

1 Objective.

1.1 These General Terms and Conditions of Sale are intended to define the contractual relations between Eurolines SA, with the capital of €192,000, whose headquarters are located at 215 Avenue Georges Clemenceau 92000 Nanterre and registered in the Trade and Companies Register of Nanterre under the number 391,144,300 and the passenger buyer (hereinafter "the Passenger" or "you") (i) of the travel tickets of Eurolines France, (ii) travel tickets of isilines or (iii) ancillary products marketed by Eurolines SA.

1.2 Eurolines SA operates its long distance transportation lines by buses under the brand names "Eurolines" and "isilines", according to their licenses No. 2014/11/0004396 and No. 2015/11/0000916 for the transportation of passengers by road issued by the Prefect of the Ile-de-France Region and to the operating permits issued by the competent authorities. Eurolines SA offers international transportation services and trips between French cities. Only those passengers who hold travel tickets Eurolines France or isilines have a contractual relation with Eurolines SA. Eurolines SA could also sale travel tickets on lines operated by third transport companies. In this case, the general conditions of sales of these third transport companies shall apply, the passengers who hold a travel ticket from a third company cannot invoke any contractual relations with Eurolines SA

1.3 As part of its activities, Eurolines SA may organize or carry out its occasional services in compliance with the provisions of the Decree No. 2011-2045 as of 28 December 2011. In case if the groups are formed according to the initiative of Eurolines, the customer will be informed about the situation. If groups of at least 2 people cannot be ready for the trip, for the dates and schedules reserved by the passenger, Eurolines SA will offer to the client other transportation solutions.

1.4 Eurolines SA sub-contracts other travel agents performing transportation services to meet the demand of its customers; for this purpose, the vehicles are not always of the same colours as Eurolines or isilines.

2 Application of the General Terms and Conditions of Sale

2.1 These General Terms and Conditions of Sale ("GTCS") shall apply without restriction or reservation to any sale of travel ticket of Eurolines France or isilines available on the websites www.eurolines.fr and www.isilines.fr (hereinafter jointly referred to as "Websites"), Eurolines France offices, agencies or partner websites or by phone. They shall also apply to the payment methods for ancillary products marketed by Eurolines SA. The GTCS shall be provided before the contract is finalized and are modified upon request. Also, they shall be displayed in their entirety in all the offices of Eurolines France and available on the websites.

2.2 The acceptance of these GTCS online shall occur through a mandatory process of checkbox.

2.3 The acceptance of these GCS by phone shall be done verbally.

2.4 The GCS can be subject to changes. The conditions applicable to your transportation contract will be those in effect on the date of booking the travel ticket.

2.5 The sale of ancillary products, namely services offered by the Eurolines SA other than the sale of travel ticket of Eurolines France or isilines (the "Ancillary Products"), is subject to the general terms and conditions of sale for each product. The general terms and conditions of sale for ancillary products shall also be provided to the passengers before the formation of a relevant contract.

3 Rates

3.1 All rates include taxes and service fees.

3.2 Discount rates for babies (less than 4 years old) – Eurolines and isilines tickets. Discount rates can apply for babies, based on the adult price and excluding service fees and other charges.

3.3 Other discount rates – Eurolines tickets. On certain routes and/or destinations, discount rates are offered for children (between the age of 4 to 11), youth (less than 26 years old) or senior (more than 60 years old), based on adult price, and excluding service fees and other charges

3.4 Discounts do not apply to promotional tickets.

3.5 Discount rates thus calculated, can be rounded off to the nearest Euro.

3.6 Service fees. A service fee shall apply for each booking:

- One way ticket: 5€ per passenger, except for routes: Paris-Lille-Brussels and Nice-Turin-Milan: 3€ per passenger; Europe -Morocco: 8€ per passenger.

- Round trip: 6€ per passenger except for routes Paris-Lille-Brussels and Nice-Turin-Milan: 4€ per passenger; France - Spain, France - Portugal: 5€ per passenger; Morocco: 8€ per passenger.

Service fees do not apply to tickets for babies or trips between French cities.

3.7 Boarding fees, booking confirmation fees, additional charges for luggage, additional charges during a high season. For international trips to certain cities, the following fees may apply: boarding fees or booking confirmation fees (maximum €10 per passenger), additional luggage (for the list of additional, luggage please see www.eurolines.fr), additional charges during high season apply for trips to Morocco (maximum €70 per passenger).

3.8 Booking fees and modification fees apply to Ancillary Products (Ferry crossings, car rentals and airlines). These rates are available in the Eurolines SA offices.

4 Schedules/Connection.

4.1 Eurolines SA reserves the right to provide connections involving changes of buses in order to cope with the conditions of particular trips. Eurolines SA reserves the right to change the schedules, suspend or cancel trips.

4.2 The arrival and departure schedule on the websites and the tickets are indicated in local time. Schedules can be modified during the year. Eurolines SA will inform you about any changes by email or phone, mail or number that has been provided during the purchase of the travel ticket. If you did not provide your coordinates, then it is your responsibility

to verify the schedules available on our websites, sales offices or through a partner travel agent.

5 Tickets.**5.1 Validity.**

5.1.1 Eurolines France or isilines tickets formalize the contract between the Passenger and our company. It can correspond to a one way ticket or a round trip ticket. It is issued upon receipt of payment.

5.1.2 Standard tickets are valid for six (6) months from the date of issue, except for tickets from/to Morocco, which are valid for one (1) year from the date of issue.

5.1.3 Promotional tickets are valid for one (1) month from the date of departure and subject to particular terms and conditions, notably change and cancellation conditions, which are published on our websites throughout the entire the offer.

5.1.4 Eurolines France tickets. Printing of ticket is required. In case of purchasing Eurolines France tickets online or by phone, after confirming the order and payment, it is **mandatory** that you print **your tickets** following the instructions published on our websites or on the confirmation e-mail. **It is noted that the confirmation e-mail or the payment receipt are not valid for travel.** Eurolines France tickets must be printed on a white sheet of A4 format, double-sided printouts are not accepted; in addition, a good print quality of the travel ticket is also necessary. Travel tickets that are partially printed, soiled, damaged illegible and that do not met these conditions are not valid. In case of poor print quality, you must print your ticket once again. When booking by phone, the travel tickets can be collected from an office of Eurolines SA during business hours. Upon your request and if time allows, they can be sent to you by mail, with extra charges for shipping and service. **Printed tickets must imperatively be presented before checking in to the Eurolines staff or to the driver in case if there is no Eurolines staff present. Eurolines SA reserves the right to deny access on board to passengers who do not comply with the provisions indicated above.**

5.1.5 isilines tickets. isilines tickets can be presented in a printed format or in digital media (smartphone, tablet, or any other device that has a function to display the QR code). In all the cases, the QR code, must be legible. The Passenger must also ensure that the device is running in good condition at the time of boarding.

5.1.6 isilines tickets bought onboard the coach. One-way isilines tickets can be bought onboard the coach by the driver if seats are available; they cannot be modified nor cancelled, and can only be paid with credit card.

5.1.7 Tickets are personal and not transferrable. In all cases, passengers have to prove their identity at the time of boarding. The information provided by the Passenger at the time of purchasing tickets must match the information in the presented identification document. Eurolines SA reserves the right to deny access on board to passengers who do not comply with these provisions. It is noted that the verification carried out by our staff during boarding is independent from the formalities related to crossing borders, which remains the sole responsibility of passengers.

5.2 Booking.

5.2.1 You confirm that you have the legal capacity to contract in order to make a booking. You are financially responsible for any booking made, either in your name or on behalf of the third party, except to demonstrate a fraud case that do not result from any failure or negligence on your behalf. You also guarantee truthfulness and accuracy of the information provided.

5.2.2 When you make a booking on behalf of the third party, you must ensure that the third party comply with these GTCS. Any use of Eurolines France or isilines travel tickets implies the acceptance of the GTCS by the passengers.

5.2.3 Eurolines SA reserves the right to refuse any order, which does not comply with the abovementioned conditions.

5.2.4 At the time of purchase, it is your responsibility to check the accuracy of the order and immediately inform in case of any error to avoid additional change or cancellation fees.

5.2.5 For any online booking, you must follow the instructions on our websites and in the confirmation mail that you will receive after the booking.

5.2.6 A booking is effective upon receipt of a full payment for the travel ticket. In case where the passenger pays a deposit, he or she has to pay the balance at the latest 15 days before the departure. This deposit may in no case be treated as earnest. If the abovementioned deadline is not met, the booking is automatically cancelled; and the deposit is lost and non refundable.

5.2.7 At the time of booking, the date of the outward ticket must be imperatively determined.

5.2.8 We commit to meet your request within the limit of seat availability in our buses.

5.2.9 The coordinates of the Passenger are requested during the booking, such as phone number and email address. This information may be useful to inform the Passenger in case of changes in the booked trip. Eurolines SA is not responsible if the Passenger refused to provide his or her coordinates or provided wrong coordinates during the booking and did not receive any information related to the trip in case of any changes of the booking.

5.2.10 Booking/Assistance for disabled. People with disabilities or reduced mobility should contact the Eurolines support service dedicated to number 01 49 72 57 27 (non-premium) for any questions regarding booking assistance. It is noted that passengers shall ask for assistance at least thirty-six hours before departure.

5.2.11 Payment Terms. You can settle your trip or Ancillary Products by any regular payment methods: cash, cheques, vacation cheques, credit cards (except American Express), Paypal, Bitcoins, and coupons of Eurolines SA. For payments by cheque: the cheque must be drawn on a bank located in metropolitan France. Payment of Eurolines France or isilines tickets by cheque is accepted only for purchases made at the

least three (3) working days before the departure and upon presentation of an identity document. Payment of Ancillary Products by cheque is accepted only for purchases made at least one (1) month before the delivery and upon presentation of an identity document. For payment with a Eurolines France Coupon, if the value of the coupon exceeds the price of the ticket, the outstanding balance will be lost and will not be reimbursed. Payment of Eurolines France extra luggage can only be made by cash. Payment of isilines luggage fees can only be made by credit card.

5.2.12 Eurolines SA will not proceed with the provision of services ordered by the Passenger if the cost has not been previously settled in totality according to the conditions indicated above.

5.2.13 "OPEN" tickets - international services. In case if your Eurolines France travel ticket for international trips includes a return ticket marked "OPEN" with no return date or precise schedule, your trip although paid is not booked. The booking of the place for the return trip is mandatory and must be filled on site or by phone before the scheduled return date. Better book early as it is subject to the availability of seats at the time of booking. For international trips to certain cities, additional charges on return tickets may apply.

5.2.14 Even with dates, it is strongly advised to reconfirm on site or by phone return tickets from the following countries: Belarus, Bulgaria, Croatia, Morocco, Moldova, Romania, Serbia, and Ukraine.

5.3 Changes.

5.3.1 The departure and arrival cities cannot be changed.

5.3.2 The tickets of standard rates are changeable.

5.3.3 The tickets with promotional rates are subject to the terms and conditions of changes outlined on the websites during the entire the offer.

5.3.4 If your travel ticket is changeable:

a) Once your booking is confirmed, you will be able to change the date and time of your one way/round trip ticket.subject to applicable fees

b) Your travel ticket is changeable as many times as you prefer, depending on availability, up to 6 hours before the departure by phone, in the Eurolines France offices or in the authorized travel agency, for a fee. At least 6 hours before departure and up to departure, the travel tickets are changeable only in the Eurolines France offices.

c) The new rate will be the standard rate.

d) The exchange of the Eurolines France tickets for the isilines tickets and vice versa is possible after the Passenger confirms the new applicable rate.

5.3.5 The change fees of €8 are applied to any changes made in an international travel ticket, and €4 for any changes made in a travel ticket between French cities. Additional charges apply depending on the chosen dates or times.

e) Any travel ticket, the date or time of which has been changed is no longer refundable but changeable.

f) The new dates or times have to be set imperatively at the time of the change.

g) If a new applicable rate is lower than that of the initially booked trip, this amount will be lost and will not be refunded.

5.4 Cancellation/Refund.

5.4.1 Roundtrip ticket. Any cancellation of a roundtrip travel ticket includes both way trips. The partial cancellation of the outward or the return trip is not possible.

5.4.2 Any partially travel ticket used is not refundable. For a roundtrip ticket, the return is no longer refundable after the date of the outward ticket.

5.4.3 Lost, stolen, or damaged Eurolines France travel ticket Any destroyed, lost, stolen or damaged Eurolines France travel ticket is not refundable; a new ticket must be purchased in order to travel. If the travel ticket has been issued in the form of an e-ticket, it should be reprinted by the passenger. The provisions of this subparagraph shall not apply to isilines tickets, which, according to subparagraph 5.1.5, may be described in dematerialised format.

5.4.4 The standard rate travel tickets are voidable.

5.4.5 The promotional rate travel tickets are subject to the cancellation policy outlined on the websites during the entire offer.

5.4.6 If your travel ticket is voidable, cancellation compensation will apply according to the following regulations:

- For any request made more than 48 hours before the departure: 25% of the travel ticket price (minimum charges: €10)

- From 48 hours and up to 6 hours before the departure: 50% of the travel ticket price (minimum charges: €20)

- Less than 6 hours before the departure or absence at the departure: The travel ticket is not refundable

It is noted that service fees, boarding fees and insurance subscriptions are not refundable.

5.4.7 Any refund request made after the cancellation of a travel ticket must be confirmed by registered mail with acknowledgment of receipt to the address: TSA 12429 - 92729 Nanterre Cedex - France, to the attention of the Refund Department, within a maximum period of 2 months from the date of the journey. Any request (the form can be downloaded on www.eurolines.fr, www.isilines.fr or in Eurolines offices) shall be accompanied by the original travel ticket, a letter justifying the request and a proxy (if necessary).

6 Travel Conditions.

6.1 Health and administrative formalities of the trip.

6.1.1 Administrative and/or health formalities may be required for carrying out of your trip. They are published on our websites for French nationals or by another Member State of the European Union or of a state that is a part of the agreement of the European economic area. They are also available on the site www.europa.eu. It is your responsibility to know them.

6.1.2 The completion and costs of the formalities of the police, customs or health for your journey (identity card, residence card, passport, visa, exit permits from the country, medical certificate, immunization record, etc.) is your own responsibility. The passengers who are nationals of

foreign countries must learn about these formalities, prior to the purchase of the travel ticket, at the competent authorities of their country of origin as well as in the countries of destination or transit. Eurolines SA bears no responsibility for the passenger who, because of the non-compliance of these formalities would not be able to depart on the date specified, or to cross the board. In the case of non-compliance with the formalities, Eurolines France in no case or in no way will be liable to any passenger to pay total or partial refund for the travel ticket or any kind of compensation.

6.1.3 **Minors.** Minors below the age of 16, who is not accompanied by a person holding a parental authority or an adult duly authorized, are not accepted on board of our buses. Minors between the ages of 16 and 18 years old unaccompanied by the person holding a parental authority are accepted on board of our coaches only if they have documents necessary for crossing the borders (identity card or passport and visa, if necessary) and a valid AST : Autorisation de Sortie du Territoire on an original CERFA document. For more information about the formalities regarding the travel of minors see : www.eurolines.fr, www.isilines.fr and www.diplomatie.gouv.fr.

6.2 **Boarding**

6.2.1 **Boarding Services.** Passengers must be present at the boarding point (or at Eurolines' check-in counters) at least 30 minutes prior to the departure time as displayed on the ticket; it is noted that **boarding from Paris-Gallieni starts 1 hour before the departure time** as displayed on the ticket. Boarding closes 15 minutes before departure time. In case of a late submission, boarding is no longer guaranteed. Boarding point is indicated at the time of purchase of the travel ticket. However, boarding points are public and changes may occur at the request of the local authorities. It is advisable for Passengers to inquire about the exact location of boarding with the Eurolines agents on site or from the Service During the Travel: +33 (0)1 49 72 51 57.

6.2.2 **isilines services.** Passengers must be present at the boarding point at least 20 minutes prior to the departure time as displayed on the ticket.

6.2.3 As indicated in article 5.1.6, at the time of boarding, the Passenger will present his printed travel ticket and justify his identity, which must correspond to the information provided on the travel ticket.

6.2.4 **Denied Boarding.** Any breach of the contractual provisions of these GTCS as well as the provisions of the public order in effect may cause a denial of boarding or landing during the passenger's journey. Eurolines SA may refuse to carry a Passenger or his baggage if there are reasons to believe that transportation of the Passenger or his or her luggage could endanger or affect the safety, health or comfort of other passengers, and notably: (a) if the physical or mental condition of the Passenger, including a state caused by alcohol consumption or in taking of drugs or medicaments, poses a risk or danger to the Passenger concerned, other passengers, staff or property; (b) the Passenger refuses to follow the instructions or behaves in a threatening, abusive, insulting or unruly manner towards the boarding staff or driving staff; (c) if the passenger shows a damaged or illegible ticket or that has been declared as a lost or stolen document or the passenger cannot prove that he or she is the person mentioned on the ticket; (d) the Passenger does not follow the safety instructions of Eurolines. Eurolines SA in no case and in no way will be liable to any traveller for the total or partial refund of his or her travel ticket or any kind of compensation.

6.3 Transportation of animals.

6.3.1 The transportation of dogs or cats up to 5 kilos are allowed **only on board of isilines buses**, in bags or adapted travel cages the dimensions of which will not exceed 45 cm x 30 cm x 25 cm and in the limit of one animal per person. For safety reasons, the driver or a Eurolines executive may ask you to keep your pet silent during the travel. Guide dogs for the blind or deaf are allowed on all services of Eurolines and isilines without exception.

6.3.2 It is your responsibility to check with the authorities about the preliminary formalities that have to be complied with in France and with the authorities of the countries crossed concerning the transportation of animals.

6.4 **Technical and commercial stops.** Rest stops for meals and refreshments are provided during the travelling. Passengers are required to respect the duration of the fixed stops. The driver of a bus is granted the right to leave in case if a passenger does not comply with the duration of the stops, without being held responsible for the absence of the said passenger and consequences associated with this. At the boarding points during the journey, the passengers are required to stay in the bus if they do not arrive at their final destination unless otherwise instructed by the driver.

6.5 Safety instructions. Mutual respect on board

6.5.1 The passenger is required to comply with all safety instructions which will be transmitted to him or her, and in particular he or she must fasten the seat belt, do not travel in aisle during the journey, except to go to the toilet.

6.5.2 The passengers accompanied by minors will keep them under their responsibility and exercise a special supervision at any time in order to ensure compliance with the board safety instructions.

6.5.3 It is not allowed to consume alcoholic beverages, to smoke on board of the bus or to carry narcotic drugs or derived products.

6.5.4 Products or objects, which by their nature, volume or their smell could impede or cause inconvenience to other passengers are prohibited on board.

6.5.5 The use of musical devices or instruments, radios or similar devices, causing nuisance to other passengers or distraction to drivers, is not allowed on board. Mobile phones must be kept in "silent" or "vibrate" mode during the entire journey.

7 **Delays/Cancellations of Services.**

7.1 In case if a service had to be cancelled or if the departure had to be delayed by more than 120 minutes, Eurolines SA will inform the passengers at the earliest time possible, by sending an email or SMS to the e-mail address or to the number provided at the time of purchase of the travel ticket.

7.2 If a cancellation or a delay is attributable to Eurolines SA, you will be offered a choice between a) the re-routing to the intended destination on a bus leaving with a different date and/or time without additional cost, in timely manner and similar conditions or (b) the refund of the ticket price and, if there is a place, the outward complimentary transportation service, as soon as possible up to the point of departure planned in the ticket.

7.3 f cancellation, a departure delayed over 120 minutes or overbooking is attributable to Eurolines SA, you will be immediately given the choice between a) the continuation or re-routing to the intended destination on a bus leaving at a different date and/or time without additional cost and in a timely and comparable terms or b) reimbursement of the ticket price and, if necessary, a free transportation service return by coach as soon as possible to the point of starting provided in the contract of carriage. This reimbursement is made within fourteen days after the offer was made or the request has been received. Payments are made in cash, or as agreed terms with the Passenger.

If Eurolines SA is not able to offer the passenger the choice referred to in paragraph 7.2, the passenger is entitled to a compensation equivalent to 50% of the ticket price, in addition to the reimbursement referred to in b) of paragraph 7.2. This amount is paid by Eurolines SA in the month following the filing of the claim.

7.4 In the absence of response or in case of refusal on your part of the offer specified in the preceding paragraph within a period of three days from the receipt of the offer, a coupon will be issued by Eurolines France on your behalf, covering the entire cost of the ticket by the rate on which it has been purchased. This coupon will be sent to you by mail to the corresponding address that you provided during your purchase.

7.5 You can also contact the After-Sales Services of Eurolines SA at the address indicated in Article 11.2 of these GTCS, to request the cancellation of the coupon, to in favour of a refund of the exact ticket price. No refund will be possible if the coupon issued following the cancellation has been used, in whole or partially.

7.6 In case of cancellation or delayed departure giving right to accommodation, it may not exceed 2 nights and 80 € / night.

7.7 In case of changes, significant delays or cancellations due to a case of force majeure, Eurolines SA cannot be held responsible for the damages caused to the passenger and therefore in no case and in no way liable for the total or partial refund of the travel ticket or any kind of compensation.

7.8 The circumstances of force majeure are considered as follows: war or threat of war, accident(s) causing delays, bad weather, fire or accident to a stopping point, vehicle control or arrest by the police authorities or customs, death or accident on the road, vandalism and terrorism, slowing down in the road traffic, strike movement(s), disturbances, riots, problem(s) cause(s) by a traveller, prohibition of movement given to vehicles, or any circumstance likely to endanger the safety of passengers.

8 **Luggage.**

8.1 Eurolines France services:

8.1.1 On the majority of our international routes, the passengers are allowed to carry two complimentary hold bags (bags or suitcases): each bag must not exceed 20 kg and the sum of the three dimensions (height + width + depth) must not exceed 170 cm. The bags exceeding these dimensions or weight as well as bicycles, skis and sports equipment, musical instruments etc. are prohibited. The bag must bear the identification labels Eurolines on behalf of the passenger.

8.1.2 On some lines, the transportation of luggage is paying, as indicated in Article 3.7.

8.1.3 Objects exceeding the dimensions or weight specified in section 8.1.1 as well as bicycles, skis and sports equipment, musical instruments etc. are forbidden.

8.2 **isilines services:** passengers are allowed to bring a free bag not exceeding the dimensions and weight specified in the preceding paragraph.

8.2.1 Transportation of additional bags is subject to additional charges specified on the websites.

8.2.2 Additional luggage transported in the hold are allowed depending on availability, and subject to the payment of a fee specified on our Websites or Eurolines agency.

8.2.3 Special luggage and sports equipment are prohibited, apart from bicycles, skis and surfboards in a cover and properly conditioned, not exceeding 230 cm long, 90 cm high and 60 cm wide, and 20 kg; they are allowed depending on availability, and subject to the payment of fee specified on our Websites or Eurolines agency. Passengers wishing to transport special luggage should refer to the luggage section of the website or contact customer service for more information.

8.3 Terms common to Eurolines and isilines services.

8.3.1 Luggage must have identification tags with the name and contact info of the passenger.

8.3.1 Travelling on a wheelchair is possible on the services available to carry disabled passengers.

8.3.2 Packaging of luggage is under the full responsibility of the passengers. They will be responsible in case of any damage caused to their luggage by third parties (persons or property).

8.3.3 Transportation of illicit or flammable products is strictly prohibited (firearms, edged weapons, blunt objects, substances and hazardous toxic, polluting materials, etc.).

8.3.4 Passengers are also allowed to carry a handbag of a maximum size of 40x30x15 cm. Eurolines SA assumes no responsibility for not transporting the holding luggage, except in cases of gross negligence of the carrier. Passengers are responsible for the care of their handbag, which must remain under their supervision throughout the entire trip.

8.3.5 Eurolines SA reserves the right to refuse a bag which dimensions or nature does not comply with the conditions listed above.

8.3.6 During the bus changes, correspondence and customs duties, or technical or commercial stoppages, the passenger must not leave anything in the bus. In addition, luggage and its transfer to another bus remains a full responsibility of the passengers.

8.3.7 Any claim of loss, theft or damage of the luggage with a sign label of registration must be made by the passenger in writing at the time of their leaving from the bus to the driver and to the Eurolines offices or its partners, and confirmed in writing with acknowledgment of receipt accompanied by the original ticket at the address indicated in Article 11.2 of these GTCS and to the attention of the After-Sales Service of Eurolines SA, at the latest within 15 days after the end of the journey. Otherwise, no claim will be accepted by Eurolines SA.

8.3.8 In case of loss or damage of checked luggage, the restorative compensation may not exceed an amount of €150 per luggage.

8.3.9 At the end of the journey, the passenger is obliged to ensure that no luggage, objects or personal belongings is forgotten on board.

9 **Retract Time.**

You are informed that pursuant to Articles L. 121-16-1 and L. 121-21-8 of the Consumer Code of Transportation Services Eurolines France and isilines are not subject to the application of the withdrawal right provided in Articles L. 121-20-12 and following the Consumer Code of Remote Selling.

Ancillary products marketed by Eurolines SA on its websites are subject to the General Purchase Terms applicable to each product. These general terms and conditions of sale will be available during the sales process.

10 **Data Processing. Data Protection Act.**

The information that you provide to us during the purchase of the travel ticket allows Eurolines SA, as well as its partners, to process and execute fulfilled orders, and, where appropriate, to manage the operation of the customer account and your subscription to our newsletter.

In compliance with act no. 78-17 as of 6 January 1978 relating to computing, files and liberties, you have the right of access and rectification of personal data concerning you. You can exercise this right by contacting Eurolines SA After-Sales Service at the address indicated in the following article.

11 **Assistance to Passengers. Claims.**

11.1 **Assistance.** To allow passengers to quickly communicate with Eurolines SA before and during the journey, the service number is indicated on all tickets of Eurolines France and isilines : +33 (0)1 49 72 51 57.

11.2 **Claims.** If you want to make a claim, it must be sent by a registered mail with acknowledgment of receipt to the following address: Eurolines SA - Customer Service - TSA 12429 - 92729 Nanterre Cedex - France. It must be accompanied by the ticket and other supporting documents and must be carried out within a period of three (3) months from the date on which the journey was made or should have been executed. Otherwise, it will not be processed. Within a period of one (1) month following the receipt of the claim, Eurolines France will inform you if it has been chosen, rejected, or still in review. A definitive answer will be provided to you within 3 months after receipt of your complaint.

11.3 Mediation. A customer who is not satisfied with Eurolines' response to their complaint may send their request to the Tourism and Travel Ombudsman. Applications will not be admissible without prior referral to the Eurolines customer service. The Tourism and Travel mediator can be entered directly through the internet by downloading the referral form: <http://www.mtv.travel> and returning the completed to the following address: MTV Mediation Tourism Travel-BP 303- 75823 Paris Cedex 80 17.

12 **Insurances.**

12.1 No insurance is included in the price of the travel ticket. Therefore, it is recommended that the passenger having the values higher than €150 optionally opt to a travel insurance. Travel insurance can also cover certain cases of cancellation, assistance and repatriation in case of an accident or illness. If you decide to buy travel insurance on our websites or in our offices, your contract will be concluded directly with the insurance company whose general terms and conditions will apply to such insurance. These insurance terms and conditions will be available during the sales process.

12.2 Eurolines France has obtained insurance coverage from HDI-Gerling Industrie Versicherung AG - Tour Opus 12 - La Défense 9 - 77 Esplanade du Général de Gaulle - 92914 Paris La Défense Cedex for damages resulting from its professional activity.

13 **Law and Applicable Jurisdiction - Language**

These general terms and conditions and more generally the transportation contract concluded with Eurolines SA are subject to French law. In case if these general terms and conditions will be translated into one or several foreign languages, only the French text will be considered in case of litigation. Any litigation relating to their interpretation and/or to their execution falls within the French courts. Passengers are informed that they may use any conventional methods, or any alternative mode of settlement of disputes.

14 **Pre-contractual Information - Passenger Acceptance**

Passenger agrees that he or she has read purchase terms before placing the order, in a clear and comprehensible manner, and all the information and particulars referred to in Articles L 111-1 to L 111-7 of the Consumer Code, and in particular:

- The essential features of the services of Eurolines France or isilines;
- The price of tickets and ancillary fees;
- The information relating to the identity of Eurolines SA, its postal, telephone and e-mail contact information, and its activities;
- The information relating to the legal and contractual guarantees and their implementation modes;
- The features of digital content and, if applicable, its interoperability;
- The possibility of using a conventional mediation in cases of a dispute;
- A person purchasing or ordering the travel tickets Eurolines France or isilines has to comply with and fully accept these GTCS, which is expressly recognized by the Passenger.