GENERAL TERMS AND CONDITIONS OF SALE AND USE OF THE CDG EXPRESS SERVICE (GTCSU)

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Courtesy translation of the French original ("CGVU"). In accordance with Article 34, only the French version is legally binding before the courts. Defined terms are rendered in English with the French term in brackets where helpful.

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PART I – PRESENTATION OF THE GENERAL TERMS AND CONDITIONS OF SALE AND USE OF THE CDG EXPRESS SERVICE (GTCSU)

ARTICLE 1. PURPOSE AND SCOPE OF THE GTCSU

The CDG Express transport service (hereinafter "CDG Express") provides a direct rail link, with no intermediate stop, between Paris-Charles de Gaulle airport and Paris Gare de l'Est, and vice versa.

CDG Express is operated by the carrier Hello Paris Services (hereinafter "the Carrier"). This service is a suburban rail service within the meaning of Article L. 2151-2 of the French Transport Code.

These General Terms and Conditions of Sale and Use of the CDG Express Service (hereinafter the "GTCSU") govern the terms of sale of Tickets to Customers as well as the conditions and terms of use of Tickets and of the CDG Express Transport Service, to which all persons using CDG Express are subject.

Any Customer who purchases Tickets through the sales channels offered directly by the Carrier, as referred to in Part II of these GTCSU, is subject to these GTCSU.

All Ticket Holders and all persons using the CDG Express Transport Service are subject to Parts I, III, IV, V, VI, VII and VIII of these GTCSU.

The Customer and the Holder may be one and the same person or two separate persons. In the latter case, the Customer undertakes that the Holder will comply with the provisions of the GTCSU and undertakes to provide the GTCSU to the Holder or to invite the Holder to read them on the Site before the date of travel.

Any Ticket Holder is deemed to have read and accepted these GTCSU without any express acceptance on their part being required. The mere fact of using the Ticket or the CDG Express Transport Service implies full and complete acceptance of the terms of use of the Ticket and of the CDG Express Transport Service described in these GTCSU.

It is expressly stipulated that these GTCSU are entirely independent of, and do not apply to, Additional Services, which are governed by the terms of sale and use of the third parties that offer and provide them.

Finally, it is specified that where CDG Express transport tickets are sold by a Distributor or a Reseller, the conditions of sale are those defined by the Reseller or the Distributor. Nevertheless, in such a case, the conditions of use of Tickets and of the Transport Service defined in these GTCSU (Parts I, III, IV, V, VI, VII and VIII) apply to Ticket Holders and to all persons using CDG Express. It is the responsibility of third-party Resellers and Distributors to inform their customers and Ticket Holders of this by any means.

ARTICLE 2. DEFINITIONS

For the purposes of these GTCSU, the capitalised terms listed below have the following meanings, in the singular as well as the plural:

Ticket: CDG Express transport ticket.

Single Ticket (Billet Aller simple): Ticket allowing a single CDG Express journey.

Return Ticket (Billet Aller-Retour): Ticket allowing an outbound journey from one of the two Stations and a return journey from the Station opposite the departure Station.

Free Ticket: Ticket purchased without financial consideration in compliance with the conditions set out in these GTCSU.

Customer: Any natural or legal person who purchases one or more Tickets under these GTCSU.

User Account: Personal space created by the Customer on the Site or in the Application, allowing in particular the Customer to view their order history and download their Tickets where the Customer purchased their Tickets by logging in to their User Account.

General Terms and Conditions of Sale and Use of the CDG Express Service (GTCSU): These general terms and conditions governing the sale of Tickets, the use of Tickets and the CDG Express conditions of carriage.

Distributors or Resellers: Ticket sellers and tour operators within the meaning of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations,

authorised by the Carrier to sell Tickets.

Intellectual Property Rights: All rights provided for by the Intellectual Property Code and other protectable intangible rights such as trademarks, company names, trade names, signs, logos, designs and models, copyright, domain names, patents, databases, software and know-how, whether registered or not, including applications for registration or assignment of such rights, as well as any right and any form of protection having equivalent or similar effects, including an exclusive right, as may exist anywhere in the world.

Station (Gare): Each of the two points of origin or destination of the CDG Express Service, namely Paris-Charles de Gaulle Airport and Paris Gare de l'Est, together with the spaces and facilities allocated to the CDG Express Service under the conditions laid down by the Carrier and, where applicable, by the station manager.

Validity Period: Period during which the Ticket may be used.

Person with a Disability (PWD) or Person with Reduced Mobility (PRM): Any person meeting the definition given by Regulation (EU) 2021/782 for the term PRM, namely: "any person who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers, or whose mobility when using transport is reduced due to age".

Disruption: An event, foreseeable or not, that affects the free movement of Trains and has repercussions on the continuity of operation of all or part of the CDG Express Service.

Platform (Quai): Area arranged to allow Holders to wait for and access Trains.

Delay: The difference in time between the time at which the Train was due to arrive according to the published timetable and the time of its actual or expected arrival at the final destination Station.

Resellers or Distributors: Ticket sellers and tour operators within the meaning of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations, authorised by the Carrier to sell Tickets.

Additional Service: Any service offered in addition to Tickets and the Transport Service.

Transport Service or CDG Express Service: The CDG Express rail transport service operated by the Carrier.

Site: The website www.cdgexpress.com.

Transport Document (Titre de transport): Ticket.

Holder: Any natural person in possession of a Ticket.

Train: Any train operated by the Carrier on the CDG Express line.

Carrier: Hello Paris Services, the company providing the CDG Express Service that is the subject of these GTCSU. For the purposes of these GTCSU, the Carrier is also the Seller.

Seller: The legal entity that sells the Ticket. For the purposes of these GTCSU, the Seller is also the Carrier.

Traveller: Any person who uses the CDG Express Transport Service.

ARTICLE 3. ENTRY INTO FORCE AND DATE OF APPLICATION OF THE GTCSU

The GTCSU enter into force on the date they are posted online on the Site.

The date of application of Part II of the GTCSU is the date of the Customer's express acceptance of the GTCSU at the time of purchase.

The date of application of the other provisions of the GTCSU is the date they are posted online on the Site. Any use of the CDG Express Service implies full and complete acceptance of the published provisions. They remain applicable until the date a new version of the GTCSU is published on the Site.

ARTICLE 4. AMENDMENT OF THE GTCSU

These GTCSU may be amended at any time by Hello Paris Services in its capacity as Seller and Carrier, without having to give reasons for such changes. It may, for example, amend them in order to:

- Take account of legislative or regulatory developments;

- Take account of developments in case law;
- Take account of technical developments;
- Reflect a change in its organisation or commercial offer.

The amended GTCSU will apply from the date of their publication on the Site in accordance with Article 3.

PART II – PURCHASE OF TICKETS

ARTICLE 5. TERMS OF PURCHASE OF TICKETS ON THE cdgexpress.com SITE

Tickets may be purchased from the Site www.cdgexpress.com with or without creating a User Account.

The creation and use of a User Account are subject to the Site's General Terms of Use.

Ticking the box "By clicking on 'Validate and Pay', I confirm that I have read and accepted the general terms and conditions of sale and use" evidences the Customer's acknowledgement of the GTCSU and their full, complete and unreserved acceptance of them. Failing this, the purchase process cannot continue. The contract of carriage is formed upon issue of the Ticket.

ARTICLE 6. TICKET PURCHASE PROCESS ON THE cdgexpress.com SITE

6.1. Selection of Ticket(s)

The Customer selects the Ticket(s) they wish to purchase according to the options offered on the Site.

The Customer may not purchase more than 10 (ten) Tickets per transaction.

The rules on the number of Tickets that may be ordered per transaction depending on the selected fares are set out in Article 7 of these GTCSU.

6.2. Checking and validating the order

Before any final validation of the order, a summary is presented to the Customer, stating in particular:

- The number of Tickets selected;
- The type of Ticket (Single Ticket or Return Ticket);
- The fare per Ticket (including any free fares selected);
- The total price including tax (TTC) to be paid for the entire order.

The Customer is invited to check the accuracy of the information in the summary before validating their order and proceeding to payment.

The Customer may correct any input error before the final validation of their order.

After validation of the order and validation of payment, the Ticket(s) are issued. The contract of carriage is concluded upon issue of the Ticket.

ARTICLE 7. TICKET PRICES AND FARES

7.1. Prices

The applicable prices are those set out on the page www.cdgexpress-tarifs at the time the Customer validates their order.

Prices are expressed in euros and are inclusive of all taxes (TTC). The tax rates applied are those applicable on the day of the order.

7.2. Fares and eligibility conditions for the different fares

The fares displayed on the Site are valid only for standard class (Express Club) and only for Tickets sold by Hello Paris Services. Standard class means the class known as Club.

Three categories of fares apply under these GTCSU. The applicable fares are defined as follows:

- The "normal" fare: full fare applicable where none of the fares defined below is justified;
- The "junior" fare: free fare for minors up to and including 16 years of age on the date of use of the Ticket; it being specified that, within a single transaction, one paying Ticket entitles the purchaser exclusively to

purchase 5 Tickets at the “junior” fare (i.e. 5 children aged 16 or under on the date of use of the Ticket for one adult holding a paying Ticket);

- The “companion” fare: free fare for the person accompanying a PRM or PWD; it being specified that the “companion” fare applies to one person only accompanying the PRM or PWD, who must purchase a “normal” fare Ticket and, during the journey, hold one of the following supporting documents:
  - Either one of the following Mobility Inclusion Cards (CMI): Disability card or CMI “Invalidité” without additional mention, or CMI without the “Invalidité” mention; Disability card or CMI “Invalidité” with the additional mention “BA”; Disability card or CMI “Invalidité” with the additional mention “BA/Cécité”;
  - Or a war pensioner’s disability card with the following disability situations:
    - ONAC 2 blue bars (severely disabled person needing the permanent help of another person)
    - ONAC 2 red bars (severely disabled person needing to be accompanied when travelling)
    - ONAC 1 red bar (50% and above)
    - ONAC 1 blue bar (between 25% and 45%)
    - BA: Need for Accompaniment (Besoin d’Accompagnement)

(ONAC: Office National des Anciens Combattants – French National Office for Veterans)

The free “junior” or “companion” fares apply only if a Ticket at a paying fare is purchased in the same transaction; it being expressly specified that:

- A free Single Ticket can be issued only if a paying Single Ticket has been purchased;
- A free Return Ticket can be issued only if a paying Return Ticket has been purchased.

Where the provision of a supporting document is a condition for granting a fare, the Customer guarantees the accuracy of the statements made at the time of purchase, and any Holder of a Ticket with a free fare must be able to present all supporting documents enabling inspection officers to assess whether the Holder meets the conditions of the fare indicated on the Ticket presented, together with proof of identity if necessary. Failing this, the Traveller is liable to penalties.

ARTICLE 8. PAYMENT

8.1. Due date of payment

Payment is due immediately upon the Customer’s validation of the order.

The Ticket will be issued only after the payment has been authorised by the payment service provider and the ticketing system has validated the order.

8.2. Payment methods

Payment may be made using the payment methods listed on the Site www.cdgexpress.com.

The Seller may change the accepted payment methods at any time.

8.3. Payment incidents

The Seller reserves the right to refuse, suspend or cancel any order presenting a risk of fraud or attempted fraud, or likely to compromise the security of the transaction, or made in breach of these GTCSU.

ARTICLE 9. ORDER CONFIRMATION AND DELIVERY OF TICKETS

9.1. Acknowledgement of receipt and confirmation of the order by the Seller

Where the purchase is made on the Site, once the payment has been validated by the payment service provider, the Seller acknowledges receipt of the order electronically as soon as possible. This acknowledgement is sent to the email address provided by the Customer and in their User Account if the Customer was logged in to their User Account at the time of the transaction. The Seller’s confirmation of the order constitutes the Seller’s final acceptance of the order.

9.2. Delivery of Tickets

Where the Customer purchases their Ticket(s) remotely on the Site, the Ticket(s) are sent to the email address provided by the Customer. If the Customer has a User Account, the Seller also makes the Ticket available in that User Account.

Delivery of a Ticket purchased remotely is made exclusively by electronic means. The Ticket is sent in a format allowing it to be downloaded, printed and stored on an electronic medium. The Seller also allows the Customer to add the Ticket(s) to the digital wallet solutions listed by the Seller.

The Seller makes every effort to ensure immediate electronic sending of Tickets. However, technical constraints beyond its control may exceptionally delay their transmission, without the Seller's liability being engaged for such delay in transmission for any reason whatsoever.

The Ticket is deemed to have been validly delivered to the Customer as soon as it is sent to the email address provided by the Customer or as soon as it is recorded in the Customer's User Account if the Customer was logged in to their User Account at the time of the transaction.

The Customer must provide a valid email address in order to receive:

- Confirmation of their purchase;
- Their electronic Ticket;
- Their receipt, when requested;
- Any information relating to the performance of the contract.

The Customer remains solely responsible for:

- The accuracy of the email address provided;
- Its accessibility;
- The capacity of their inbox;
- Regularly checking their email, including junk mail ("spam");
- Updating the data concerning them in their User Account.

The Seller cannot be held liable for:

- An error in entering the email address;
- A refusal of receipt by the Customer's mail server;
- Mail being filed as junk;
- A malfunction of the email provider;
- Any other circumstance attributable to the Customer or to a third party preventing the Customer from receiving their Ticket.

Where the Ticket was purchased remotely via the Customer's User Account, the Customer may download it from their User Account.

Any new download or re-provision of a Ticket does not constitute the issue of a new Transport Document. These operations have no effect on the validity period of the Ticket or on the conditions of its use.

The Customer may download or request the issue of a receipt corresponding to their order in accordance with the terms indicated on the Site and exclusively for twelve (12) months from the relevant purchase. It is the Customer's responsibility to keep the receipt on a durable medium.

ARTICLE 10. FRAUD PREVENTION

The Seller implements measures intended to prevent fraud affecting the online sale of Tickets.

To this end, it may carry out any reasonably necessary checks before issuing a Ticket.

Where there are serious, specific and consistent indications suggesting fraud, identity theft, fraudulent use of a payment method or an attempt to breach the Seller's information or ticketing systems, the Seller may temporarily suspend performance of the order.

Failing regularisation within a reasonable period, the Seller may cancel the transaction without prejudice to any civil or criminal actions that may be brought.

Data processing carried out in this context is performed in compliance with the applicable personal data protection regulations.

ARTICLE 11. LIABILITY OF HELLO PARIS SERVICES AS SELLER

Where Tickets are purchased from Hello Paris Services under these GTCSU, the liability of Hello Paris Services may be engaged in the event of breaches of the obligations incumbent upon it as Seller under these GTCSU.

Its liability cannot be engaged in particular where the non-performance or poor performance of its obligations results from:

- A fault of the Customer, the Ticket Holder or the Traveller, or any breach by the Customer, the Holder or the Traveller of these GTCSU;
- The unforeseeable and unavoidable act of a third party external to the contract;
- A case of force majeure;
- An obligation resulting from an administrative or judicial decision.

ARTICLE 12. LIABILITY OF THE CUSTOMER

The Customer is responsible for breaches of the obligations incumbent upon them under the GTCSU in connection with the purchase of Tickets.

The Customer is liable for any use of the Site, of their User Account and of the information provided when purchasing the Ticket(s) where attributable to them, such attribution being presumed where their User Account is used.

The Customer indemnifies the Seller against the harmful consequences resulting from use of the Ticket and/or the Transport Service that does not comply with the provisions of these GTCSU.

PART III – USE OF TICKETS

ARTICLE 13. NON-NAMED TICKETS AND ABSENCE OF RESERVATION

Tickets are not named (not personal to a named individual).

Tickets include no reservation of seat, date or time. Tickets purchased under these GTCSU do not allow Holders to travel in the “Lounge Area” (Espace Lounge) carriages.

The Carrier does not guarantee the availability of a seat on any particular Train.

The Carrier reserves the right to refuse access to a Train or to the Platform, in particular for safety reasons such as limits on the number of Travellers per carriage, the number of items of luggage, or the condition of the Traveller (intoxication or otherwise), without its liability being engaged on that basis.

ARTICLE 14. JOURNEYS, SINGLE TICKETS AND RETURN TICKETS

The Ticket is exclusively usable on the Carrier’s CDG Express line. It does not allow any other journey.

The Ticket may be a Single Ticket or a Return Ticket.

14.1. Single Tickets

The Single Ticket may be used from either of the two Stations.

The QR Code of the Ticket for a single journey may be used only once during its validity period.

Validation of a Single Ticket at the dedicated gates in the Station exhausts the right of transport that it represents.

14.2. Return Tickets

Where the Ticket is a Return Ticket, it contains a single QR Code whose data allow both the outbound journey and the return journey.

The Return Ticket allows an outbound journey from the Station of the Holder’s choice and a return journey from the Station opposite the outbound journey’s Station.

The QR Code of the Return Ticket is valid only during the validity period defined respectively for the outbound journey and then for the return journey.

Validation of the Ticket for the outbound journey at the dedicated gates in the departure Station exhausts the right of transport for the outbound journey that the QR Code represents.

Validation of the Ticket for the return journey at the dedicated gates in the return Station exhausts the right of transport for the return journey that the QR Code represents.

ARTICLE 15. VALIDITY PERIOD OF TICKETS

The Single Ticket is valid for twenty-four (24) months from its date of issue.

In the case of a Return Ticket: the outbound Ticket is valid for twenty-four (24) months from its date of issue, and the return journey from the Station opposite the outbound Station is possible within ninety (90) days after validation of the outbound Ticket.

The Ticket must be used before the end of its validity period (23:59 on the last day indicated). The validity of the Ticket expires automatically at the end of the applicable validity period. No extension of the validity period will be granted to the Holder if the Ticket is not used within the indicated period.

The validity period of the Ticket gives its Holder the option to use the Ticket during that period; it does not guarantee that a train will run on a given date or at a given time.

ARTICLE 16. VALIDATION OF TICKETS

The Ticket Holder must compulsorily and systematically validate their Ticket at the CDG Express validation gates before each journey and before entering the Platform, failing which they will be in breach.

Validation of a Ticket allows the journey of one person only.

Validation of the Ticket evidences use of the Ticket and authorises access to the Platform, subject to the validity of the Ticket.

Any exit from the Platform after validation of the Ticket is final and the Ticket is deemed to have been used for the journey.

ARTICLE 17. TICKET INSPECTIONS

Any person using the CDG Express Transport Service must hold a validated Ticket.

The Carrier reserves the right to inspect the Tickets of persons on the Platforms and on board Trains. It carries out such inspections either directly or through any company mandated for that purpose.

The Holder must keep their Ticket on them throughout the journey, whatever the medium. In the event of an inspection, the Holder must present the validated Ticket and, where applicable, must be able to prove their entitlement to the fare indicated on the Ticket presented.

During Ticket inspections, whether via the gates or by officers, to access the Platform or in the Trains, or on board the carriages, Tickets may be presented:

- In electronic format on a smartphone or any other compatible device;
- Or in printed format.

Whatever the medium used, all the data of the Ticket, including the QR Code it contains, must be legible. Inability to present the data shown on a Ticket legibly during an inspection is treated as the absence of a valid Transport Document.

Multiple downloads of the same Ticket confer no right to multiple uses.

Where several copies of the same Ticket are presented simultaneously, only the first Ticket checked as valid may be recognised as valid.

The Carrier may take any appropriate measure in the event of fraud, duplication or simultaneous use of the same Ticket.

Any attempt to repeatedly use a Ticket that has already been used is deemed irregular.

The Carrier reserves the right to assess any alteration, duplication, forgery or other anomaly liable to compromise the authenticity of a Ticket.

Where a Ticket cannot be presented or authenticated because of an alteration, deletion, modification or any other cause not attributable to the Carrier, the Carrier cannot be held liable for the impossibility of using the Ticket.

Failure to comply with the principles of validation at the validation gates and/or the rules of use of the Ticket, or inability to prove entitlement to the fare of the Ticket presented, results in payment of a flat-rate penalty and any associated administrative fees in accordance with the regulations applicable to public passenger transport services in Île-de-France.

Failing payment to the Carrier within two months of the offence, the offender is liable to pay the increased flat-rate fine collected by the Treasury (Article 529-5 of the Code of Criminal Procedure).

ARTICLE 18. TRANSFER OF THE TICKET

As the Ticket is not named, its transfer is permitted subject to the following conditions.

Transfer of the Ticket is permitted exclusively where made free of charge, whether by natural persons or legal entities.

The only exception to the principle of free transfer concerns only third-party Resellers or Distributors approved by CDG Express that are expressly authorised to transfer Tickets for consideration. The Carrier reserves the right to take any appropriate measure to preserve the integrity of its distribution system.

Where a Ticket is passed to a third party in accordance with these GTCSU, it is the responsibility of the Customer and/or the Holder to ensure that several copies of the same Ticket are not used concurrently.

Without prejudice to any legal action, the Carrier may refuse the use of a Ticket obtained in breach of this article.

PART IV – CONDITIONS OF TRAVEL

ARTICLE 19. GENERAL

Operating hours, service frequencies, seasonal adjustments, service interruptions, works, security measures or any other change to the transport offer are liable to change during the validity period of the Ticket.

Travellers are invited to consult the traffic information made available by the Carrier before travelling.

Where a Disruption affects the Service, the Traveller's rights are determined in accordance with the applicable legislative and regulatory provisions, Regulation (EU) 2021/782 and these GTCSU. The Carrier makes available, by the means it considers most appropriate, information on Train operations, on known major Disruptions and on the terms of use of the Transport Service.

Given the uncertainties of rail traffic in Île-de-France, a Holder wishing to use their Ticket must arrive sufficiently early to access the Platform and the Train and allow a reasonable time margin in their calculation of timetables in order to organise their journey as well as possible.

ARTICLE 20. PERSONS WITH DISABILITIES (PWD), PERSONS WITH REDUCED MOBILITY (PRM), STATION ASSISTANCE SERVICE

20.1 CONDITIONS OF TRAVEL FOR WHEELCHAIR USERS (UFR)

Each CDG Express train set is designed in compliance with the minimum requirements of the PRM TSI and has a wheelchair user area (UFR) comprising two wheelchair spaces.

Basic dimensions:

- Width of 70 cm maximum
- Length of 120 cm maximum

Wheels:

- The smallest wheels must be able to cross a horizontal gap of 7.5 cm and a vertical gap of 5 cm.

Turning diameter:

- 150 cm maximum

Height:

- 145 cm maximum including its occupant

Weight:

- Loaded weight of 300 kg for the wheelchair and its occupant (including any luggage) in the case of an electric wheelchair requiring no assistance to cross a boarding and alighting aid device.
- Loaded weight of 200 kg for the wheelchair and its occupant (including any luggage) in the case of a manual wheelchair.

Maximum safety slope on which the wheelchair must remain stable:

The wheelchair must maintain dynamic stability in all directions at an angle of six degrees (10%).

The wheelchair must maintain static stability in all directions (including when the brake is applied) at an angle of nine degrees (16%).

CDG Express train sets and the Paris Gare de l'Est and Paris Airport CDG stations are accessible to PRMs. Accordingly, a person in a wheelchair may use CDG Express fully independently, if they are able and wish to, by compulsorily installing themselves in the dedicated spaces.

Where the station assistance service has not been booked, the availability of a UFR space cannot be guaranteed on board a given train.

20.2 BENEFICIARIES OF THE STATION ASSISTANCE SERVICE

The station assistance service is a free service offered up to 24 hours before departure to Persons with Disabilities (PWD) and Persons with Reduced Mobility (PRM) holding a valid CDG Express Transport Document. It allows them to travel with peace of mind, to receive support from CDG Express hosts and to have a UFR space guaranteed on the chosen train, if necessary.

The beneficiaries are all persons with disabilities or reduced mobility as defined by European regulations (within the meaning of Regulation (EU) 2021/782 of the European Parliament and of the Council of 29 April 2021 on rail passengers' rights and obligations, namely: "any person who has a permanent or temporary physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder their full and effective use of transport on an equal basis with other passengers, or whose mobility when using transport is reduced due to age"), namely:

- Holders of a priority card:
  - "Mobility Inclusion" card (Carte « mobilité inclusion »),
  - Disability card,
  - War veteran or war pensioner card,
- Pregnant women holding the national family priority card,
  - European parking card for persons with disabilities,
  - European disability card,
  - Disability or priority card issued by a Member State of the European Union,
  - Or another named foreign document allowing identification of its holder and unambiguously recognising a disability or functional limitation,
- Persons in wheelchairs,
- Persons who have difficulty moving around and hold a medical certificate attesting to their need for assistance to use a means of transport (valid for one year unless a shorter period is stated) or a pregnancy certificate.

20.3 BOOKING THE STATION ASSISTANCE SERVICE

The station assistance service for CDG Express trains may be booked from 90 days before the date of travel and no later than 24 hours before departure, by:

- Telephone, by contacting Assist'enGare, every day from 8 a.m. to 8 p.m. (free service + call charges):
  - In France: 3212
  - From abroad: +33 (0)9 72 72 00 92
- On the Gares & Connexions website, by completing the station assistance service booking form.

Holding a valid CDG Express Transport Document is compulsory before any booking.

Where no booking has been made, the assistance service for the desired train is not guaranteed and will be provided as far as possible.

20.4 DESCRIPTION OF THE STATION ASSISTANCE SERVICE

The assistance service allows persons with disabilities (PWD) and persons with reduced mobility (PRM) to receive help boarding and alighting from the train, as well as accompaniment to the terminals of Paris-Charles de Gaulle (CDG) airport*.

20.4.1 For a journey from Paris Gare de l'Est to Paris-Charles de Gaulle airport

At Paris Gare de l'Est, the Traveller must report to the Disabled Traveller Assistance (Assistance Voyageur Handicapé – AVH) area no later than 30 minutes before the train departs, holding a valid CDG Express Transport Document. A CDG Express host welcomes and takes charge of the Traveller, helps with moving one small wheeled bag (cabin-bag type), and helps with boarding up to their seat on the train.

On arrival at CDG2 airport, a CDG Express host is present on the platform to welcome the Traveller, help with alighting, help with moving one small wheeled bag (cabin-bag type) and accompany them:

- To the Disabled Traveller Assistance (AVH) area at CDG2, located on level 2, Hall Gare, in the case of a connection with another rail mode of transport.
- To the Paris Airports (ADP) Mobility Assistance point of the Terminal* corresponding to the customer's airline and flight number.

Departure terminal*	Corresponding ADP Mobility Assistance point
2 E – Terminal 5	2 E (Gate 8 Departures) – Terminal 5
2 F – Terminal 6	2 F (Gate 10 Departures) – Terminal 6
2 AC – Terminal 3	2 AC (Departures) – Terminal 3
2 BD – Terminal 4	2 BD – Terminal 4
Terminal 1 – Terminal 1	2 BD – Terminal 4
Terminal 3 – Terminal 2	2 BD – Terminal 4
Terminal 2G – Terminal 7	2 F (Gate 10 Departures) – Terminal 6

20.4.2 For a journey from Paris-Charles de Gaulle airport to Paris Gare de l'Est

At Paris-Charles de Gaulle 2 airport, go to the CDG Express kiosk located on level 2, Hall Gare, no later than 30 minutes before the train departs, holding a valid CDG Express Transport Document. Welcome, taking charge, help with moving one small wheeled bag (cabin-bag type) and help with boarding are provided by a CDG Express host.

On arrival at Paris Gare de l'Est, a CDG Express host is present on the platform to welcome the Traveller, help with alighting, help with moving one small wheeled bag (cabin-bag type) and accompany them to one of the following places:

- The station exit;
- The taxi rank where it is on railway premises or at most on land adjoining them;
- The Disabled Traveller Assistance (AVH) area at Paris Gare de l'Est in the case of a connection with another rail mode of transport, such as a high-speed train (TGV).

20.4.3 Luggage

One single small bag (cabin-bag type) with functional wheels, of 23 kg maximum, is allowed for a CDG Express journey without a connection with another rail operator and where the traveller is not accompanied. In the case of a connection with another rail operator, the weight of the bag is limited to 15 kg. For more information, refer to the operators' conditions.

20.5 LIMITS OF THE STATION ASSISTANCE SERVICE

CDG Express hosts are not intended to, without this list being exhaustive:

- Provide accompaniment during the journey;
- Exercise supervision during the period before taking charge, in particular between the time the customer arrives at the station and the time assistance actually begins;

- Accompany beneficiaries into shops, rail companies' points of sale and station services (left-luggage, toilets, etc.);
- Carry large-sized luggage and objects;
- Assist travellers with a pushchair;
- Carry out any medical or paramedical act of any kind, such as, without this list being exhaustive:
  - Handling infusion equipment (drip);
  - Transporting a person on a stretcher;
  - Transferring a person from one seat to another;
  - Welcoming and/or accompanying a person who is unable to perform basic everyday actions on their own (moving, communicating, presenting their transport document, eating, drinking, dressing, going to the toilet, etc.) unless an accompanying person performs these actions;
  - Carrying a person in a wheelchair in their arms from their wheelchair to their seat.

Where the Customer is dropped off at the station by a third party – whether a relative, a companion or an organisation – they remain, during the waiting period, under their own responsibility or that of the companion.

Furthermore, CDG Express hosts are not authorised to use the electric controls of Travellers' wheelchairs.

However, staff may help beneficiaries validate their Transport Document.

ARTICLE 21. LUGGAGE AND BULKY EQUIPMENT

21.1. Luggage

Luggage must imperatively be labelled so that it can be identified in the event of it being forgotten or of a problem. The Traveller's surname, first name and a means of contact (mobile phone number, email address or postal address) must be clearly shown on each item of luggage.

Luggage is the responsibility of the Traveller. The Traveller must ensure that it is placed in the carriage in which they are seated and keep it under their supervision. Luggage must not pose a danger to other travellers or staff. It must not obstruct corridors, emergency exits or unauthorised areas.

Unidentified luggage left in a station or on a train may be destroyed for security reasons.

The Traveller must be able to carry and stow all their luggage on their own in one go.

Beyond the boarding gates, only Travellers holding a Transport Document are authorised to move around on the Platform.

21.2. Bulky equipment

All bulky equipment (including bicycles, pushchairs, musical instruments, sports or filming equipment, surfboards) must be placed in the large lockers provided, fitted with fasteners and belts ensuring secure hold throughout the journey.

Bulky equipment is the responsibility of the Traveller. The Traveller must ensure that it is placed in the carriage in which they are seated and keep it under their supervision. Luggage must not pose a danger to other travellers or staff. It must not obstruct corridors, emergency exits or unauthorised areas.

Bulky equipment must not obstruct corridors, emergency exits or unauthorised areas.

ARTICLE 22. PETS

Pets (cats, small dogs, rabbits, rodents, etc.) travel free of charge and without a ticket on board CDG Express.

Pets are accepted provided the following travel rules are complied with:

- Animal weighing less than 6 kg: it must travel in a closed bag or basket, the dimensions of which must not exceed 45 × 30 × 25 cm, placed on its owner's lap or at their feet.
- Animal weighing more than 6 kg: it must be kept on a leash, wear a muzzle throughout the journey and remain at its owner's feet.

A Traveller may carry a maximum of two animals (or two containers).

Guide dogs do not need to wear a muzzle if this corresponds to their usual practice. However, their official documents must be presented.

Dogs in the 1st or 2nd category are not admitted on board CDG Express.

For more information on so-called “categorised” dogs, consult the official ServicePublic.fr website: https://www.service-public.gouv.fr/particuliers/vosdroits/F1839.

PART V – COMPLAINTS – REFUNDS

ARTICLE 23. COMPLAINTS

Where the Ticket was purchased on the cdgexpress.com Site, the Customer and/or the Ticket Holder may send any request relating to the purchase of the Ticket to customer service via the form available on the cdgexpress.com Site.

Where the Ticket was purchased from a Reseller or a Distributor, the Customer and/or the Ticket Holder must send any request relating to the purchase of their Ticket to the Reseller or Distributor from whom the Ticket was purchased.

For all complaints relating to the Transport Service, Ticket Holders and Travellers are invited to complete the form available on the cdgexpress.com Site in order to contact the Carrier.

ARTICLE 24. REFUNDS

24.1. Principles: Tickets are non-exchangeable and non-refundable

Except for the cases and conditions provided for in Article 24.2 below, the Ticket is neither exchangeable nor refundable, even in the event of a purchase error.

Pursuant to Article L.221-2, 9° of the Consumer Code, the Customer has no right of withdrawal from the conclusion of the contract of carriage.

In the event of loss/theft of the Ticket or of the medium, Tickets lost on that occasion are neither replaced nor refunded.

In the event of a malfunction of the medium used (in particular the mobile phone used to download the Ticket), no replacement of the Ticket(s) can be offered.

24.2. Rules in the event of a malfunction of the Transport Service

In the event of a malfunction of the Transport Service, the refund cases are defined as follows:

(a) For a Transport Document not used following a delay in departure of more than 15 minutes, the price paid for the Transport Document is refundable in full;

(b) For a Transport Document used but which resulted in a journey time 15 minutes longer than the journey time scheduled in the timetable, the price paid for the Transport Document is refundable at 50%;

(c) For a Transport Document used but which resulted in a journey time 30 minutes longer than the journey time scheduled in the timetable, the price paid for the Transport Document is refundable in full.

PART VI – LIABILITY

ARTICLE 25. LIABILITY OF THE CARRIER

Hello Paris Services will be liable for breach of the contractual obligations incumbent upon it, solely in its capacity as Carrier, under Parts III, IV, V, VI and VII of the GTCSU applicable to the performance of the Transport Service.

Its liability as Carrier may also be engaged in the event of a duly proven breach of the regulations applicable to it by virtue of its status as a suburban rail carrier.

The Carrier’s liability cannot be engaged in particular where the non-performance or poor performance of its obligations results from:

- A fault of the Customer, the Ticket Holder or the Traveller, or any breach by the Customer, the Holder or the Traveller of these GTCSU;
- A fault or breach by the Distributor or Reseller relating to the sale of Tickets;
- The unforeseeable and unavoidable act of a third party external to the contract;
- A case of force majeure;
- An obligation resulting from an administrative or judicial decision.

ARTICLE 26. LIABILITY OF THE TICKET HOLDER AND THE TRAVELLER

In the event of breach of the obligations incumbent upon them under Parts III, IV, V, VI and VII of these GTCSU, the Ticket Holder and the Traveller are solely responsible for the harmful consequences resulting from such breaches.

ARTICLE 27. COMPENSABLE DAMAGE

Compensation due by the Carrier covers exclusively direct, certain and foreseeable damage resulting from contractual non-performance of the Transport Service, and is limited solely to the amount of the price(s) of the Ticket(s) concerned duly paid by the Customer, unless legislation provides otherwise.

It is in particular expressly agreed that the Carrier's liability cannot validly be engaged and that no compensation will be due in the event of a delay in performance of the Transport Service having a proven or supposed impact on an Additional Service purchased by the Ticket Holder or by any Traveller, including a rail connection, an airport flight, a hotel booking or a taxi or vehicle rental service.

Indirect losses or damage give rise to compensation only where a legal provision or a court decision provides otherwise.

ARTICLE 28. FORCE MAJEURE

Neither party can be held liable for non-performance of its obligations where it results from an event having the characteristics of force majeure within the meaning of Article 1218 of the Civil Code and the case law of French courts.

Events liable to constitute force majeure include, without this list being exhaustive: natural disasters; major fires; acts of war; terrorist attacks; riots; decisions of public authorities preventing operation of the Service; pandemics where their consequences have the characteristics of force majeure; acts of sabotage; cyberattacks of exceptional scale affecting the essential systems of the Transport Service.

The party invoking a case of force majeure informs the other party as soon as possible once it is able to do so.

The affected obligations are suspended for the duration of the event constituting force majeure.

Where the impediment becomes permanent, either party may terminate the contract of carriage under the conditions provided for by ordinary law.

PART VII – INFORMATION ON PERSONAL DATA

ARTICLE 29. INFORMATION ON PERSONAL DATA

In the context of these GTCSU, Hello Paris Services may collect and process personal data.

Such processing is carried out by Hello Paris Services as data controller, in compliance with Regulation (EU) 2016/679 of 27 April 2016 (GDPR), Law no. 78-17 of 6 January 1978 as amended, known as the "Informatique et Libertés" Act, and any applicable national or European provision.

In order to facilitate the information of data subjects, Hello Paris Services has drawn up a Privacy Policy which contains in particular information on:

- The identity of the data controller;
- The contact details of the data protection officer;
- The purposes of the personal data processing and its legal basis;
- The categories of data subjects;

- The categories of personal data processed;
- The recipients or categories of recipients of the data;
- Any transfers of data outside the European Union;
- The detailed data retention periods;
- The security measures implemented;
- The rights of data subjects and how to exercise them.

This Policy forms an integral part of the pre-contractual information provided to the Customer and to Holders, without constituting a contractual stipulation of these GTCSU.

Where the Ticket purchase was made from a third-party Distributor or Reseller, the Customer is informed that their personal data are processed by the Distributor or Reseller in accordance with their own personal data policy.

PART VIII – FINAL PROVISIONS

ARTICLE 30. EVIDENCE AGREEMENT

The parties undertake to comply with the rules on evidence admissible between them in the event of a dispute and on its probative force in accordance with this article.

The parties agree that data such as clicks and double-clicks, timestamp tokens, Tickets, connection data relating to actions carried out from the User Account, the Site or the Application, order validation data and order confirmation data recorded by the Seller's electronic sales system are admissible in court and constitute proof of the data and facts they contain and of the related authentication procedures.

Proof to the contrary may be provided.

ARTICLE 31. PARTIAL INVALIDITY

If one or more provisions of these GTCSU are declared null, deemed unwritten or inapplicable by a final court decision or pursuant to a legislative or regulatory provision, the other provisions remain fully applicable.

ARTICLE 32. CONSUMER MEDIATION

32.1. Prior recourse

Any complaint must, prior to referral to a consumer mediator, have been addressed to the competent customer service.

Mediation may be initiated only after the internal complaint-handling procedures have been exhausted.

32.2. Consumer mediation

Where the dispute concerns the purchase of a Ticket on the www.cdgexpress.com site, or where the dispute concerns performance of the Transport Service, the consumer may refer the matter to the following mediator:

MTV Médiation Tourisme Voyage, BP 80 303, 75823 Paris Cedex 17

The procedures for referring a matter to the mediator are set out on its website: https://mtv.travel/.

Mediation is carried out under the conditions provided for by the Consumer Code.

The consumer remains free to accept or refuse the solution proposed by the mediator.

Recourse to mediation suspends limitation periods under the conditions provided for by the applicable texts.

ARTICLE 33. AMICABLE SETTLEMENT OF DISPUTES

Independently of recourse to the consumer mediator, the parties shall endeavour to find an amicable solution to any dispute arising from the interpretation or performance of these GTCSU.

Exchanges that take place in the context of an attempt at amicable settlement remain confidential, subject to applicable legislative provisions.

ARTICLE 34. LANGUAGE OF THE CONTRACT

The GTCSU are drafted in French.

Translations of the GTCSU are provided for information only. Only the French version of the GTCSU is authoritative before the courts.

ARTICLE 35. GOVERNING LAW AND COMPETENT COURTS

These GTCSU are governed by French law.

Any dispute relating to any of the conditions governed by the contractual documents and/or to the performance of these GTCSU shall, failing amicable settlement, be brought before the competent Court of Paris, unless legislative provisions provide otherwise.