CHAUFFEU

Chauffeu Points rules and promo code conditions

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

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

1 - Organiser and purpose

The **Chauffeu Points** loyalty programme and the promo codes are offered in the "Chauffeu" iOS app and on the website https://chauffeu.com by **SZANTO Dominik, sole trader (entrepreneur individuel, EI), trade name NEXANTO**, SIRET 130 807 183 00012, 142 rue du Faubourg Saint-Antoine, 75012 Paris, France. Contact: **contact@chauffeu.com**.

These rules supplement the CGV, which remain applicable to each booking. They are available at any time in the app, on the website and at https://api.chauffeu.com/legal.

2 - Membership

The programme is free and requires no purchase. It is reserved for holders of a Chauffeu account; a personal member number is assigned to the account. Membership and points are personal and cannot be assigned, transferred to another account or sold.

Booking made on the website without an account. A booking made on the website without an account earns points only once it is added to a Chauffeu account that uses the same email address, under the conditions of the CGV (article 5): a journey already completed is then credited when it is added, and an upcoming journey after it ends, under article 3. Adding it does not change the price paid: the level discount does not apply to that booking afterwards.

A member may leave the programme at any time by writing to contact@chauffeu.com. Leaving the programme or deleting the account means losing the points earned.

3 - Earning points

Members earn **1 point per mile travelled** (1 mile = 1.609 km) for each journey completed, outbound and return counting separately. The points of each journey are calculated from the route distance used at booking and rounded to the nearest whole number. The number of points a booking can earn is shown in the app or on the website before payment.

Points are credited once per booking, after the end of the journey. A cancelled journey earns no points; when only one journey of a round trip is cancelled, only the journey completed earns points. Points do not depend on the price paid: a promo code, the level discount or the Journey protection option does not change them.

Missing points. If the points of a completed journey have not been credited, the member can claim them, when that journey appears in their account, by giving the booking reference: in the app's Points tab, on the website's Chauffeu Points page when the website offers it, or by email to contact@chauffeu.com. Points already credited for a booking cannot be credited a second time.

4 - Levels

The member's level depends on the number of points accumulated on their account since joining. Points add up with no time limit: they are not counted per year and the balance is not reset.

Level	Threshold	Associated discount
Silver	50 points	5 %
Gold	300 points	8 %
Platinum	600 points	10 %
Diamond	1,200 points	15 %

In the app and on the website in French, these levels are shown as Argent, Or, Platine and Diamant. Each level is shown in the app with a badge: the badge is purely visual, has no value and is obtained only by reaching the matching level; it cannot be bought.

The discount associated with the level is deducted automatically from the price of each booking paid by a member signed in to their account. The level used is the one that the account's points balance reaches at the time of booking. The discount is calculated on the ride price as shown (distance surcharge included, also during high demand), outbound and return included for a round trip, excluding the Journey protection option. It appears as a separate line of the price summary shown before payment, then in the confirmation email and on the invoice.

The level discount can be combined with a promo code (section 7): each discount is calculated on the ride price, and the level discount is limited to the part of the ride price still to pay after the code, so that the total of the discounts never exceeds the ride price. A level discount does not apply to a booking made without an account or before the threshold of the first level is reached, and does not change a booking already paid.

5 - Nature of points

Points have no monetary value. They cannot be refunded or exchanged for money and are not a means of payment. They are used to reach the levels of the programme. As of this version, points do not expire and are not counted per year.

Points credited in error or as a result of fraud may be removed; the member is informed and can submit observations to contact@chauffeu.com.

6 - Changes to and end of the programme

The programme and these rules may change for the future. Any change unfavourable to members, or the end of the programme, is announced in the app, on the website or by email at least 30 days in advance. Points earned remain earned until the announced date. A change does not affect a discount already granted on a booking.

7 - Promo codes

A promo code is entered on the booking summary, before payment. **Only one code** can be used per booking; it can be combined with the Chauffeu Points level discount under the conditions of section 4. The discount, expressed as a percentage, applies to the **ride price** as shown (distance surcharge included, also during high demand), outbound and return included for a round trip; it does not apply to the Journey protection option. The amount of the discount and the total to pay are shown before payment.

Depending on the offer, a code may be valid for:

Code condition	Journeys concerned
Any ride	Any journey.
Airport transfers	The pickup place or the drop-off place is an airport.
Weekend	The pickup is on a Saturday or a Sunday, in the local time of the pickup place.
Local rides	A journey of less than 50 km that neither starts nor ends at an airport.
Intercity rides	A journey of 50 km or more.

The distance taken into account is the route distance used at booking. For a round trip, the conditions of the code are assessed on the outbound journey. When the journey does not meet the condition, the app or the website says so under the code field and the price does not change.

The codes in force, their percentage and their condition are communicated with each offer, for example in the newsletter. A code may be limited in time or in number of uses when the offer says so; a per-customer limit also applies to bookings made on the website without an account, based on the email address given for the booking. A code has no monetary value, cannot be exchanged for money and does not apply to a booking already paid.

In case of cancellation, the refund is calculated on the amount actually paid after the discounts, under the CGV.

8 - Personal data and complaints

The data used for the programme and promo codes are processed under the Privacy policy. Any question or complaint can be sent to contact@chauffeu.com; the remedies and mediation provided for in the CGV remain applicable.