FÉDÉRATION FRANÇAISE DE LA GRANDE REMISE

General Terms and Conditions of Sale and Booking

VERSION 2026.6

COMPLETE GENERAL TERMS AND CONDITIONS

Article 1 — Purpose and Scope

1.1 These terms and conditions govern all services offered by the Fédération Française de la Grande Remise (hereinafter "the Federation"): the provision of chauffeur-driven vehicles, close protection officers, air and maritime chartering, and concierge services.

1.2 They are provided to the Client with each quote and, together with the quote, constitute the entire agreement between the parties. Any booking entails unreserved acceptance of these terms.

1.3 They shall prevail over any purchase conditions of the Client, save for the Federation's prior written acceptance.

Article 2 — Definitions

Consumer Client: a natural person acting for purposes outside the scope of their commercial, industrial, craft or professional activity.

Business Client: any other person, whether natural or legal.

Service: the service ordered, as described in the accepted quote.

File: all research, verification and negotiation work carried out by the Federation with a view to preparing a proposal.

Article 3 — Status and Role of the Federation

3.1 For the ground transport of passengers, the Federation acts as a booking agency within the meaning of Articles L. 3141-1 et seq. of the French Transport Code. In accordance with Article L. 3142-3, it is liable by operation of law to the Client for the proper performance of the transport, including where the transport is provided by a member of the Federation.

3.2 For private aviation, helicopter and yacht services, the Federation acts as an intermediary. The transport or provision of the aircraft or vessel is performed by the operator, carrier or shipowner selected, under its own licence and its own responsibility. The Federation is responsible for the diligence exercised in selecting and verifying that operator.

3.3 The Federation does not operate any vehicle. Insurance of the vehicles and of their driving is the responsibility of their operators or owners.

3.4 For concierge services and access arrangements offered in partnership with third parties, in particular restaurants, nightlife venues, jewellery or watchmaking houses and private visits, the Federation acts as an intermediary. It makes the request and negotiates access, but does not perform the service itself, which remains under the entire responsibility of the third-party establishment. The Federation guarantees neither the availability nor the obtaining of the table, private salon, date or access requested. It is responsible for the diligence exercised in selecting and verifying that third-party establishment.

Article 4 — Quotes and Formation of the Contract

4.1 Each service is the subject of a personalised quote, valid for thirty days unless otherwise stated.

4.2 The contract is formed only upon the dual condition of the Client's express acceptance of the quote and actual receipt of the payment provided for in Article 6. No commitment shall arise from the Client's request alone.

4.3 Where no quote can be issued, the Federation shall inform the Client in writing and shall apply Article 9.4 or 10.3, as applicable depending on the nature of the file.

Article 5 — Price

5.1 Prices are expressed in euros. The quotation states the price excluding value added tax (VAT), the VAT calculated at the rate applicable to the service, and the price including VAT. **The amount due from the Client is the price including VAT stated in the accepted quotation.**

5.2 The following shall be payable by the Client, unless otherwise stated in the quote: parking fees, tolls, access charges for regulated zones, airport and port taxes, waiting-time charges beyond the agreed allowance, and banking and exchange fees.

5.3 Any service not included in the quote shall be the subject of a supplementary quote. No service shall be deemed free of charge merely because it has not been priced.

5.4 The price, the minimum spend or any other financial condition set by a third-party establishment shall be communicated to the Client before booking. They shall be distinct from the study fees provided for in Article 10, shall not be deducted from them, and shall not be set by the Federation.

Article 6 — Payment, Condition of the Booking

6.1 Payment is a condition of the booking. No date, vehicle, aircraft or unit shall be held prior to actual receipt of funds. A confirmation sent prior to receipt of funds does not constitute a firm booking.

6.2 Means of payment. Payment shall be made by credit card, by means of a secure payment link sent to the Client, or by bank transfer to the account shown on the invoice. Where the amount exceeds the limit of a payment link, payment is split across several links; the booking is firm upon receipt of the full amount. Bank transfer is accepted only where the service begins more than fifteen days later, as interbank transfer times do not guarantee the availability of funds within a shorter period. For any service beginning in less than fifteen days, payment shall be made by payment link.

The booking is confirmed only upon actual receipt of funds in the Federation's account. A transfer order, a payment confirmation notice or a screenshot does not constitute payment and does not give rise to any booking. Banking and exchange fees are payable by the remitter: the Federation must receive the full invoiced amount.

6.3 Ground transport is payable in full at the time of booking. Private aviation, helicopter, yacht and concierge services are subject to prior payment of the study fees provided for in Articles 9 and 10, followed by payment of the balance in accordance with the payment schedule set out in the accepted quote.

6.4 Security deposit. Where the quote so provides, the Client pays with the price, by the same means of payment, a refundable security deposit in the amount stated in the quote. It secures payment of the sums owed by the Client under the quote and unpaid at the end of the service, in particular extensions, the charges referred to in Article 5.2 and damage caused by the Client, supported in writing. It is neither an advance payment within the meaning of Article 7.1 nor a deposit (arrhes), and Articles 8.3 and 8.6 do not apply to it. It is refunded within fourteen days of the end of the service, less only the sums owed that the Federation substantiates in writing, the amount of which the Client may dispute. If the service does not take place because of the Federation, or in case of free cancellation (Article 8.2), it is refunded in full with the other sums paid.

Article 7 — Characterisation of Sums Paid

7.1 Any sum paid by the Client, for whatever purpose, other than the security deposit provided for in Article 6.4, constitutes an advance payment within the meaning of Article 1590 of the French Civil Code, and not a deposit (arrhes). The parties expressly exclude the application of Article L. 214-1 of the French Consumer Code.

7.2 Consequently, the payment shall not grant the Client any right to withdraw from the contract, and shall not expose the Federation to any obligation to repay double the amount received.

7.3 The wording used in commercial materials, application interfaces or translations shall not alter this characterisation; only this clause shall be authoritative.

Article 8 — Cancellation and Modification

8.1 The scope of this Article covers all of the Federation's services: the provision of chauffeur-driven vehicles and close protection officers, private aviation, helicopter, yacht and concierge services. It does not govern study fees, which are subject to Articles 9 and 10.

8.2 Cancellation 16 days or more before the agreed date: free of charge. Sums paid for the service shall be refunded in full within fourteen days. The study fees provided for in Articles 9 and 10 shall remain payable.

8.3 Cancellation less than 16 days before the agreed date, or the Client's failure to appear at the agreed place and time: all sums paid, other than the security deposit, shall remain payable to the Federation, in consideration for the reservation of the human and material resources booked.

8.4 Reciprocity. In the event of cancellation by the Federation, other than for force majeure or on safety grounds within the meaning of Article 8.6, the Federation shall refund all sums paid and pay the Client compensation of an equivalent amount.

8.5 Any modification (date, time, itinerary, vehicle category) is subject to availability and may give rise to a revised quote. A modification requested less than 16 days in advance and not accepted by the Federation shall be treated as a cancellation.

8.6 The Federation may interrupt or refuse to provide a service where the safety of persons, applicable regulations or the dignity of the service so require, in particular in the event of dangerous conduct, exceeding capacity, or an unlawful request. Sums paid, other than the security deposit, shall remain payable to the Federation.

8.7 Operator-specific conditions. Where the service is performed by a third-party operator (aircraft or helicopter operator, shipowner or charterer, third-party concierge establishment, restaurant or nightlife establishment, jewellery or watchmaking house, private visit organiser), that operator's cancellation conditions shall apply where they are stricter than those set out in Articles 8.2 and 8.3. They shall be brought to the Client's attention in the quote prior to any payment and shall then prevail over the time limits set out in this Article, up to the limit of the sums actually retained by the operator. Where they have not been included in the quote, they shall not be enforceable against the Client, and Articles 8.2 and 8.3 alone shall apply.

Article 9 — Private Aviation, Helicopter, Yacht: Study Fees

9.1 The opening of a file is subject to payment of study fees of €1,500 excluding VAT, payable before any work begins. No search shall be undertaken prior to receipt of payment. The parties may agree on a different amount; it shall then be stated in the file-opening quote prior to any payment.

9.2 These fees remunerate a standalone study service: identifying the Client's requirements, searching for available aircraft or units, verifying operators and their credentials, checking insurance, commercial negotiation, and preparation of the proposal.

9.3 These fees constitute remuneration for a standalone service. They are separate from the price of any services that may subsequently be offered to the Client and are not deducted from it. They shall be payable to the Federation as soon as the study begins, regardless of the Client's subsequent decision.

9.4 The only case giving rise to a full refund: the Federation sends no proposal to the Client. The refund shall then be made within fourteen days. No refund shall be due where the Client declines a proposal sent to them, fails to respond, or abandons the intended service.

9.5 Study fees are payable per file. A new requirement, a new destination, or the resumption of a file after it has been abandoned shall give rise to new fees.

Article 10 — Concierge Services: Study Fees

10.1 The opening of a concierge file is subject to payment of study fees payable before any work begins. The amount is determined by the level of involvement required:

- **Single-matter file — €600 excluding VAT**: one identified request, a single objective, a limited number of third parties to be contacted.
- **Coordination file — €1,500 excluding VAT**: several services to be coordinated with one another, a stay or event spanning several days, multiple destinations, a tight deadline, or coordination of third parties on the Client's behalf.

Any request combining a transport service with access provided by a third party falls within the coordination file.

10.2 The applicable level shall be determined when the requirement is assessed and brought to the Client's attention in the file-opening quote, prior to any payment. It may not be unilaterally changed by the Federation after the quote has been accepted.

10.3 The parties may agree on an amount different from those set out in Article 10.1. That amount shall then be stated in the file-opening quote and shall replace the reference amounts.

10.4 These fees remunerate the assessment of the requirement, the search for and solicitation of third parties, verification of their availability, and preparation of the proposal.

10.5 Articles 9.3, 9.4 and 9.5 shall apply in the same terms: a standalone service that is not deducted from the price of the services offered, payable as soon as the study begins, full refund only where no proposal is sent, fees payable per file.

Article 11 — Consumer Client's Right of Withdrawal

11.1 In accordance with Article L. 221-2 3° of the French Consumer Code, passenger transport contracts are not subject to the right of withdrawal. The same applies, pursuant to Article L. 221-28 12°, to leisure, accommodation and catering services to be provided on a specified date or at a specified interval.

11.2 By contrast, the study services referred to in Articles 9 and 10 grant the Consumer Client a right of withdrawal of fourteen days from the conclusion of the contract.

11.3 Request for immediate commencement and waiver. The file-opening quote shall include, for the attention of the Consumer Client, the express request that the study begin immediately and the waiver of the right of withdrawal, in accordance with Articles L. 221-25 and L. 221-28 1° of the French Consumer Code. The Client shall make this request prior to any payment, by signing the quote or by written agreement on a durable medium, and it shall be time-stamped.

11.4 The study service is fully performed upon transmission of the proposal to the Client. From the time of that transmission, the Consumer Client loses their right of withdrawal pursuant to Article L. 221-25 of the French Consumer Code, and the study fees shall remain payable in full, subject only to Article 9.4.

11.5 In the absence of such a written request, a Consumer Client who withdraws within fourteen days shall obtain a full refund of the study fees, notwithstanding Article 9.3.

Article 12 — Late Payment

12.1 Any sum not paid when due shall automatically bear interest, without prior formal notice, at a rate equal to three times the statutory interest rate then in effect.

12.2 The Business Client shall furthermore be liable for a fixed collection indemnity of €40, in accordance with Article L. 441-10 of the French Commercial Code. Where the collection costs actually incurred exceed this amount, additional compensation may be claimed upon production of supporting evidence.

12.3 The Federation may suspend, as of right, any ongoing or future service until payment is made in full, without such suspension giving rise to any compensation.

12.4 No discount shall be granted for early payment.

Article 13 — Liability

13.1 The Federation's liability in respect of ground transport shall apply under the conditions set out in Article 3.1.

13.2 For services performed by a third-party operator (aviation, helicopter, yacht, close protection officers, third-party concierge and access establishments referred to in Article 3.4), the Federation's liability shall apply in respect of the selection and verification of that operator. The operator's own conditions, in particular regarding postponement, rerouting and limitation of compensation, shall be brought to the Client's attention together with the proposal.

13.3 Events of force majeure within the meaning of Article 1218 of the French Civil Code, as well as decisions of public authorities, traffic restrictions, weather conditions and air or maritime safety requirements, shall not constitute a failure on the part of the Federation.

13.4 No clause of these terms is intended, or shall have the effect, to exclude the Federation's liability in the event of personal injury, gross negligence or wilful misconduct.

Article 14 — Confidentiality

14.1 The Federation, its staff and its members are bound by an obligation of absolute confidentiality regarding the Client's identity, movements and companions, and any information brought to their attention in connection with a service.

14.2 This obligation shall survive the end of the contractual relationship without limitation of time.

Article 15 — Complaints and Mediation

15.1 Any complaint must be submitted in writing within 7 days of the date of the invoice or of the disputed service, to the correspondence address shown on the quote.

15.2 The Consumer Client may, after submitting a written complaint that has received no satisfactory response, refer the matter free of charge to the consumer mediator, whose contact details are provided upon request and are shown on the Federation's website.

Article 16 — Personal Data

16.1 The data collected is processed solely for the purposes of performing the service, invoicing, and complying with legal obligations. It is retained for the applicable statutory period.

16.2 The Client has the rights of access, rectification, erasure, restriction, objection and portability provided for by Regulation (EU) 2016/679. These rights may be exercised with the Federation, at the address shown on the quote.

Article 17 — Governing Law and Jurisdiction

17.1 These terms are governed by French law.

17.2 Business Client: any dispute shall fall within the exclusive jurisdiction of the Paris Commercial Court, including in the event of multiple defendants or third-party proceedings.

17.3 Consumer Client: the statutory rules of jurisdiction shall apply, the Client being entitled to bring proceedings before the court of the place of their domicile or the court of the place where the service was performed.

Article 18 — Final Provisions

18.1 If any clause of these terms is declared void or deemed not to have been written, the remaining clauses shall remain in full force and effect.

18.2 The fact that the Federation does not avail itself of a clause shall not constitute a waiver of its right to do so at a later date.

18.3 The applicable version is the one in force on the date the quote is accepted. This version bears number **2026.6**.

18.4 Language. These terms are drawn up in French and translated, for the Client's understanding, into the languages offered. These translations are prepared with care to reflect the French text. In the event of any inconsistency between versions arising from translation, the French version shall prevail for the interpretation of the contract, in accordance with Articles 17.1 and 17.2.