

## Terms and conditions

**SAS INTERLIGNES** is the agent of the Région Provence Alpes Côte d'Azur for all Navettes Blanches reservations and is responsible for passing your booking on to the transport operators.

### Definitions

**You** : All persons (or groups) not residing in the Bouches du Rhône, who bear a plane ticket (travelling via Marseille Airport) or a train ticket (travelling via Aix en Provence TGV station) and who wish to go to or from Marseille Airport and/or Aix TGV to or from serviced ski resorts via the Navettes Blanches shuttle service.

**We** : SAS Interlignes based at Marseille 13016 - 368 bd Henri Barnier. « Société par action simplifiée au capital de 38 120 € inscrite au RC Marseille SIRET n°433 091 311 00020 ».

**Région Provence Alpes Côte d'Azur** : Is the Conseil Régional Provence Alpes Côte d'Azur, organising authority of all regional passenger transport and the Navettes Blanches service.

**Transport operators** : Coach companies commissioned by the Région PACA to carry passengers using the Navettes Blanches.

**Scope of application** : These terms and conditions apply to all aspects of the service proposed by the Navettes Blanches.

Booking is exclusively reserved for those users who have accepted these terms and conditions by clicking online, or have recognised verbally over the phone.

**Use of the booking form** : Refers to the module used to find information and effect relevant bookings online.

### Registration

You need to fill out and confirm the booking form informing us of:

1. The number of passengers
2. The passengers' first and last names
3. The date time and place of departure
4. The mode of transport transfer and the train or plane ticket number
5. The chosen resort
6. The return date
7. The name and personal details of the person placing the booking
8. Etc

The validity of your booking is dependent on you accepting these terms and conditions.

**All clients whose flights are due to land after 13.15 (or 07.45 for the supplementary services) and whose TGV is due to arrive after 13.45 (08.15 for the supplementary services) will not be able to use the Navettes Blanches service.**

**Electronic ticket :** The electronic ticket is one which you print out yourself. On boarding it must be presents to the driver, along with train or plane tickets and identification documents (passport, carte d'identité, carte de séjour...) for each passenger, in order to be valid.

**Fares :** Fares are set by the Conseil Régional Provence Alpes Côte d'Azur. As such they are subject to modification without warning.

### **Booking confirmation and payment**

Your booking will be definitive only after the reception and banking of funds totalling the value of your booking :

1. By cheque (at least one month before travel) – address to send cheques: INTERLIGNES : 368, bd Henri Barnier 13016 MARSEILLE
2. Electronic payment: confirmation of payment to the value of your booking, by our bank.

### **Booking changes**

Changes to your booking must be confirmed by recorded post at least 10 days before you are due to travel.

### **Cancellations and refunds**

There are no cancellations or refunds under any circumstances.

**Complaints :** Complaints of a commercial nature or concerning the quality of service must be actioned as early as possible and no later than one month after the service. Please send complaints to the following address : INTERLIGNES – Service clientèle – 368, bd Henri Barnier 13016 MARSEILLE. Beyond one month and no complaint will be considered.

### **Departure times of the Navettes Blanches**

See below the Navettes Blanches departure times (Saturdays only) : from 20/12/2008 (first departure from Marseille Airport and Aix TGV Station) to 04/04/2009 (last return journey from the ski resorts).

1. Marseille Provence Airport : 14.15H
2. Aix en Provence TGV Station : 14.45H

The following Saturdays will feature an extra service:

7th, 14th, 21st, 28th February 2009 7th March 2008.

Extra services on the Saturdays listed above will run at the following times :

1. Marseille Provence Airport : 08.45H
2. Aix en Provence TGV Station : 09.15H

***SAS Interlignes, in accordance with the Région PACA reserves the right to change, at any time, the timetable of the Navettes Blanches service.***

**Drop-off and pick-up points :**

1. Marseille Provence Airport : Bus and taxi stop between Hall 1 and Halls 3-4.
2. Aix en Provence TGV Station : The car park beside the 'depose minute' drop-off point.
3. The stop at the ski resort should be on your ticket, or you can find it on the website

**Onboard checks**

You acknowledge that a representative of the Région PACA (Interlignes, driver...) can verify your travel documents at any time.

**Responsibilities**

SAS Interlignes will not be held responsible for any lateness or incident which is the fault of the transport operator or that of road/traffic conditions. Our responsibility begins and ends with the taking and confirmation of your booking.

**Data property protection**

SAS Interlignes is owner of the intellectual property (IP) pertaining to the online booking form that it owns.

Access to this form does not in any way transfer any of the IP to you.

All elements pertaining to the online form are subject to Intellectual and Industrial Property laws. In no event may you reproduce, modify, forward, publish, otherwise adapt, otherwise use all or part of the online booking form without the express authorisation of our company.

Creation of hyperlinks to our online booking form is forbidden without our express, written authorisation.

Use of the online booking form : SAS Interlignes does not guarantee that the online booking form will be exempt from unforeseen problems, errors or bugs, nor that these can be corrected, nor that the form will work without interruption or problem, nor that it will be compatible with a hardware or software configuration not validated by SAS Interlignes.

We cannot be held responsible for any foreseeable or unforeseeable damage incurred from using, or the total or partial inability to use, the online booking form.

**Data protection**

In accordance with articles 34 and 36 of the Data protection law of 6/7/1978, you have the right to access, modify and correct data which concerns yourself. To exert this right please contact the Marketing and Quality Control team - Interlignes 368, bd Henri Barnier 13016 Marseille.