



GENERAL TERMS AND CONDITIONS OF SALE STOPOVER

**Reservations for stopover services
made via the website stopover.extime.com or
through Extime Travel customer service.**

Version of 01/06/2026

GENERAL TERMS AND CONDITIONS OF SALE

Preamble

These General Terms and Conditions of Sale (hereinafter the “GTS”) are provided to Customers (hereinafter the “Customer”) by CityVision, a “Société par Actions Simplifiée” (SAS) with its registered office at 194, rue de Rivoli, 75001 Paris, registered with the Paris Trade and Companies Register under No. 421 197 005, and operating under the trade name Extime Travel (hereinafter “the COMPANY”).

Its intra-Community VAT number is: FR60421197005.

The COMPANY may be contacted by email at the following address: contact.stopover@extimetravel.com or by phone at the following number: 01.44.55.60.00

The website www.stopover.extime.com (hereinafter the “Website”) is published by THE COMPANY.

The publication director is: Karl GREMILLET.

The Site is hosted by DIGITRIPS TECH, a company with a capital of 50,000 euros, registered with the Grasse Trade and Companies Register under number 490 334 190, whose registered office is located at 60 rue du Vallon, 06560 Valbonne.

THE COMPANY has taken out a general liability insurance policy with MMA IARD, located at 14 boulevard Marie et Alexandre Oyon, 72030 Le Mans Cedex.

THE COMPANY is registered with Atout France under number IM075120024.

THE COMPANY holds a financial guarantee with the APST (15, avenue Carnot, 75017 Paris).

THE COMPANY offers tourism services, in particular excursions, tours, visits, and recreational, gastronomic, and cultural activities, either directly or through its affiliated sites (hereinafter the “Services”). THE COMPANY designs, organizes, markets, and operates, in particular, tourism services dedicated to passengers with layovers of more than 24 hours at Roissy Charles de Gaulle Airport (hereinafter the “Stopover Services”). These Stopover Services shall include:

- the transfer of the Customer from the airport upon arrival and then back to the airport to catch their departure flight
- the Customer’s accommodation at the hotel of their choice, subject to the establishment’s availability
- the tourist and event activities in Paris and its surroundings selected by the Customer, subject to the availability of the sites and events visited
- transfer services in Paris between the hotel and/or the activities.

These GTS govern the contractual relationship (hereinafter the “Contract”) between THE COMPANY and the Customer (hereinafter collectively referred to as the “Parties” and individually as the “Party”).

The GTS are systematically provided to each Customer prior to the conclusion of the Contract. Consequently, placing an order for the Services (hereinafter the “Order”) implies the Customer’s full and unreserved acceptance of the GTS, to the exclusion of all other documents.

The terms and conditions of all services provided by THE COMPANY comply with the requirements of Law No. 92-645 dated July 13, 1992, establishing the conditions for the exercise of activities relating to the organization and sale of tourist tours, travel packages, and activities, and are governed by Articles R.211-5 through R.211-13 of the French Tourism Code.

The Services offered by THE COMPANY are intended for consumers as defined by the French Consumer Code.

It is specified that, in accordance with Article L.221-28-12 of the French Consumer Code, the right of withdrawal does not apply to the Services provided by THE COMPANY.

Article 1 – Reservation

Booking Stopover Services requires the Customer to first purchase airline tickets from Air France that include a layover of more than 24 hours in Paris. Airline tickets including the stopover must be booked and confirmed before selecting the package.

Reservations can be made by phone, email, or on the Website via:

- The Website: <https://stopover.extime.com/>
- By email to THE COMPANY’s Customer Service address: contact.stopover@extimetravel.com
- By phone: +33 1 44 55 60 00.

The Customer may make a service reservation up to 2 days prior to arrival in Paris.

Any reservation implies acceptance of these GTS.

A reservation will only be considered effective upon the Customer’s receipt of the reservation confirmation sent from <https://stopover.extime.com/> and/or the email address booking.stopover@extimetravel.com.

When making a reservation, the Customer may choose:

- the type of tour and the details of the activities, which will be tailored to their arrival and departure flight times in Paris
- the hotel and room type where they will be staying.

The Customer must provide the following information:

- the number of participants, broken down by adults, children, and infants (for children and infants, the date of birth must be provided)
- the first and last names of the participants
- the billing address
- the Customer's phone number and email address to enable the Company's Customer Service department to optimize the services provided.

Article 2 – Cancellation and/or Modification Policy

- Cancellations and modifications of flights and air transport services

As the airline responsible for the air transport service, Air France is responsible for managing these contingencies and must be contacted by the Customer if necessary.

Extime Travel will not be involved in processing these requests.

- Changes or cancellations of Stopover services resulting from a cancellation, change, delay, or other issue with flights, or at the Customer's initiative

The Customer must inform Extime Travel of any changes to their flight or of their wish to change or cancel their Stopover reservation.

If the Customer wishes to cancel their reservation, they must contact Extime Travel's Customer Service, which will process the cancellation in accordance with the applicable terms and deadlines.

Any cancellation made 4 calendar days prior to the Customer's arrival in Paris is free of charge and will result in a full refund of the service price. The refund will be processed for the Customer within a maximum of 7 calendar days. After this 4-day period, the cancellation will not result in any refund.

If the Customer wishes to modify his reservation, he must contact Extime Travel's Customer Service to cancel his initial reservation; the Customer Service team will assist him, if necessary, in creating a new reservation.

- Cancellation and modification of Stopover services at the initiative of THE COMPANY in the event of force majeure or other circumstances

THE COMPANY reserves the right to cancel or modify certain tours without prior notice if the comfort or safety of Customers so requires, particularly in the event of force majeure, strikes, natural disasters, cultural events, administrative decisions, or exceptional closures. Force majeure refers to any event external to the affected party, which is unforeseeable, unavoidable, and insurmountable, and which would prevent THE COMPANY from fulfilling all or part of the obligations imposed upon it by this Contract.

For services provided by Extime Paris Seine La Marina, as cruises are subject to navigation regulations, the service provider reserves the right to determine whether the

river is navigable or not. Cruises may be cancelled or modified at any time, starting from the time of booking, including on the scheduled departure date, in accordance with the aforementioned rules, or in the event of inclement weather that could endanger the safety of passengers.

The COMPANY's customer service will endeavor to arrange equivalent services based on the time and activities available.

In this case, the Customer may request a refund for the cost of activities that could not be carried out. The Customer shall not be entitled to any additional compensation.

Article 3 – Delays in Arrival Flights Affecting Stopover Services

In the event of a delay in your arrival flight to Paris, your driver will monitor your flight's arrival in real time and adjust the pickup time accordingly.

If this delay is likely to affect the Stopover services schedule, the Customer must contact THE COMPANY's customer service as soon as possible. If the flight delay makes it impossible to carry out the stopover itinerary, customer service will endeavor to adjust it and propose the best possible alternative sightseeing options. No refunds will be issued for services not rendered.

Article 4 – Conditions for Entry into and Exit from French Territory

A visa for entry into French territory may be required depending on the Customer's nationality. The Customer must verify their eligibility with the relevant and authorized authorities.

The purchase of an Extime Travel Stopover package does not guarantee the issuance of a visa. It is the Customer's responsibility to obtain all necessary documents for entering and exiting France prior to booking.

Article 5 – Prices

Prices include all services listed in the Stopover package description. Services not mentioned are not included in this price and must be paid for by the Customer.

Accommodation prices do not include tourist taxes, which must be paid at the hotel.

The prices mentioned at the start of the booking are indicative prices per person based on double occupancy. The displayed price changes as the booking progresses and based on the Customer's selections.

Once the number of participants and their ages have been provided by the Customer, the displayed price is a final total price that changes based on the choice of accommodation and related options, as well as activities, taking into account availability and the prices of services included in the Stopover package.

Article 6 – Children's Rates

Children's rates may apply depending on the pricing conditions set by accommodation providers, the locations visited, the selected activities, and more generally the service providers involved in the sold tourism services. The price billed to the Customer will be determined based on the date of birth provided when the reservation was created.

Article 7 – Departure Time, Delays, and Cancellation of Activities by the Customer

Most activities begin with pickup at the hotel to ensure the Customer's timely arrival.

If the Customer does not use the transfer services offered as part of the packages, they must arrive at least 15 minutes before the scheduled departure time of an activity.

If the Customer arrives late for the start of an activity or interrupts a tour at their own initiative, no refund will be issued for the missed activities.

THE COMPANY organizes its package and the sequence of its activities to ensure optimal support for the Customer throughout their experience. If necessary, the Company's customer service may be contacted and will endeavor to assist the Customer using the contact information provided when the reservation was made. In accordance with its privacy policy, THE COMPANY undertakes not to use this information for commercial purposes.

Article 8 – Payment Terms

Payment must be made at the time of booking, in full, and via one of the available payment methods.

Article 9 – Assignment of the Contract

In accordance with Article L. 211-11 of the Tourism Code, the Customer may assign this Contract as long as it has not taken effect and up to 7 (seven) days prior to departure, to a person meeting the same conditions as the Customer. The Customer and the transferee remain jointly and severally liable for payment of the balance of the Contract and the transfer fees, which will be communicated to them.

Article 10 – Dress Code for Evening Excursions

The Customer is requested to observe the dress code for the following Services: dinner at the Moulin Rouge, dinner at the Eiffel Tower, and the dinner cruise.

For these Services, an elegant formal outfit is required. For men, jackets are appreciated, as are dress shoes. Shorts, jeans, athletic shoes, or beach shoes such as "flip-flops" will not be accepted.

Article 11 - Customers with reduced mobility

For transfers organized to/from the airport, the vehicles provided are equipped to accommodate a foldable wheelchair. If you have a non-foldable electric wheelchair, please contact our customer service so we can tailor your itinerary to best suit your

needs. A surcharge of €30 may apply due to the limited availability of this type of vehicle.

Some locations visited as part of tourist activities do not have facilities allowing access for people with reduced mobility; only certain excursions are adapted to accommodate them. If a Customer is affected, it is recommended to check with customer service at the time of booking to confirm whether the excursion is suitable. Customer service will help to try to adapt the tour to their needs.

Customers with reduced mobility must be accompanied by an able-bodied person. Guides, tour leaders, or bus drivers are not authorized to assist customers with reduced mobility.

Article 12 – Liability

To the extent permitted by applicable law, THE COMPANY shall not be held liable for any failure to perform the Contract in the event of force majeure as defined by Article 1218 of the Civil Code and the case law of French courts, or in the event of damages caused by a third party beyond its control or attributable to the Customer's misuse or improper use of the Services, in violation of THE COMPANY's instructions.

Finally, it is noted that, within the limits provided by applicable law and in the event that its liability is automatically engaged due to the actions of service providers, the limits on compensation resulting from international conventions pursuant to Article L. 211-17-IV of the Tourism Code shall apply; otherwise, and except in cases of bodily injury, intentional damage, or damage caused by negligence, any damages are limited to three times the total price of the trip or stay.

Personal Belongings

THE COMPANY and its suppliers cannot be held liable for the loss or theft of personal belongings or luggage during transportation, visits, and excursions, and cannot undertake to locate or return them.

All costs incurred in this regard shall be borne by the Customer.

Only small bags are permitted, in accordance with regulations governing museums and national monuments.

Customers' luggage may not be left at our offices or on our coaches during the tours.

Drugs and Alcohol

The Customer agrees to behave in a manner consistent with common sense and in compliance with applicable laws and regulations, including prohibitions on smoking, consuming alcohol, and transporting hazardous materials.

THE COMPANY reserves the right to remove any Customer who violates the regulations and/or whose behavior is clearly likely to pose a risk to other Customers,

the driver, or a third party, without the Customer being entitled to claim compensation or a refund.

We remind you that alcohol abuse is dangerous to your health. THE COMPANY shall not be held liable for the conduct or accidents involving Customers who are intoxicated or under the influence of drugs, or for any damage they may cause.

Article 13 – Insurance

THE COMPANY holds an insurance policy covering the financial consequences of civil liability arising from its business activities, with the insurance company MMA IARD, located at 14 boulevard Marie et Alexandre Oyon, 72030 Le Mans Cedex 9.

THE COMPANY is a member of the Association Professionnelle de Solidarité du Tourisme (APST), a collective guarantee organization provided for in Book II of the Tourism Code, located at 15 avenue Carnot - 75017 PARIS, and, in order to carry out the activities set forth in Article L.211-1 of the aforementioned Code, benefits from the commitment provided for in Articles L.211-18 and R.211-26 through R.211-34 of that Code, as amended by Decree No. 2005-1111 of September 2, 2015.

THE COMPANY is registered with Atout France under number IM075120024.

Article 14 – Data Protection

The provisions regarding the protection of personal data as set forth in the French Data Protection Act of January 6, 1978, as amended by the Act of June 20, 2018, on the protection of personal data, and the European General Data Protection Regulation (“GDPR”) are set forth in an attached document titled “Privacy Policy.”

In addition, since the Customer’s telephone number was collected at the time of booking, the Customer may register free of charge on the do-not-call list at <https://www.bloctel.gouv.fr>.

Article 13 – Governing Law

These GTS are governed by and construed in accordance with French law, without regard to conflict of laws principles.

If any provision of these Terms and Conditions or its application to any person or circumstance is deemed invalid, such invalidity shall not affect the other provisions or applications of these Terms and Conditions, which shall remain in full force and effect, independent of the provision deemed invalid. To this end, the provisions of these GTS are declared to be independent.

In the event of a dispute that may arise in connection with the interpretation and/or performance of these GTS or in relation to these GTS, the Customer may decide to submit the dispute with THE COMPANY to a contractual mediation procedure or any other alternative dispute resolution method.

In particular, the Customer may contact the Tourism and Travel Mediator:

MTV Médiation Tourisme Voyage, BP 80 303 - 75 823 Paris Cedex 17

<https://www.mtv.travel> - https://www.mtv.travel/quand_et_comment_saisir/

The Customer is informed that:

- for the dispute to be reviewed by the mediator, the Customer must provide proof that they have filed a written complaint with THE COMPANY or its customer service department and must retain written evidence of the steps taken
- the request must be well-founded and legitimate
- the Customer may refer the matter to the mediator within a maximum of one year following their written complaint to THE COMPANY.

Finally, if this mediation procedure fails or if the Customer wishes to bring the matter before a court, the rules of the Code of Civil Procedure shall apply.

Article 14 – Complaints

In the event of complaints regarding an invoice, the Customer is invited to contact THE COMPANY by email at the following address: contact.stopover@extimetravel.com