all the terms of service and conditions of sale.

24. DISPUTE & APPLICABLE LAW

All disputes, claims and litigation between **PARIS VIP SERVICES** and the Customer arising from the above terms and conditions shall be firstly settled by way of negotiation and mutual understanding.

All disputes arising out of, under, or in connection with these GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE (including without limitation, their validity, interpretation, performance, or breach) will be adjudicated exclusively in the courts located in Paris (75 area code) or in Versailles (78 area code), France. These GENERAL CONDITIONS OF SALE AND TERMS OF SERVICE and its validity and effect will be interpreted under, and governed by, the laws of France. You expressly consent to the jurisdiction of such courts over you.

25. ADMINISTRATIVE INFORMATION

- Mail address: 45 rue des Vignes 75116 Paris – France
- Phone: +33 7 80 96 83 68 - contact@paris-vs.com
- Company Registration Number (commercial and companies registry): 813 978 160
- Insurance Policy Numbers: MMA COMPANY: #141669238 A
- French DOT Registration Number: EVTC078163050
- **PARIS VIP SERVICES** and **design** are a registered mark ®: INPI Registration Numbers: 4329612 and 0234