CHAUFFEU

General terms and conditions of sale

Chauffeu - NEXANTO
Version 2026-10-13-app12 of 5 November 2026 (app and website version of the text of 13 October 2026)

For information only: this English translation is provided for convenience. The French version prevails.

Article 1 - Identification of the professional

The Chauffeu service is operated by **SZANTO Dominik, sole trader (entrepreneur individuel, EI)**, under the trade name **NEXANTO**. Chauffeu is the name of the booking service, of its **"Chauffeu" iOS app** and of its website https://chauffeu.com, not a separate company.

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Further information about the publisher, the hosting and the applicable tax mentions is given in the Legal notice of the app and the website.

Article 2 - Purpose, definitions and scope

These general terms and conditions of sale (CGV) govern bookings of chauffeur-driven passenger transport sold and organised by Chauffeu and made in its app or, when it offers this function, on its website https://chauffeu.com. They do not govern NEXANTO's other digital activities. Bookings made in the app and on the website are subject to the same rules, except where these CGV describe a function specific to one of these two channels.

The **Customer** is the natural or legal person who orders the service; the **Passenger** is the person carried; the **Carrier** is the independent professional in charge of the journey. A consumer is a customer acting outside their professional activity.

Chauffeu sells the service to the Customer, collects the total price and then pays the Carrier. The business does no driving and does not directly operate any transport vehicle. It acts as a T3P booking centre (centrale de réservation) when the service falls under that French regime. Using a partner does not remove its liability towards the Customer.

The CGV apply to private and business customers. Applicable mandatory rules prevail. Specific conditions of a booking may clarify the CGV if they are communicated and accepted before the order; they cannot set aside the Customer's mandatory rights.

Article 3 - Services and advance booking

The service covers private transfers between addresses, airports and stations, business travel and, when expressly offered, services for events or chauffeur services at disposal.

In the app and on the website, the service offered is the private transfer from a pickup place to a drop-off place, **door to door**. A return journey can be added: it is a separate transfer, with its own reference and its own cancellation. By default, the return journey reverses the outbound journey; the Customer can also give it another pickup place and another drop-off place. Its price is set under article 6.

Journeys are booked in advance only. No immediate rides are offered. In the app and on the website, each pickup time must be **at least 3 hours** after the moment the price is calculated, and at most 365 days after it; earlier times are not offered. Requests are subject to confirmation and to the availability of an authorised Carrier.

A booking covers 1 to 12 passengers. Each vehicle carries at most 6 passengers, in a vehicle with at most 9 seats including the driver, subject to its authorised capacity. In the app and on the website:

- **cars** (the Green, Economy, Comfort, Premium, Booster seat, Pet and Third-party provider classes) take up to **4 passengers and 3 bags**;

- **vans** (the Van and Premium Van classes) take up to **6 passengers and 6 bags**;
- the **"Two Vans"** and **"Two Premium Vans"** classes take up to **12 passengers and 12 bags**, in two vans of at most 6 passengers each.

Groups of 7 to 12 passengers are carried in two vans booked together, each within these same limits. The capacity of each vehicle class, in passengers and luggage (counted in medium-sized suitcases), is shown before the order. These CGV are not an offer of accommodation, air transport, package travel or medical transport.

"Third-party provider" class. With this class, the journey is performed by a partner chauffeur-driven passenger transport (VTC) company, selected by Chauffeu and holding the authorisations required for its activity, which acts as the Carrier. Chauffeu, operated by NEXANTO, remains the seller of the service and the Customer's contracting party: the booking, the price, the payment, the cancellation and refund conditions and the commitments of these CGV, in particular those of article 16, are the same as for the other classes. The vehicle is a saloon or a compact crossover; its make and model may vary.

Article 4 - Geographical area and European journeys

The service covers France and the other European countries actually served. It may cover the following four configurations:

- a journey entirely within France, for example Paris - Lyon;
- a journey between France and another European country, for example Paris - Berlin;
- a journey entirely within another European country, for example Berlin - Munich or Madrid - Barcelona;
- a journey between two other European countries, for example Munich - Vienna.

Countries actually served: Austria, Belgium, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Malta, Moldova, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, Ukraine and United Kingdom (28 countries).

In these countries, the service is offered in the served cities shown in the app and on the website. The pickup place of each journey, including that of a return journey, whether or not it reverses the outbound journey, must lie within the area of a served city or be an airport near a served city in the same country; the drop-off place must be in one of the countries served. Before any payment, the app or the website shows whether the pickup place is served; a journey whose pickup lies outside these areas cannot be booked.

A journey may therefore have neither its departure nor its arrival in France. The word "Europe" implies neither availability in every country nor a uniform transport authorisation.

Each booking requires a Carrier authorised for the journey, the local pickups and the countries concerned, with suitable insurance. Chauffeu does not accept a service for which the regulatory, insurance or safety conditions are not met.

Times are given in the local time zone of the pickup place, shown in the summary. The mandatory rules of the territories concerned remain applicable. The Passenger must hold the personal documents needed to cross borders; this does not release Chauffeu and the Carrier from their own information and checking obligations.

Article 5 - Booking request and confirmation

The Customer provides the useful contact details, the addresses, the date and time, the number of passengers, the luggage, any special needs and, for an airport pickup, the flight number (article 13). The Customer checks the summarised information before ordering and can have it corrected.

A person booking for someone else has the necessary authorisation. They pass on to the Passenger the meeting, safety and data-protection information, without reducing Chauffeu's own obligations towards that Passenger.

Before any binding confirmation and before payment, the Customer receives the main characteristics, the total price, the payment terms, the cancellation and no-show conditions and the CGV. A paid online order is confirmed by an unambiguous statement of the obligation to pay. In the app and on the website, the Customer checks the booking summary, enters a **complete billing address** (first name, surname, address, postcode, city and country; the region or state is optional; in the app, the company name and the VAT number are optional), without which the order cannot be confirmed, ticks the box accepting the CGV, which is never ticked in advance, and then confirms the order with the confirm-and-pay button. On the website, when it offers this function, the billing address can be

prefilled with an address saved in the Customer's account (Terms of use, section 5 ter); it can still be changed for each booking.

Booking for a business (website). On the website, when the Customer states that they are booking for a business, the billing address also includes the **business's legal name**, which is required, and its registration number: for a billing address in France, the **SIREN or SIRET number**, which is required; for an address in another country, that country's registration number, which is optional. The intra-EU VAT number and a purchase order reference are optional. The details given appear on the invoice (article 7).

Booking without an account (website). On the website, the Customer can book **without an account**: they then give, for the booking, a first name, a surname, an email address and a phone number, to which the confirmation, the booking's emails and, where applicable, the chauffeur's call or text message are sent. A Customer who has a Chauffeu account can also sign in to it before booking; a booking made without being signed in is a booking without an account, even if the email address given is that of an existing account. A booking without an account follows the same rules as other bookings, except for the functions that belong to the account (in particular Chauffeu Points and the level discount).

Booking link and adding to an account (website). After a booking without an account is paid, the confirmation email contains a personal **booking link** that opens the booking on the website; it is valid until 30 days after the end of the booking's last journey. Anyone who has this link can view the booking: the Customer keeps it and passes it on only to people of their choice, such as the Passenger. The booking can then be added to a Chauffeu account that uses **the same email address**: from the confirmation page, from the booking page, or with the email sent once after the booking to invite the Customer to create their account or to sign in to it. It is also added automatically to such an account when that account's email address is confirmed, in the app or on the website. Adding it to an account changes neither the price paid nor the conditions of the booking; Chauffeu Points are then credited under the Chauffeu Points rules and promo code conditions.

The contract is confirmed by Chauffeu's explicit acceptance, sent by email with the summary and the accepted conditions on a durable medium. A mere acknowledgement of receipt of a request is not a transport confirmation. No money is kept for an unconfirmed request; a card authorisation is released and a collected payment is refunded under article 9.5.

In the app and on the website, the confirmation takes place once the payment has been verified: the booking appears with its reference and the confirmation email is sent. If the payment is declined or does not go through, no booking is created and nothing is charged. If a payment is collected when the booking can no longer be confirmed, it is refunded in full under article 9.5.

Article 6 - Prices and extras

The price is stated and charged **in euros**; the amount charged is shown before payment. When the Customer chooses another display currency in their profile, the app or the website may show, for information only, an approximate conversion of the price into that currency: only the amount in euros is charged. The price is the total amount to pay. It takes into account in particular the journey and its distance, the times, demand, the country, the vehicle and the agreed services. The mandatory pricing rules that apply to certain transport services are complied with.

VAT: as long as the seller benefits from the French small-business VAT exemption (franchise en base), VAT does not apply ("TVA non applicable, art. 293 B du CGI", VAT not applicable under article 293 B of the French General Tax Code): no VAT is charged or added to the price.

Known compulsory costs, in particular tolls, parking or access fees, are included in the announced total. The conditions and rates of extra waiting time or of an option are stated before the order. A cost that cannot be calculated in advance is identified with a calculation method that lets the Customer understand its effect.

Distance surcharge. The ride price of each journey, calculated from the vehicle class and the route distance, includes a distance surcharge, equal to a percentage of that price that depends on the distance of the journey. This surcharge is part of the ride price shown.

High demand. During high demand, prices may be higher than usual, under the same rules for every Customer and without profiling. The price shown before booking, all fees included, is the price that applies to all the journeys of the booking.

Final price. The price shown before payment and accepted by the Customer is final for their booking. A calculated price stays valid for a limited time; after that, a new price is calculated and must be accepted again. A later change to the prices by Chauffeu changes neither a price already calculated and still valid nor a booking already made.

Journey protection option. When booking in the app or on the website, the Customer chooses between the free Standard cancellation policy and, when it is offered, the **Journey protection option** ("Protection trajet" in the app and on the website in French), whose price depends on the vehicle and is shown before payment; as of this version, it is **€ 15** for a car, **€ 20** for the Van and Premium Van classes and **€ 40** for the Two Vans and Two Premium Vans classes (two vehicles). This price is due once per booking, a round trip included; it does not vary with demand and the distance surcharge does not apply to it. Chauffeu may change this price or stop offering the option for future bookings: the price shown before payment applies to the booking. The option is not offered when the first pickup is less than 12 hours away. It appears as a separate line of the summary; its effects are described in article 9.2.

Return journey. For a round trip, a return journey that reverses the outbound journey (pickup and drop-off places within one kilometre of those of the outbound journey, swapped) is charged at the same price as the outbound journey. A return journey with another pickup or drop-off place is priced by its own route. The price of each journey is shown before payment.

Promo codes and Chauffeu Points. A promo code and, for a member who has reached a level of the Chauffeu Points programme, that level's discount (5 %, 8 %, 10 % or 15 %) apply to the ride price, surcharges included, excluding the Journey protection option, under the Chauffeu Points rules and promo code conditions available in the app and on the website. Each discount appears as a separate line of the summary before payment.

No optional extra is charged without express agreement. A change requested by the Customer is given a new price accepted before it is carried out. A confirmed price is not increased unilaterally. Any exchange fees charged directly by the Customer's bank or, for a PayPal payment, by PayPal are a matter between the Customer and that bank or PayPal.

Article 7 - Payment and invoicing

Unless otherwise agreed before the order, the total price is paid at the time of booking with the payment methods then offered. Chauffeu collects payment from the Customer and pays the Carrier; the Customer does not have to pay the driver a second time for a service already paid for.

The payment methods and the provider involved are shown at payment. The methods offered on the website may differ from those offered in the app; only the methods shown at payment for a booking can be used for it. Depending on the methods offered, payment is made:

- in the app and on the website, by bank card (Visa, Mastercard, American Express) or, when it is offered, by Apple Pay, in the secure payment module of the provider **SumUp**, shown on the payment page; Chauffeu neither receives nor stores full card details;
- in the app and on the website, when it is offered, by **PayPal**, on PayPal's pages, with the Customer's PayPal account; the use of that account is governed by PayPal's terms, and Chauffeu receives neither the login details nor the payment data of that account;
- on the website only, when it is offered, with **Stripe**: by bank card or, depending on the device and the browser, by Apple Pay or Google Pay, on Stripe's secure payment page, to which Chauffeu's payment page sends the Customer; Chauffeu neither receives nor stores the full details of the card or wallet used. The amount is first authorised, then charged as soon as Chauffeu has checked the booking, usually within seconds; if the booking cannot be confirmed, the authorisation is cancelled without any charge.

The price is the same whatever the payment method. It is charged in euros when the order is confirmed.

An invoice or a bill (note) complying with the applicable obligations is given to the Customer. It is made out to the name and billing address entered at booking and, for a booking for a business, shows the business's legal name, its SIREN or SIRET number or registration number, its VAT number and the purchase order reference when they were given. The tax treatment is the one that actually applies; no VAT regime is inferred from sole-trader status alone. As long as the seller benefits from the French small-business VAT exemption (franchise en base), invoices carry the mention "TVA non applicable, art. 293 B du CGI". The confirmation email and the booking details shown in the app or, when it offers this function, in the Customer's account on the website or, for a booking without an account, on the booking page opened with the booking link (article 5) are the proof of booking; no electronic voucher and no

separate receipt are issued. The invoice is sent to the Customer by email.

For **business Customers only**, when deferred payment has been agreed, the due date appears on the invoice and complies with the legal limits. No discount for early payment is granted unless agreed in writing. In case of late payment, penalties are due from the day after the due date, without reminder: their annual rate is the European Central Bank refinancing rate, taken by half-year in accordance with article L.441-10 of the French Commercial Code, plus ten points, and not lower than the legal minimum. The fixed recovery indemnity of **€ 40 per late invoice** is due under the legal conditions; a justified additional amount may be claimed if the actual costs are higher. These rules do not apply to consumers.

Article 8 - Partner Carriers

Before assigning a ride, Chauffeu checks the documents required for the activity: authorisations or registrations, the driver's professional documents, the required licence, professional and motor insurance and the vehicle's compliance, under the applicable regulatory conditions and deadlines.

The checks take into account the countries served and do not rely solely on French VTC status. Partners remain legally independent. This independence does not limit Chauffeu's obligations towards the Customer. For the "Third-party provider" class, the Carrier is the partner VTC company referred to in article 3, subject to the same checks.

A partner or vehicle may be replaced if the agreed main characteristics are respected. A substantial change, in particular a lower class or an unsuitable capacity, is not imposed on the Customer without their agreement.

Article 9 - Cancellation, no-show and refund

9.1 - Calculation of deadlines and notification

Deadlines are assessed against the confirmed pickup time and its time zone. The Customer requests the cancellation **in writing**: by email to contact@chauffeu.com; with the app's "Email us" form or, when the website offers this function, the one on its Contact page (https://chauffeu.com/contact); or through the app's concierge or, when the website offers this function and the Customer is signed in to their account there, the website's concierge, which forwards the request to the team. The request gives the booking reference and, for a round trip, the journey or journeys concerned. Chauffeu confirms the cancellation on a durable medium, by email, with the amount refunded.

Booking without an account. For a booking made on the website without an account, the Customer sends their request in writing: by email to contact@chauffeu.com (for example with the cancellation link on the booking page, which prepares this email with the booking reference), with the "Email us" form on the Contact page when the website offers it, or, when the website offers this function, from the booking page opened with the booking link (article 5). Without being signed in to an account, the website's concierge does not forward cancellation requests. Chauffeu may check that the request comes from the Customer, in particular using the email address or phone number given for the booking; the time the request is received is still the time that counts.

When the Customer asks in the app to delete their account while one or more paid journeys are upcoming, that request counts as a request to cancel each of these journeys: the time at which the deletion request is received is used, and the conditions of article 9.2, including those of the Journey protection option when it was chosen, apply as usual. A cancellation request already received for the same journey keeps its time of receipt.

The time at which Chauffeu receives the request, not the time the team reads it, is used to assess the deadlines. A delay in confirmation by Chauffeu does not turn a timely cancellation into a late cancellation.

9.2 - Cancellation by the Customer

Time of cancellation	Consequence
Before final confirmation	Free cancellation; full refund of the sums collected.
At least 24 hours before pickup, exactly 24 hours included	Free cancellation and full refund.

Time of cancellation	Consequence
Less than 24 hours before pickup	Fees may apply only under the conditions presented and accepted before payment.

The **exact amount of the late fees**, or a sufficiently precise calculation method, is displayed or communicated before confirmation and payment, then repeated in the confirmation. These CGV set no automatic rate of 50 % or 100 %. Without prior accepted information, no late fee is charged.

Standard policy (bookings in the app or on the website). A cancellation whose request is received less than 24 hours before pickup incurs fees of **up to € 20 per journey** (outbound or return), never more than the price of that journey. This maximum is shown before payment, with the cancellation conditions. The cancellation confirmation states the exact amount refunded.

Journey protection option. With the Journey protection option (article 6), a cancellation whose request is received **at the latest 12 hours before the pickup time** of the journey concerned is free and gives a full refund of the ride price concerned; when the request is received less than 12 hours before pickup, the fees of the Standard policy apply (**up to € 20 per journey**, never more than the price of that journey). The price of the option, shown before payment, is not refunded. The option does not apply to a no-show (article 9.3).

Fees must comply with the applicable law and must not be manifestly disproportionate. A booking confirmed less than 24 hours before departure remains subject to the same prior information: for a journey booked less than 24 hours before its pickup, the Standard policy therefore gives no free cancellation after confirmation, and the Journey protection option is not offered when the pickup is less than 12 hours away (article 6). For a round trip or several separately identified journeys, deadlines are assessed for each pickup concerned.

For a booking made in the app or on the website, each journey can be cancelled until its pickup time, together or separately, under article 9.1. When only one journey of a round trip is cancelled, the amount paid for the rides, after any discounts, is split between the journeys in proportion to their prices; when the return reverses the outbound journey, both journeys cost the same and each is half of that amount.

9.3 - Passenger no-show

A no-show can only be recorded if the driver is at the agreed place in accordance with the booking, has respected the included waiting time and has made reasonable attempts to reach the Passenger. The conditions and fees must have been announced before payment. No no-show fee is due if the failure to pick up is attributable to the Carrier or to Chauffeu.

For bookings made in the app or on the website, a no-show recorded in this way means the price of the journey concerned is lost and not refunded. This consequence is shown before payment.

Cancellation and no-show fees are not combined to compensate twice for the same service not performed.

9.4 - Cancellation by Chauffeu or Carrier failure

If a confirmed service is cancelled by Chauffeu or cannot be performed by its partner, a suitable solution is sought. Without a compliant replacement accepted by the Customer, the price of the service not performed is refunded in full, including, where applicable, the price of the Journey protection option. This refund does not remove the Customer's other legal remedies.

9.5 - Refund terms

Refunds are made without undue delay and at the latest **14 days** after the cancellation or the finding that the booking was not confirmed, unless a more favourable mandatory deadline applies. The original payment method is used (for a PayPal payment, the Customer's PayPal account; for a payment with Stripe, the card or wallet used on Stripe's page), unless the Customer expressly agrees to another method free of charge. No credit note is imposed in place of a refund that is due. The fees withheld and their basis are explained on request.

Article 10 - Right of withdrawal

Contracts for passenger transport services are excluded from the general withdrawal regime for distance contracts by **article L.221-2, 9° of the French Consumer Code**, subject to the provisions of article L.221-14 on paid online orders.

There is therefore no general fourteen-day right of withdrawal for the transport service governed by these CGV. This removes neither the cancellation policy of article 9 nor the other applicable mandatory rights, in particular for an international service. Any separate service offered later will need its own qualification and information.

Article 11 - Changing a booking

Any change of time, address, route, passengers, luggage or class must be requested from Chauffeu. It depends on availability, safety and the required authorisations. Its price and consequences are accepted before confirmation on a durable medium.

For a booking made in the app or on the website, any change request is sent in writing to contact@chauffeu.com, with the booking reference; neither the app nor the website has a function for changing a booking. The change takes effect only once Chauffeu has confirmed it on a durable medium, by email.

Without agreement, the original booking remains applicable; the Customer may cancel it under article 9. A change is not used to get round cancellation rights already acquired. A change imposed by Chauffeu falls under the Customer's rights in case of a change to the agreed service.

Article 12 - Meeting point, waiting time and delays

The meeting point, the useful contact details and how to identify the driver are communicated before the ride. The included waiting time, its starting point, extra fees and no-show conditions are stated **before payment**.

In the app and on the website, every transfer is door to door. The driver meets the Passenger at the agreed pickup place; at an airport, at the meeting point given in the SMS the driver sends before pickup with the vehicle details. No welcome with a name sign is included.

Included waiting time (bookings in the app or on the website). The free waiting time included in the price is:

- **60 minutes for an airport pickup**, from the actual landing time of the flight given at booking;
- **15 minutes for other pickups**, from the booked pickup time.

No extra waiting time is charged without the Customer's prior agreement.

The Passenger arrives at the agreed time and remains reachable as far as possible. If the driver is late, Chauffeu informs the Customer and seeks a solution. An estimated journey time is not an absolute guarantee of duration, but does not exclude liability for a delay attributable to the service.

For a connection, the Customer states the latest useful time so that a suitable pickup can be agreed. No contractually guaranteed arrival time is changed without agreement.

Article 13 - Flights and trains

The Customer provides the useful references when the transfer is linked to a flight or a train. Tracking is included only if expressly announced. The adjustment rules, the starting point of the waiting time and any extras are stated in the offer before payment.

In the app and on the website, **the flight number is required for every airport pickup**, on the outbound journey and, for a round trip whose return starts at an airport, on the return: prices are not offered and the booking cannot be made without a flight number in a valid format (for example AF1234). For other pickups, the Customer can give a flight or train number. For an arrival by plane, the included waiting time runs from the actual landing time, under the conditions of article 12. When a flight number is given, the app or the website may show the times of that flight supplied by a flight-data service; these times are for information only and may be unavailable, incomplete or changed by the airline.

A delayed or cancelled flight or train does not mean unlimited waiting. Chauffeu examines the possible adjustments and submits them to the Customer if they change the agreed conditions. Mandatory rights remain applicable; no unannounced extra is imposed.

Article 14 - Safety, children and special needs

Passengers follow legitimate safety instructions, wear seat belts and respect local rules. Prohibited items and threatening, violent or dangerous behaviour are forbidden. A refusal to carry must rest on an objective, lawful and

proportionate reason; its financial consequences are not automatically a forfeiture of the price.

Needs for a child seat, accessibility or adapted equipment are reported before confirmation. The capacity is checked and confirmed, without unlawful discrimination. An unaccompanied minor may only be carried under expressly accepted and legally permitted conditions. Guide and assistance dogs are accepted in every vehicle class. **Other animals travel in the "Pet" class**, chosen before payment (the "Travelling with a pet" option of the app and the website, which selects this class); the Customer gives the type and size of the animal in the notes. In the app, when a booster seat is requested with a pet, it is provided in the "Pet" vehicle. On the website, a booster seat and a pet cannot be booked together; the Customer travelling with a pet may bring their own suitable, approved booster seat and state it in the notes.

Booster seat. In the app and on the website, **one booster seat per booking** can be requested in the extras; it comes with the "Booster seat" vehicle class, which is then selected automatically, and the journey is charged at the price of that class, shown before payment. The Customer gives the child's age and weight in the notes. Baby seats and harnessed child seats are not provided; the Customer may bring a suitable, approved seat. For any other need, in particular several booster seats, the Customer writes to contact@chauffeu.com before the journey; this need is guaranteed only once confirmed.

Article 15 - Luggage and personal belongings

The Customer declares bulky or unusual luggage or luggage needing equipment. The capacity provided for in the contract must allow it to be carried safely. The Passenger is invited to check their belongings at the end of the journey and to report any forgotten item promptly.

Any search for or return of an item is coordinated with the Carrier; a return cost is incurred only after information and agreement. Liability for loss, theft or damage remains determined by law, with no general exclusion of luggage.

Article 16 - Liability

When article **L.3142-3 of the French Transport Code** applies, Chauffeu is **liable as of right for the proper performance of the transport contract** towards the Customer, including for the obligations performed by its partners. The Customer is not required to seek redress solely against the driver.

The only grounds for exemption are those accepted by the applicable law and whose conditions are proven: an act attributable to the Customer, an unforeseeable and insurmountable act of a third party outside the service, or force majeure. The Carrier in charge of the ride is not treated, merely because of its independence, as a third party outside the service.

For international journeys, the mandatory rules and liability regimes applicable to the contract remain reserved. These CGV set no general cap equal to the ride price and no general exclusion of personal injury. The limits of any insurance contract, including the Carrier's, do not, by themselves, limit the Customer's rights.

Article 17 - Force majeure

Force majeure is assessed under article 1218 of the French Civil Code and the applicable mandatory rules. A traffic jam, a breakdown, the weather or the unavailability of a partner are not automatically cases of force majeure.

The prevented party informs the other as soon as possible. The consequences of a temporary or permanent impediment and the return of sums corresponding to services not performed are assessed in accordance with the law.

Article 18 - Complaints

The Customer may contact **contact@chauffeu.com** or **07 44 93 11 76**, use the app's "Email us" form or, when the website offers this function, the one on its Contact page (https://chauffeu.com/contact), or write to **NEXANTO - Chauffeu, SZANTO Dominik EI, 142 rue du Faubourg Saint-Antoine, 75012 Paris, France**.

The booking reference, the facts and the useful supporting documents make handling easier. Chauffeu replies within a reasonable time. No short contractual complaint deadline deprives the Customer of the legal time limits for remedies. A prior written complaint is required before mediation.

Article 19 - Consumer mediation

After a written complaint that has not been satisfactorily resolved, a consumer Customer may refer the matter free of charge to the designated mediator, under its admissibility conditions:

CM2C - Centre de la Médiation de la Consommation de Conciliateurs de Justice

49 rue de Ponthieu, 75008 Paris, France. Phone: 01 89 47 00 14. Website: https://www.cm2c.net. Filing a request: https://www.cm2c.net/declarer-un-litige.php.

The referral must be made within one year of the initial written complaint. The dispute must fall within CM2C's competence and must not have been examined, or be under examination, by a court or another mediator. The other conditions of article L.612-2 of the French Consumer Code apply.

Mediation is optional; the Customer keeps their remedies. The Customer is free to be assisted at their own expense. This consumer procedure does not cover disputes between professionals.

Article 20 - Personal data

The information needed for the booking, the payment and the journey is processed under the Privacy policy, available in the app and on the website, in particular when a third party books for a Passenger or when a Carrier is located in another country. Contact for data rights: contact@chauffeu.com.

Accepting the CGV is neither consent to marketing nor acceptance of non-essential cookies. These choices remain separate.

Article 21 - App, website and intellectual property

The use of the app and the website and the rights in their content are detailed in the Terms of use (CGU) and the Legal notice. These texts do not reduce the contractual commitments made for a booking. The Customer may keep the documents relating to their order for their own use and to exercise their rights.

Article 22 - Applicable version and evidence

The version accepted when the booking was made remains applicable to it. Any later update applies only for the future, unless the parties agree otherwise or a mandatory rule applies. Each version of the CGV is identified by a number, for example 2026-10-13-app12, recorded with the booking. Electronic records are kept under the legal conditions; their evidential value may be discussed under the ordinary rules of evidence.

Article 23 - Applicable law and disputes

French law is chosen, subject to the conflict-of-law rules and the applicable mandatory provisions, in particular for international transport and consumers. This clause does not guarantee that French law alone applies to each operation abroad.

An amicable solution may be sought without depriving the parties of their remedies. The competent courts are determined by the applicable rules; no exclusive jurisdiction of the Paris courts is imposed on consumers.

Article 24 - Acceptance and delivery of documents

The Customer receives or can consult the CGV before any binding order and expressly accepts the conditions of their booking. A storable copy of the CGV, the price, the journey, the times and any fees is attached to or included in the confirmation on a durable medium. In the app, the CGV are available before payment and at any time in Help; on the website, they are available before payment, at the bottom of every page and, when it is offered, in the Help Centre of the Contact page. They can be downloaded as a PDF.

The CGV and the other legal documents are written in French, the version that prevails, and translated into English for information; when the app is used in another language, they are shown in English; on the website, the French version is shown in every language of the website, with a link to the English translation.

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