



GENERAL TERMS AND CONDITIONS

OF SALE AND USE OF

WWW.SNCF-CONNECT.COM

WEBSITE

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PREAMBULE

Unless otherwise expressly stated, the services provided on the website <https://www.sncf-connect.com/> are offered by the company SNCF Connect on behalf and in the name of its Partners (SNCF VOYAGEURS, OUIGO, BlaBlaCar, etc.) or by its Partners directly via co-branding.

SNCF Connect is a simplified joint-stock company under French law with capital of €10,672,000, with its registered address located at 1-3 rue Camille Moke, CS 20012 93212 LA PLAINE SAINT DENIS CEDEX , France, registered in the Bobigny Trade and Companies Register under the number 431 810 621 and in the French Travel and Tour Operator Register through Atout France under the number IM092100016, in accordance with Articles L211-1 et seq. of the French Tourism Code.

Financial Guarantee: APS – SNCF Connect has taken out insurance with GAN EUROCOURTAGE IARD, Tour Gan Eurocourtage, 4/6 Avenue d'Alsace, 92033 La Défense Cedex, France, under the terms and conditions specified by the French Tourism Code, for personal injury and property or intangible damage resulting from its professional activity up to an amount of €7,622,451 per incident and year of insurance.

SECTION I - GENERAL INFORMATION

Article 1. DEFINITIONS AND SCOPE OF APPLICATION

1.1 DEFINITIONS

“SNCF Card(s)” refers to railcards provided by the operator SNCF that allow passengers to benefit from a discounted rate when booking a ticket.

“Order” refers to any booking carried out and validated by the User on the Website.

“Terms and Conditions” refers to these General Terms and Conditions of Sale and Use of the Website.

“Specific Conditions” refers to the contractual terms and conditions specific to each Service (regardless of their designation, e.g. “conditions and restrictions”, etc.), which are available on the Website before the validation of any Order.

“Conditions of Sale” refers to the general terms and conditions of sale of each Partner that must be accepted before placing all orders.

“Partner” refers to any supplier of Services offered on the Website. The term “Partner” includes in particular SNCF VOYAGEURS and OUIGO, as suppliers of rail Services, coach operators, Avis Budget Group, insurance companies, etc. that provide the Services that You order on the Website.

“Service” refers to the provision of a service, such as the provision of rail, coach, public transport, accommodation, car hire, insurance, etc, Services offered on the Website by SNCF Connect. Certain Services are sold by SNCF Connect on behalf and in the name of its Partners and others are sold directly by its Partners.

“Website” refers to the website www.sncf-connect.com, published by the company SNCF Connect.

“You” or “User” refers to any person using the Website, in particular to book, order and/or buy any Service offered by SNCF Connect on behalf and in the name of its Partners or by its Partners directly via co-branding.

1.2 SCOPE OF APPLICATION

The sale of tourism Services is governed by Title I of Volume II of the French Tourism Code related to the organisation and sale of trips and tours.

In accordance with Article R. 211-12 of the French Tourism Code, Articles R. 211-3 to R. 211-11 of the aforementioned Code relate only to the sale of tourist packages, except for transport or accommodation Services sold individually. Furthermore, straight transportation services and/or those in addition to the latter are not subject to the aforementioned regulation.

If, after having ordered and paid for your train ticket, you book an additional travel service for your trip via SNCF CONNECT as intermediary, you do not benefit from the rights applicable to packages under the Directive (EU) 2015/2302 and Article L211-2 of the French Tourism Code. Consequently, only the SNCF CONNECT Partner will be held liable for the satisfactory provision of the accommodation and/or car hire service.

However, if you book a travel service such as a hotel or car hire service during the same visit to our website and within the 24 hours following your train ticket order, this service will become part of a related travel service. In this case, SNCF CONNECT has, as required by European Union law, financial protection so that you may be reimbursed the amount that you have paid for services that were not provided because of insolvency.

SNCF CONNECT has taken out insolvency protection insurance with APST. You can contact APST, 15 Avenue Carnot, 75017 Paris, France, info@apst.travel, +33 (0)1 44 09 25 35, if a service is not *provided* due to the insolvency of SNCF CONNECT. Please note: This insolvency protection insurance does not apply to contracts entered into with parties other than SNCF CONNECT that may be executed despite the insolvency of SNCF CONNECT.

Directive (EU) 2015/2302 transposed into national law
https://www.legifrance.gouv.fr/affichCodeArticle.do;jsessionid=B6B56671A51841699A8FB7B4B5EB08A2.tplgfr21s_1?idArticle=LEGIARTI000036242695&cidTexte=LEGITEXT000006074073&categ

These General Terms and Conditions of Sale and Use (herein after referred to as the “Terms and Conditions”), as well as the Specific Conditions applicable to each Service, apply to all use of the Website, in particular the marketing of all Services offered on the Website by SNCF Connect on behalf and in the name of its Partners or by its Partners directly via co-branding or a hyperlink connecting to their website.

The present Terms and Conditions are in force as of 20 May 2025. They cancel and replace all previous versions.

The User is advised to read these Terms and Conditions carefully, which are available via the hyperlink on every page of the Website. The User is advised to download and/or print these Terms and Conditions and save a copy. Since these Terms and Conditions may be amended at any time, and without warning, Users must consult and accept the Terms and Conditions as and when they make a booking, in particular to verify the provisions in force. However, such amendments will not be applicable to bookings that have already been made and confirmed by SNCF Connect.

Article 2. USE OF THE WEBSITE WWW.SNCF-CONNECT.COM

Ordering Services is reserved for Users that have read and accepted, with a click or, if applicable, over the phone, these Terms and Conditions in full, as well as the Specific Conditions determined for each Service, before placing every Order. Express acceptance of these Terms and Conditions and the Specific Conditions is given when validating the Order. Without this acceptance, the continuation of the booking process is technically impossible.

The Website consists of an unrestricted, accessible space on which all Services are offered (hereinafter referred to as the “Leisure Travel Area”).

2.1 USING THE LEISURE TRAVEL AREA

Terms and Conditions of Use

To use the Leisure Travel Area, You must be aged 18 or over and legally capable to enter into contracts and use the Website in accordance with these Terms and Conditions.

You are financially responsible for using the Website both in your own name and on behalf of third parties, including minors, unless it can be clearly demonstrated that it is fraudulent use through no negligence or fault of your own.

You guarantee the truthfulness and accuracy of the information provided by Yourself or any other third party using your personal data on this Website.

At any time, SNCF Connect can refuse You access to the Services offered on this Website if your use of the booking service on the aforementioned Website proves to be fraudulent or in breach of these Terms and Conditions.

Order Placement

In the event that, after having validated your Order, You do not receive an Order confirmation, it is Your responsibility to contact SNCF Connect as per the terms and conditions laid out in Article 13.

For rail services provided by certain operators, you may be able to make a provisional booking that You must confirm within the time limit set by the operator as indicated during this transaction. To confirm and book your train ticket, You must validate your provisional booking and pay for it, within the time limit provided, on the Website or at a Self-Serve Kiosk in an SNCF station in metropolitan France or Luxembourg, or at an SNCF VOYAGEURS ticket booth or shop in metropolitan France. Once this time limit has lapsed, your provisional booking will expire and You must make a new booking.

It is Your responsibility to ensure that the personal information (identity, email address, postal address, etc.) that You provide during your Order is correct and to immediately inform SNCF Connect of any changes affecting this information by telephone on +33 (0)1 84 91 91 91 (cost of an international call, excluding possible additional charges from the network operator), by online form available on the Website in the “Contact” section or by the chat service available on the app so that SNCF Connect can ensure that You benefit from the Services that You have ordered.

Regarding the Services referred to in Articles 6, 7, 8 and 9 as sales carried out directly with the Partner, the latter exclusively guarantees the order management and tracking in full. Accordingly, You should contact the relevant Partner with any queries.

Cancelling Orders in the Leisure Travel Area

All Order cancellation, possible amendment and/or refund terms and conditions are defined in the Specific Conditions applicable to each Service.

Please note that it is not possible to cancel or amend certain Services. If this is the case, you will be notified before validating your Order.

In any case, the admin fees and any insurance taken out is nonrefundable in the event of cancellation.

2.2 DELIVERY

Unless otherwise stated in the Specific Conditions and subject to the stipulations referred to in Articles 3.1, 3.3 and 3.4, tickets and/or travel documents issued for a Service ordered on the Website can be sent by regular post to the delivery address given when placing your Order, according to the provisions provided for in the Specific Conditions for each type of Service.

For rail services, train tickets are sent by the operator directly via an automated system. Please allow a minimum of 15 days for the delivery of tickets to an address outside of metropolitan France. A longer delivery time may be required during periods of disruption.

2.3 PROOF

It is expressly agreed that, except in the event of a manifest error by SNCF Connect, the data stored in the information system for SNCF Connect and/or its Partners, in particular in the electronic messaging tool used by SNCF Connect or in the control systems for print-at-home tickets or e-tickets, constitutes conclusive evidence of processed Orders and the fulfilment of the parties' obligations. The data stored on a computer system or electronically by SNCF Connect constitutes admissible, valid and enforceable proof between the parties in the same way, under the same conditions and with the same conclusive force as any other document that would have been written, received or kept, if produced as a means of proof by SNCF Connect during any litigation proceedings or other.

2.4 RIGHT OF WITHDRAWAL

You are advised that, in application of Articles L. 221-2 and L. 221-28 of the French Consumer Code, all Services offered, except for SNCF Cards as specified below, are not subject to the application of the right of withdrawal provided for in Articles L. 221-18 et seq. of the French Consumer Code regarding distance sales.

Consequently, Services ordered on the Website are exclusively subject to the terms and conditions of cancellation and amendments provided for in these Terms and Conditions and/or in the applicable Specific Conditions.

In accordance with Articles L.221-18 et seq. of the French Consumer Code, for SNCF Cards (the Avantage Jeune Card, Avantage Senior Card, Avantage Adulte Card, Liberté Card and 1st or 2nd Class Weekly or Monthly Season Tickets) You have a cooling-off period of fourteen (14) working days from the date of purchase of your SNCF Card to exercise your right of withdrawal free of charge.

Consequently, all SNCF Cards that You have bought on the Website and that you haven't yet used to purchase a travel ticket can be cancelled via the "My tickets" section.

SNCF will process a refund for the full amount of the SNCF Card to the bank card used for its purchase, as soon as possible.

SECTION II - TERMS AND CONDITIONS APPLICABLE TO SERVICES OFFERED BY SNCF CONNECT

Article 3. RAIL SERVICES

Rail Services are offered by SNCF Connect on behalf and in the name of Operators, in particular SNCF VOYAGEURS.

All Specific Conditions related to the provision of rail Services are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

3.1 TERMS AND CONDITIONS FOR E-TICKETS

For certain trips, the train tickets sold by SNCF Connect are only available as e-tickets.

We recommend that you get a card that is compatible with e-tickets (e.g. the Grand Voyageur or Grand Voyageur Club loyalty cards) or that you print the e-ticket confirmation, which you need to present on the train. If You have a card that is compatible with e-tickets, you may also wish to print the Order email, which also acts as your travel itinerary (to remind you of any important information concerning your trip, e.g. departure and arrival time, train number, coach and seat). Please note that you must register your Grand Voyageur or Grand Voyageur Club card number whilst placing your order, in order to benefit from this service.

E-tickets are personal, individual and non-transferable. During ticket checks, the passenger must be able to present a valid form of photographic identity in the same name as written on the e-ticket, either an identity card, passport or resident permit.

Your e-ticket confirmation will not be stamped.

E-tickets are only valid for the train, date, class and journey specified, except in the case of certain TER tickets.

The e-ticket will be deemed not valid if used in breach of any of the abovementioned regulations.

SNCF Connect would also like you to note that the e-ticket service is subject to the following steps and terms and conditions:

- Before the payment, You must enter the surname, first name and date of birth of the passengers, as well as the number on any loyalty cards. You can then proceed to the payment for your Order.
- You are able to print your e-ticket confirmation:
 - Either immediately after your Order is placed by clicking on “Print My Ticket”.
 - Or at a later time by clicking on “Print My Ticket” in the Order confirmation email via “View My Tickets” in the “Tickets” tab.You must then enter your name and the 6-letter booking reference provided at the time your Order was placed and in the Order confirmation email.

- Or at a later date at a Self-Serve Kiosk with your booking reference and relevant name, or at the ticket booths at a station, also with the booking reference provided at the time you placed the Order.
- SNCF Connect then provides a PDF version of your e-ticket confirmation that you can print.
- Your e-ticket is also available to view in your account via “My Upcoming Trips” or “Tickets” on the SNCF Connect app.
- E-tickets can be exchanged and/or refunded according to the terms and conditions for exchanges and refunds for the relevant fare. A fee may be charged depending on the date on which you request an exchange and/or wish to cancel.
- If you decide to print your e-ticket confirmation, the print out must conform to the Specific Conditions previously accepted when placing the order. SNCF Connect will not be held liable for any breach of the following Specific Conditions:
 - The e-ticket is only valid if it is printed in portrait (vertical) on a blank piece of white A4 paper without any adjustments to its size, using an ink-jet or laser printer with a minimum resolution of 300 dpi. It cannot be presented in any other form (e.g. electronically, on a screen, etc.).
 - Good print quality is required. In the event that there is a problem or the print quality is poor, the User must print the PDF file again.
 - Consequently, before placing any e-ticket Order, You must ensure that You are able to print your e-ticket confirmation with the software and hardware required, e.g. a computer with access to the Internet, Acrobat Reader and a printer. You must test the printer before placing the Order to ensure that it prints the e-ticket correctly. SNCF Connect will not be held liable in event that you are unable to print your e-tickets in accordance with the software and hardware requirements defined above.

3.2 TICKET COLLECTION

If it is not possible to issue an e-ticket, train ticket collection options depend on the location of your departure station:

- For trips that depart from a station in metropolitan France, you can:
 - Either collect your train ticket from a Self-Serve Kiosk in a metropolitan France or Luxembourg station, or from the ticket booths or shops in SNCF stations in metropolitan France, including in the event that this ticket is provided to you via a “Ma Location AVIS” Service; ○ Or opt for the ticket to be posted to you if there is at least 15 days between the date the Order is placed and the date of the trip if you live outside metropolitan France.
- For trips that depart from a station outside metropolitan France, the option to have the ticket posted to you will be offered if there is at least 15 days between the date the Order is placed and the date of the trip.

If the date of your trip is in less than 15 days, please call SNCF VOYAGEURS Customer Service on [+33 \(0\)1 84 94 36 35](tel:+330184943635) so that a suitable solution can be arranged.

Please note that the name of the person who made the booking and the order number will be required when collecting your ticket from a Self-Serve Kiosk located in metropolitan France or Luxembourg stations, or from SNCF ticket booths or Shops in metropolitan France, including in the event that this ticket is provided to You via a “Package” Service (“tailored offers”).

For all provisional bookings on tickets that cost more than €150, if you wish to pay via cheque and collect your ticket from an SNCF ticket booth or shop located in metropolitan France , you must provide two forms of identity (plus a Kbis extract from the past three months for companies).

3.3 TERMS AND CONDITIONS FOR EUROSTAR E-TICKETS

3.3.1 Common provisions

All Eurostar train tickets sold by SNCF Connect are issued as e-tickets that allow You to travel on the Eurostar international railway network. Your trip confirmation will be sent via email to the addresses provided for each passenger You registered when placing the Order. You will receive a confirmation email containing your booking reference and a link for check-in. You must enter your personal details to receive your ticket. We need this information to contact you in the event of disruption. You can print your ticket at home or download an e-ticket.

These virtual tickets are checked and validated by the Train Manager before you get on the train and/or once on board. Your ticket can be checked by presenting your e-ticket and/or Eurostar Club card and/or via the SNCF Connect app or your SNCF loyalty card.

To travel with a Eurostar e-ticket, you must have confirmation of your e-ticket and your valid SNCF or Eurostar Club loyalty card with you. Failing this, You will be deemed to be travelling fraudulently and the Train Manager will apply the appropriate penalty. If a traveller is found to be travelling fraudulently, any e-ticket journeys not yet made will not be refunded. Eurostar Customer Service will deal with any complaints relating to the use of the e-ticket.

The other provisions relating to the Eurostar e-ticket are described in the Eurostar e-ticket Conditions of Use, which you would have had to accept when placing your order.

You must absolutely respect the check-in deadline specified by Eurostar for your destination, which is at least 5 minutes before the train departure.

3.3.2 Particularities for EUROSTAR Tickets to London, United Kingdom.

You must adhere to the check-in deadline specified by Eurostar for travel to the United Kingdom (referred to as 'the Check-in Deadline'). This deadline may vary, typically falling between 10 and 60 minutes before the departure time, depending on your booking class. It is essential for checking in to your Eurostar train and completing the required formalities, including border and security checks. Passengers with disabilities or reduced mobility who require assistance from station staff must proceed to check-in at least 60 minutes before the scheduled departure time of their train.

Furthermore, in accordance with the regulatory requirements of the British government, you must provide the following information to the Eurostar carrier in order to obtain your travel ticket:

First and last name

Email address

Date of birth

Gender

Nationality

Type of travel document (passport in most cases)

Travel document number

Country of issue of the travel document

Expiry date of the travel document

To this end, a hyperlink will be provided on your order confirmation page and in your order confirmation email, allowing you to be redirected to the carrier's website.

Please note, you must provide this information to the carrier before boarding. Otherwise, you will not be able to use your ticket and will not be entitled to any exchange or refund. The same applies in the event of a data entry error on your part.

You will be responsible for the accuracy of the information provided to Eurostar.

As of 2 April 2025 inclusive, unless exempt, you must have an Electronic Travel Authorisation (ETA). Applications open from 5 March 2025, and are processed within a minimum of three days. You can apply via the following link: <https://www.gov.uk/guidance/apply-for-an-electronic-travel-authorisation-eta>

3.4 CONDITIONS AND RIGHTS RELATING TO THE NEW EUROPEAN RAIL PASSENGER RIGHTS REGULATION

Terms of application

From the 7th of June 2023, new rights under the rail passenger rights regulation will be applicable in the event of disruption on a connecting journey.

To benefit from these new rights, your journey must meet the seven following cumulative conditions:

1. Your journey must include one or more connections arranged by the carrier(s) and offered by SNCF Connect. Any journeys with connections made by yourself do not benefit from these new rights, and
2. Your journey, which includes connections, has been paid for with a one-off payment, and
3. Each connection must conform to the minimum and maximum times defined by the carrier(s) (to find out the minimum and maximum times that must be observed between your connections, please consult the relevant carrier's general terms and conditions of sale), and
4. A delay occurs on at least one of the connecting journeys listed on your ticket, and
5. Your connections are provided by one of the following carriers: TGV InOui, OUIGO, Intercités, TER. For Thalys and Eurostar, you benefit from the new rights if the connection(s) on your journey is/are operated exclusively by these two carriers, and
6. Your journey is in France or on a Paris-Luxembourg, Paris-Fribourg, Paris-Barcelona, or Paris-Milan route or on the French section of the France-Germany, France-Switzerland (Lyria), France-Brussels, France-Luxembourg, France-Italy, and Paris-Vienna routes, and
7. The ticket shows the train number, the date, and the time of each journey.

Please note that for journeys where one of the connections is operated by any other national or international carrier (Transdev, Renfe, SNCB, Deutsche Bahn, etc.), you should contact that carrier directly to determine if you are entitled to the new rights. In addition, journeys made as part of a TER season pass or ticket are not eligible for these new rights.

Your new rights

Only if you meet all 7 of the conditions listed above will your connecting journey constitute a single end-to-end transport contract that offers you assistance and/or compensation in the event of (1) over one

hour's delay at your final destination and/or (2) the cancellation of one of the connections on your journey.

In the event of a delay of one hour or more at your final destination, or a delayed or cancelled connecting train on your journey, you will be offered several options depending on the type of train involved and the carrier's policy:

- You will be entitled to a full ticket refund for the portion(s) of your journey which was/were not completed or the portion(s) already completed if your journey is no longer worth making. This refund may be made in cash or in the form of travel vouchers. Requests for refunds should be made directly to each relevant carrier, which will then have 30 days from receiving your request to carry this out;
- or you can continue your journey or be re-routed to your final destination under identical transport conditions at the earliest opportunity, or later, at your convenience.

The re-routing will be done at no additional cost to you. If this is not the case, you will be fully refunded. Similarly, if the carrier does not provide re-routing options within 100 minutes of the scheduled departure, you will be able to plan an alternate route yourself and obtain a refund.

In addition and if necessary, you will be provided with the relevant carrier(s)' assistance, meals and refreshments, accommodation and transport. As such, you may also be offered other means of transport.

In the event of a 60 minutes' delay or more, and without any ticket refund, you may receive compensation of at least:

- 25% of the ticket price in the event of a 60 to 119 minutes' delay,
- 50% of the ticket price in the event of a 120 minutes' delay or more.

This compensation may be paid in cash or travel vouchers.

We would like to inform you that:

- Some carriers require that any claim be made within 3 months of the relevant journey date. We therefore advise you to respect this deadline.
- The compensation rules will apply to TER connections from the 1st of January 2025.

However, the regulation does not apply in the event of disruptions caused by you or a third party (e.g., people on the tracks, cable theft, etc.) or the following exceptional circumstances: extreme weather conditions, major natural disasters, severe public health crises and terrorist attacks.

As a reminder, these rights are those set out in the European regulation and are compulsory for all carriers, who must adapt their commercial policy accordingly.

Therefore, to find out each carrier's refund, assistance, and compensation policy and verify your rights, please consult the carrier's general terms and conditions of sale.

Article 4. COACH SERVICES

Coach Services are offered on the Website by SNCF Connect on behalf and in the name of coach operators.

They are governed by these SNCF Connect Terms and Conditions and by the Specific Conditions of Sale as defined by the relevant Partner, which must be accepted before placing an Order. All Terms and Conditions related to the provision of coach Services are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

SNCF Connect collects the payments for these Orders on behalf of and in the name of its partner. The billing is managed by the relevant Partner.

Article 5. SNCF CARDS

Rail Services are offered by SNCF Connect on behalf and in the name of SNCF VOYAGEURS.

All Specific Conditions related to the provision of SNCF Cards are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

After making your payment online, you will receive your SNCF card or season ticket as a PDF attached to the email sent to the card or season ticket holder. You can also collect it in the form of a credit/debit card receipt from a Self-Serve Kiosk located in metropolitan France or Luxembourg station.

You can also choose to collect your SNCF card or season ticket, before the deadline indicated on the Website at the time of your booking, from SNCF ticket booths or Shops located in metropolitan France. In any event, your SNCF card must be collected before its start date.

SNCF collects the payments for these Orders.

SECTION III - TERMS AND CONDITIONS APPLICABLE TO SERVICES SOLD BY SNCF CONNECT PARTNERS

Article 6. “LOCATION AVIS” SERVICES

The car rental service (“Car Rental”) offered by SNCF Connect is provided in partnership with the company Avis Budget Group.

The sale and management of Orders are exclusively guaranteed by Avis Budget Group. Either the relevant Partner collects the payments for these Orders or they are collected by SNCF Connect on behalf of and in the name of its partner. The billing is managed by the relevant Partner.

It is subject to the Specific Conditions as defined by Avis Budget Group, which are available when placing the Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

Article 7. “TGV INOUI CATERING” SERVICES

The “TGV INOUI Catering” services are sold on the Website by the SNCF Connect Partner.

The sale, payment collection, billing and management of these Orders are exclusively guaranteed by the latter.

They are subject to the Specific Conditions and the Terms and Conditions of Sale as defined by SNCF or the SNCF Connect Partner, which are available when placing the Order. All Terms and Conditions related to the provision of rail Services are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

Article 8. CAR SHARING SERVICES

Car sharing Services are offered on the Website via a link and are sold by COMUTO directly on their own website.

They are governed by these SNCF Connect Terms and Conditions and by the Terms and Conditions of Sale as defined by COMUTO, which must be accepted before placing an Order. All Terms and Conditions related to the provision of car sharing Services are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

The sale, payment collection, billing and management of these Orders are exclusively guaranteed by COMUTO.

Article 9. URBAN SERVICES

Urban tickets and season tickets are only sold on the SNCF Connect app, and not the Website, by SNCF Connect Partners.

They are subject to the Specific Conditions and the Terms and Conditions of Sale as defined by SNCF VOYAGEURS or SNCF Connect Partners, which are available when placing the Order. All Terms and Conditions related to the provision of public transport Services are available at the time of placing your Order. These Specific Conditions, along with these Terms and Conditions, constitute all contractual terms and conditions applicable to the provision of the Service and must be read carefully, in full, and accepted before placing any Orders.

The sale, payment collection, billing and management of these Orders are exclusively guaranteed by the relevant Partner.

SECTION IV - FINANCIAL TERMS AND CONDITIONS

Article 10. FINANCIAL TERMS AND CONDITIONS FOR SERVICES

10.1 PRICES AND TAXES

The Service description given on the Website details the elements included in the price for each Service.

The prices are shown in euros.

10.2 PAYMENT

Payment is either processed by SNCF Connect on behalf and in the name of its Partners or by these Partners directly, according to the Services included when placing the Order. Payment is made through a secured payment system by providing your bank card details.

Unless otherwise stated in the provisions provided for in the Specific Conditions, payments made on the Website are made through a secured payment system by using a bank card (CB, Visa, Eurocard/Mastercard and American Express are accepted). Please note that train ticket payments for collection from a Self-Serve Kiosk located in metropolitan France or Luxembourg or from an SNCF ticket booth or shop located in metropolitan France cannot be made with an American Express, foreign or virtual card, or a card without a chip.

Furthermore, you are also able to pay for your train tickets, coach tickets and any related insurance with a payment card (bank card, Visa or Mastercard) via Apple Pay. This means of payment can only be used via the SNCF Connect app and not on the website. To use Apple Pay, you must have a compatible iPhone (iPhone models with Face ID or Touch ID, with the exception of the iPhone 5s), a compatible iPad (iPad Pro, iPad Air, iPad or iPad mini with Touch ID or Face ID) or a Mac with Touch ID (on sale from 2012 onwards) with an iPhone or Apple Watch compatible with Apple Pay, or a Mac with an Apple chip linked to a Magic Keyboard with Touch ID.

In the event that the payment is irregular, insufficient or nonexistent for a reason that is attributable to You, the sale of these Services will be cancelled with any related fees remaining your responsibility. Civil and/or criminal action may be taken against you, if applicable.

In order to guarantee the security of its transactions and the safety of its consumers, SNCF Connect reserves the right to block any order that appears to be fraudulent or to not possess all the necessary secure online payment guarantees, through its subcontractor ReD (Retail Decisions). If this is the case, You can still acquire one the products sold on the Website either by using an alternative payment method or via another distribution channel. You can also contact Customer Service for more information.

Furthermore, in the event of an irregularity related to an order payment on the Website, SNCF Connect reserves the right to record the personal details collected during this purchase on a payment incident list. If applicable, the User will not be able to use these personal details for placing orders on the Website.

10.3 BANK AND CREDIT CARD FEES

Certain banks or credit cards charge fees for international transactions. If You make a booking with a non European payment card, your bank can convert the payment amount into your local currency and bill you for the conversion costs. This means that the amount noted on your credit card or bank account

statement could be in your local currency and, therefore, a different amount to the one displayed on the payment summary page for the booking made via the Website.

10.4 BILLING

Services acquired on the Website are subject to billing by the Partners who guarantee the provision of these services. Acting on behalf and in the name of its Partners, SNCF Connect is only authorised to issue invoices for certain admin fees it incurs during the booking, amendment or cancellation of your services in accordance with the terms and conditions stipulated above. However, this provision does not preclude the obligation for SNCF Connect to issue other types of supporting documentation required in order for you to exercise your rights with different Partners.

10.5 Payment in Instalments via the Provider ALMA

You have the option to pay for your Order in 3 or 4 instalments by credit card through our provider Alma.

Payment in instalments by card allows you to spread the cost of your Order over 3 or 4 payments debited from the account linked to your payment card. This payment method is available for any Order starting from €120 for 3 instalments and €150 for 4 instalments, up to a maximum of €2,000 via the Website, across all carriers, excluding subscription purchases. This payment method includes financing fees collected by the provider ALMA and is reserved for individuals of legal age holding a CB, Visa, Mastercard, American Express, Visa Electron, iDeal, or Bancontact card, which must be valid for at least 4 months after the date the instalment agreement is concluded. Prepaid and virtual cards are not accepted for this payment option. Bank cards accepted are those issued by banks of the following countries: France, Italy, Spain, Ireland, Luxembourg, Germany, Austria, Belgium.

Subject to acceptance of the instalment payment offer by Alma – 839 100 575 RCS Nanterre – you are entitled to a 14-day statutory withdrawal period from the date of acceptance of the instalment payment agreement directly with Alma.

In the event of an exchange involving a price increase, payment in instalments with ALMA will not be available.

SECTION V - MISCELLANEOUS PROVISIONS

Article 11. FORMALITIES

Information is provided on the Website about the administrative and/or health formalities required for travel. It is Your responsibility to consult this information, in particular before placing your Order. Furthermore, the Website provides a “Passenger Information” section on the homepage in which You can find “Passenger Formalities” available via hyperlink that will inform You of the necessary formalities at border crossings for each country. The same section can also be found in the sales dialogue on the Website. Furthermore, our advisors are always available to provide You with more information. We advise our Users to consult the travel restrictions, alerts, announcements and advice published by the relevant governments before booking a trip to international destinations.

Meeting these required police, customs and health formalities for your trip, such as passports, national identity cards, resident permits, parental authorisation, visas, medical certificates, vaccination passes, etc., and the resulting fees remain Your responsibility.

Please note that it is Your responsibility to be aware of the aforementioned formalities that may need to be met in order for you to travel to your destination country or to transit through a country, if applicable.

You are advised to check with the competent authorities in your resident country with regards to the requirements applicable to documentation, in particular passports.

In an international context, You are also advised to consult the travel restrictions, alerts, announcements and advice published by the competent authorities before booking a trip to international destinations. Information related to the terms and conditions for different countries, as well as the risk level attributed to specific international destinations, can be viewed on the following website: Advice for travellers by country (the France Diplomatie website)

<http://www.diplomatie.gouv.fr/fr/conseils-aux-voyageurs/conseils-par-pays/>

Minors and above must have identity documents in their name with them when travelling.

The formalities noted on the Website apply to French nationals. If you are not a French national, it is Your responsibility to inquire about the formalities applicable to your situation.

Before placing the Order, foreign nationals must consult the competent authorities in their own country and those in the destination country and/or any countries that they must transit through.

Likewise, You are advised to inquire about the health measures, in particular vaccination status, required for travel to the countries that you are going to or which you will transit through. Medical advice for passengers can be found at <http://www.pasteur.fr/fr/map>. You must also obtain medical advice from the health services in your country. For all medical advice related to your trip, You are advised to contact your doctor.

Some updates are likely to be made between the publication of the information on the Website and your departure date. Therefore, we recommend that You consult the Website just before departure.

Health: Recommendations for vaccinations can change so we recommend that you consult your doctor to find out the current recommendations before your departure. It is your responsibility to ensure that

you adhere to the terms and conditions of entry related to health, obtain the recommended vaccinations, take the required medication and follow all medical advice related to your trip. For all medical advice related to your trip, please contact your doctor.

If You are not able to depart on the date indicated due to Your failure to meet the administrative and health formalities, the price paid cannot be refunded under any circumstances.

In the event that a ticket is lost or stolen, the User must acquire another ticket from the issuing Partner and may only be refunded if stipulated in the Partner's Specific Conditions.

Article 12. INSURANCE

No insurance is included in the prices given on the Website.

Therefore, SNCF Connect recommends that You enter into an insurance contract covering the consequences of certain cases of cancellation and providing assistance with certain specific risks, in particular repatriation fees in the event of an accident or illness.

Article 13. INFORMATION AND COMPLAINTS

13.1 FOR SERVICES OFFERED BY SNCF CONNECT ON BEHALF AND IN THE NAME OF ITS PARTNERS

All requests for information, clarification, order tracking and all complaints must be addressed to SNCF Connect Customer Service via the online form on the Website <https://www.sncf-connect.com/en-en/aide-ch/contact> [connect.com/en-en/aide-ch/contact#conseiller](https://www.sncf-connect.com/en-en/aide-ch/contact#conseiller). Customer Service is also available by calling +33 (0)1 84 91 91 91 (cost of an international call, excluding possible additional charges from the network operator - this service is only available in French, English and German) or via the online chat service on the app.

After having contacted Customer Service and in the absence of a sufficient response within three months, the customer can involve the SNCF Ombudswoman at the following address "Médiation SNCF, TSA 37701, 59973 Tourcoing Cedex" or the Travel and Tourism ombudsman whose contact details and referral procedures are available on the following website: <http://www.mtv.travel/>.

Likewise, in accordance with the provisions in the French Consumer Code regarding the amicable settlement of disputes, SNCF Connect is a member of the French federation of e-commerce and distance selling (FEVAD) Ombudsman service, whose contact details are as follows: BP 20015 - 75362 PARIS CEDEX 8 Paris – <http://www.mediateurfevad.fr/>. After consumers have completed the aforementioned steps for contacting SNCF Connect in writing, they may refer the unsettled consumer dispute to the Ombudsman, also in writing. For more information about the Ombudsman referral procedure, click here: <http://www.mediateurfevad.fr/index.php/espace-consommateur-close/>.

Customers can involve the European ombudsman whose contact details and referral procedures are available on the following website: <http://ec.europa.eu/consumers/odr/>.

13.2 FOR SERVICES SOLD BY SNCF CONNECT PARTNERS

All requests for information, clarification and order tracking must be addressed to the Customer Service of the Partner having carried out the sale and the provision of the Service.

Customers can involve the European ombudsman whose contact details and referral procedures are available on the following website: <http://ec.europa.eu/consumers/odr/>.

Article 14. INTELLECTUAL PROPERTY

14.1 GENERAL INFORMATION

SNCF Connect, its Group companies or its Partners hold all of the intellectual property rights relating to the Website that belongs to them or hold the rights of use relating thereto.

Access to the Website does not give You the rights to any intellectual property related to the Website, which remains the exclusive property of SNCF Connect, its Group companies or its Partners.

The elements accessible on the Website, in particular in the form of texts, photos, images, icons, maps, sounds, videos, software, databases and data, are equally protected by intellectual and industry property rights and other private rights held by SNCF Connect, its Group companies or its Partners.

Unless otherwise stated in these Terms and Conditions, You cannot, under any circumstances, copy, represent, modify, transmit, publish or adapt, on any medium or by any means whatsoever, or exploit in any way, all or part of the Website without the prior written consent of SNCF Connect. Please note that this ban mainly, but not exclusively, targets practises such as scraping or the use of robots to extract or reproduce any element of the Website, including the offers of Services displayed, in particular for commercial purposes.

Any exploitation, in any way whatsoever, of all or part of the Website not authorised in advance by SNCF Connect can be subject to all appropriate action, in particular infringement proceedings.

Only the use of non substantial parts of the Website for strictly private and non commercial purposes is authorised.

The insertion of hyperlinks to any part of the Website is prohibited without prior written authorisation from SNCF Connect.

14.2 SOFTWARE

The use of all software downloaded from the Website allowing access to certain services is governed by the terms and conditions of its accompanying licence. You are committed to not installing, copying or using this software before having consented to the terms and conditions of said licence.

For all software that is not accompanied by a licence, You are granted a temporary, private, personal, non-transferable and non-exclusive right to use this software in order to exclusively access the services that require use of this software. When installing or using this software, You are committed to respecting these terms and conditions.

Article 15. LIABILITY AND GUARANTEES

15.1 FOR USE OF THE WEBSITE

SNCF Connect does not guarantee that the Website will be free from anomalies, errors or bugs, nor that these will be corrected, or that the Website will function without interruption or downtime, or that it is compatible with hardware or a specific configuration other than those expressly mentioned by SNCF Connect.

SNCF Connect is not liable, under any circumstances, for malfunctions attributable to third-party software.

SNCF Connect will not be held liable, under any circumstances, for any type of foreseeable or unforeseeable material or intangible damage (including the loss of profits or opportunity, etc.) resulting from the use or the complete or partial inability to use the Website. Since SNCF Connect cannot control all the websites to which it refers its Users via hyperlinks, which only exist to facilitate the latter's searches, SNCF Connect is not liable for their content.

You confirm that you understand the characteristics and limits of the Internet, in particular its technical performance, response times for consulting, examining or transferring data and the risks linked to communication security.

You acknowledge that you have verified that the computer configuration that You use does not contain any viruses and that it is in good working condition.

In the event that the Website contains hyperlinks to other websites, it is your responsibility to read the policies of the website to which you have been sent, in particular with regards to data privacy. SNCF Connect offers no guarantee with regards to any other website that you may access via the Website and will in no way be held liable for the content, operation or access to these websites.

Prior consent must be sought from SNCF Connect before creating a link to the Website.

15.2 FOR SERVICES

Along with its Partners, SNCF Connect ensures the smooth running of the Services as defined in the contract that they have entered into with You. However, they cannot be held in any way responsible for failure to provide or the poor provision of all or some of the Services as defined the contract that are attributable either to yourself or to unexpected and insurmountable problems with third parties involved in the service, or in the event of force majeure.

15.3 FOR THE PROVISION OF E-TICKETS

Except in the event of malfunction of the Website attributable to SNCF Connect, the latter cannot be held liable for anomalies that may occur whilst placing the Order, or whilst processing or printing the e-ticket, that are attributable either to yourself or to unexpected and insurmountable problems with third parties involved in the service, or in the event of force majeure (e.g. anomalies caused by any hardware, software or connection method used, or by a third-party supplier).

Article 16. DATA PRIVACY

The information that You provide on the Website allows SNCF Connect and its Partners to process and provide the Orders placed on the Website and, if applicable, to manage the operation of the Customer Area, to suggest personalised offers and services and to combat fraud. It also allows SNCF Connect to manage your subscription to its newsletters.

In accordance with Article 12 of European Regulation 2016/679 dated 27 April 2016 related to the protection of natural persons with regard to the processing of personal data and on the free movement of such data (the GDPR), SNCF Connect notifies you of its use of the personal information that it collects when you place an Order.

To this end, SNCF Connect has a “Privacy Policy” that is permanently available to you via a hyperlink at the bottom of every page on the Website.

You are advised to read this Privacy Policy carefully.

Article 17. APPLICABLE LAW AND RELEVANT JURISDICTIONS

These Terms and Conditions and the relationship established between Yourself and SNCF Connect in general are subject to French law and the mandatory laws in your country of residence.

In the event of contradictions between the provisions in these Terms and Conditions and the mandatory provisions in your country of residence, you can request the application of the latter if they are more favourable to You.

Any dispute related to the interpretation and/or execution of the provisions is subject to the jurisdiction of the French courts. However, if a dispute arises between You and SNCF Connect, You are able to refer the matter for conventional mediation or any alternative method of dispute settlement as defined by French law, in particular in Article 1528 et seq. of the French Civil Procedure Code.

Article 18. FINAL PROVISIONS

If SNCF Connect does not enforce one of the provisions in these Terms and Conditions at any given time, it cannot be interpreted as a waiver of its rights to enforce the provision at a later date.

In the event that one of the provisions in these Terms and Conditions is declared null and void, it will be stricken from the Terms and Conditions without it affecting the validity of the other provisions, unless the provision declared null and void was essential or decisive.

Any force majeure that makes the provision of services impossible, including disruption to telecommunication systems or operator, hospitality and air-traffic controller strikes, annul any obligations SNCF Connect might have that are affected by the event. Services not provided due to force majeure can be refunded. However, this failure to provide the service cannot give rise to any damages or compensation.