MISTRAL VTC

Terms and Conditions of Sale

Version applicable on 8 November 2026

SASU MISTRAL VTC

Registered office: 149 Avenue du Maine, 75014 Paris, France

SIREN 850 528 985 — Paris Trade Register — Share capital €500

VTC operator registration (EVTC): EVTC091190346

Phone and WhatsApp: +33 7 43 53 73 93

contact@mistralvtc-provence.com — www.mistralvtc-provence.com

This English version is provided for information. In the event of any discrepancy, the French version prevails.

1. PURPOSE

These general terms and conditions of sale (T&Cs) apply to all passenger transport services by chauffeur-driven car (VTC) booked with Mistral VTC Provence, through the website mistralvtc-provence.com, by phone, by WhatsApp or by email: transfers (stations, airports, addresses), excursions and hourly hire. Any confirmed booking implies acceptance of these T&Cs. In the event of any discrepancy between this English version and the French version, the French version prevails.

2. SERVICE PROVIDER

Mistral VTC, SASU (simplified joint-stock company) with a share capital of €500, SIREN 850 528 985 (Paris Trade Register), VAT FR27850528985, 149 avenue du Maine, 75014 Paris, France. Chauffeur-driven car operator registered in the EVTC register under no. EVTC091190346. Contact: +33 7 43 53 73 93 (phone and WhatsApp) — contact@mistralvtc-provence.com. Rides may be carried out by a licensed and insured partner chauffeur holding a professional card.

3. BOOKING

Under the French Transport Code, every VTC ride must be booked in advance. The customer sends a request (booking form, phone, WhatsApp or email) stating: pick-up and drop-off locations, date and time, number of passengers and pieces of luggage, and train or flight number where applicable. The request is not binding on the customer. The contract is formed on receipt of Mistral VTC’s written confirmation (email, text message or WhatsApp), which states the price and the vehicle. The customer checks that the information in the confirmation is correct and reports any error without delay.

4. PRICES

Prices are in euros including VAT (10% VAT rate applicable to passenger transport), per vehicle and not per person. The prices shown on the website (price list) are "from" prices given for guidance; only the price in the confirmation is binding. This price is a fixed price for the route, time and number of passengers and pieces of luggage stated. Any change requested by the customer (extra stop or detour, change of address, extended waiting time not caused by a train or flight delay, additional passengers or luggage) may incur a supplement, which is communicated and agreed before being applied.

5. PAYMENT

No payment is requested on the website. Payment is made as stated in the booking confirmation, by one of the following methods: cash, bank card (Visa, Mastercard, American Express), secure SumUp payment link, PayPal, bank transfer (fees borne by the sender) or Revolut. An invoice is sent to the customer by email after the ride.

Late payment — consumer customers: after a formal notice that has remained unanswered, late-payment interest at the statutory interest rate in force. Business customers: automatically, late-payment penalties equal to three times the statutory interest rate and a fixed indemnity for recovery costs of €40 per unpaid invoice (Articles L441-10 and D441-5 of the French Commercial Code).

6. PICK-UP, DELAYS AND WAITING TIME

The chauffeur arrives at the agreed place and time. For arrivals by train or plane, Mistral VTC follows the actual arrival time: waiting time caused by a train or flight delay is free of charge. The customer informs us as early as possible of any change of time by calling or writing to +33 7 43 53 73 93. If the customer does not show up and cannot be reached, the ride is considered a no-show (see article 7).

7. CHANGES AND CANCELLATION BY THE CUSTOMER

The customer may change or cancel the booking in writing (email, text message or WhatsApp). The applicable cancellation conditions are stated in the booking confirmation. Unless otherwise stated, cancellation is free of charge up to 24 hours before the pick-up time; after that, or if the customer does not show up, all or part of the price of the ride may be charged.

8. CANCELLATION OR IMPEDIMENT ON THE PART OF MISTRAL VTC

In the event of an impediment (breakdown, accident, bad weather, force majeure), Mistral VTC endeavours to provide a replacement vehicle and chauffeur. Failing that, any sums paid for the ride are refunded in full.

9. NO RIGHT OF WITHDRAWAL

In accordance with Article L221-28 12° of the French Consumer Code, the right of withdrawal does not apply to passenger transport services provided on a specific date or at a specific frequency. The cancellation conditions of article 7 apply.

10. PASSENGERS' OBLIGATIONS

- All passengers must wear a seatbelt.
- Children travel in a suitable child restraint: the customer states the children's ages when booking so that the seat can be provided.
- Smoking and vaping are prohibited in the vehicle.
- Pets are accepted on prior request, in a carrier or as instructed by the chauffeur.
- Damage or heavy soiling caused to the vehicle by passengers may be charged to the customer (cleaning or repair costs on presentation of proof).
- The chauffeur may refuse to carry a passenger whose behaviour endangers safety.

11. LUGGAGE

The number and volume of pieces of luggage must be stated when booking so that a suitable vehicle is provided. Luggage remains in the care of its owner; we recommend keeping valuables with you. Items left in the vehicle are kept and can be collected or sent at the customer's expense.

12. LIABILITY AND INSURANCE

Mistral VTC vehicles are insured for the carriage of passengers for hire (motor third-party liability and professional liability for chauffeur services) with BPCE IARD, Chaban, 79180 Chauray, France (professional motor policy) and Allianz IARD, 1 cours Michelet, CS 30051, 92076 Paris La Défense Cedex, France (motor policy). The company's professional liability is insured by MAAF Assurances SA, Chaban, 79180 Chauray, France (multi-risk business policy no. 191025515 E-MCE-001). Geographic coverage: France (abroad according to the vehicle's international insurance certificate). Rides entrusted to a partner chauffeur are covered by that partner's insurance.

Mistral VTC cannot be held liable for delays or non-performance due to force majeure or external circumstances (exceptional traffic conditions, road closures, bad weather, demonstrations). For connections (train, plane, appointments), the customer allows a reasonable safety margin.

13. PERSONAL DATA

Data collected when booking is processed in accordance with our privacy policy (legal notice and privacy). It is kept for 3 years after the last contact for a request not followed by a booking, 5 years after the end of the business relationship for a customer and 10 years for invoices (legal obligation). When the vehicle is fitted with a geolocation system, journey

data is kept for 1 year maximum. You can exercise your rights (access, rectification, erasure, objection…) by writing to contact@mistralvtc-provence.com and contact the French data protection authority, the CNIL (www.cnil.fr).

14. COMPLAINTS AND MEDIATION

Complaints should be sent in writing to contact@mistralvtc-provence.com. If a dispute remains unresolved, consumers may refer it free of charge to the consumer mediator: Médiation de la Consommation & Patrimoine (MCP), 12 square Desnouettes, 75015 Paris, France — www.mcpmediation.org — contact@mcpmediation.org.

15. GOVERNING LAW

These T&Cs are governed by French law. Failing an amicable settlement, disputes are brought before the competent courts under ordinary rules. For business customers, any dispute falls within the exclusive jurisdiction of the Paris Economic Activities Court (Tribunal des activités économiques de Paris).