



# "EXTIME REWARDS" LOYALTY PROGRAMME GENERAL TERMS AND CONDITIONS OF USE

*Updated on 15/01/2025*

## Definitions

**Airport:** refers to Paris-Orly Airport and Paris-Charles de Gaulle Airport.

**Paris Aéroport:** refers to Aéroports de Paris, a French public limited company with capital of €296,881,806, having its registered office at 1 rue de France 93290 Tremblay-en-France, registered with the Bobigny Trade and Companies Register and registered under SIREN number 552 016 628.

**App :** refers to the "Paris Aéroport" smartphone and tablet application available only on the App Store and Google Play.

**Online Shop:** refers to the "Extime" online marketplace accessible via the [www.extime.com](http://www.extime.com) website on which the Partners' products (excluding Excess Baggage Company France and MisterFly) are available for purchase, as are Car Park reservations via the Parking Reservation Service.

**Partner Shop(s):** refers to all Programme Partner shops located at the Airport.

**Loyalty Card:** refers to the Member's loyalty card. This card is only available in digital format (in the form of a QR code). It is accessible in the App and in the Member's Loyalty area. The digital card may also be sent by email at the Member's request made via the Website or Online shop contact form.

**General Terms and Conditions :** refers to these Programme General Terms and Conditions of Use.

**Loyalty area:** refers to the Member's loyalty area available on the Online Shop, the Website and the App.

**Member(s):** refers to individuals who have joined the Programme.

**Partner(s):** refers to any Programme partner company listed in Appendix 1 of the General Terms and Conditions.

**Party:** refers individually to the Member or Paris Aéroport.

**Parties:** refers collectively to the Member and Paris Aéroport.

**Car Park(s):** refers to the car park(s) operated by Paris Aéroport within the perimeter of the Airport.

**Airport:** refers separately to either Paris-Charles de Gaulle Airport or Paris-Orly Airport.



**Extime Points:** refers to the points earned by the Member on purchases in Partner Shop(s), on the White label website, on the App and/or the Online Shop.

**Programme's Privacy Policy :** refers to the Programme's privacy policy accessible using the following link: [Privacy policy - Loyalty programme - Extime Rewards \(parisaeroport.fr\)](https://www.parisaeroport.fr/privacy-policy-loyalty-programme-extime-rewards)

**Eligible Products :** refers to products sold in Partner Shops or on the Online Shop or on the White label website by Partners. The following products are expressly excluded from this definition: newspapers and magazines, transport tickets, tobacco and vaping products, telephony, stamps, scratchcards, lottery tickets, Apple-branded technological products, hotel reservations, trip reservations or car rental reservations.

**Programme:** refers to the "Extime Rewards" Loyalty Programme.

**Flight ticket(s) reservation(s) :** refers to the flight ticket or flight tickets reservation made on the White label website.

**Parking Reservation Service :** refers to the service that makes it possible to book a parking space in one of the Car Parks on a specific date and for a specified period using either the Online Shop or the App.

**Lounge Eligible Services :** refers to the services sold on the Online Shop by the Paris Lounge Network Partner.

**Website:** refers to the "Paris Aéroport" website accessible at [www.parisaeroport.fr](http://www.parisaeroport.fr).

**White label website :** refers to the white label website <https://extime-vol.misterfly.com/> on which Partner MisterFly's services are available for purchase.

## 1. Purpose

The purpose of the General Terms and Conditions is to determine all the terms and conditions applicable to the Parties under the Programme offered by Paris Aéroport.

## 2. Description of the Programme

The Programme is intended for Members only.

Membership of the Programme allows Members to access the Online Shop and enjoy benefits as well as earn Extime Points that may be converted into gift vouchers or into Reward ALL points from the Loyalty Programme of Partner Accor, under the conditions set out in these General Terms and Conditions.

## 3. Terms and conditions for Programme membership



### **3.1. Terms and conditions relating to the Member**

Membership of the Programme is only open to individuals who are aged eighteen (18) or over and have legal capacity within the meaning of French law.

### **3.2. Free, personal membership for named individuals**

Membership of the Programme is free of charge.

Each Member may only have one account to access the Programme and therefore only one Loyalty Card. The Loyalty Card is personal and for a named individual. It can only be used by the Member to whom it belongs.

### **3.3. Terms and conditions for Programme membership**

Individuals can become Programme members:

- By joining the "My Paris Aéroport" loyalty programme, renamed the Extime Rewards Programme; or
- By registering at the Online Shop; or
- By creating a customer account on the App or Website; or
- By speaking to a sales consultant in any Partner Shop.

Anyone wishing to join the Programme must provide the following information: title, last name, first name, telephone number and valid email address.

For this purpose, Paris Aéroport or the Partner Shop sales advisor may ask the Member for any supporting documents deemed necessary. The Member guarantees that all information provided for their membership and over the course of their membership is accurate.

Paris Aéroport reiterates that supplying incorrect, incomplete or outdated information can make the Member liable for civil and/or criminal legal proceedings. In the event incorrect, incomplete or outdated information is supplied, Paris Aéroport reserves the right to terminate the Member's membership. Furthermore, Paris Aéroport shall in no way be held liable if an offer is not received or a service or benefit cannot be used due to incorrect, incomplete or outdated information.

Prior to membership, the Member must have read these General Terms and Conditions and the Programme's Privacy Policy, either via the App, the Website or the Online Shop, or in the Partner Shop.

Upon creating their Programme loyalty account, the Member is able to enjoy all the Programme's benefits and services outlined below.

### **3.4. Information related to Programme operation and use**

To take advantage of the benefits described in Article 5 of these General Terms and Conditions, the Member must:

- In Partner Shops: show their Loyalty Card when paying for their purchases of Eligible Products. Any Members unable to identify themselves when purchasing Eligible Products in a Partner Shop will have 30 (thirty) days after the purchase to exercise their rights to earn Extime Points by sending a request to the Paris Aéroport customer service via the contact form available on the Online Shop, by attaching a photocopy of the receipt for the purchase and proof of identity. Paris Aéroport reserves the right not to process the request, notably if it is after the deadline, incomplete or involves the subsequent application to the purchase of a benefit other than the earning of Extime Points (including, but not limited to, the permanent discount referred to in Article 5.1 of the General Terms and Conditions or the gift vouchers referred to in Article 5.3.2 of the General Terms and Conditions) or if



the purchases do not involve Eligible Products.

- On the Website: sign in to their Programme loyalty account using their unique credentials (email address and password) before confirming their Extime Points conversion.

- On the App : sign in to their Programme loyalty account using their unique credentials (email address and password) before confirming and paying their Car park reservation(s) with the Parking Reservation Service or confirming their Extime Points conversion.

- On the Online Shop : sign in to their Programme loyalty account using their unique credentials (email address and password) before confirming and paying their purchase of Eligible Products or Lounge Eligible Services or their Car park reservation(s) with the Parking Reservation Service or confirming their Extime Points conversion.

- On the White label website : enter the email address linked to their loyalty program account before confirming and paying for their Flight tickets reservations.

### **3.5. Communications**

When creating their Programme loyalty account in a Partner Shop, or after joining when the Member visits a Partner Shop, their sales advisor may ask if they would like to receive marketing communications (emails, text messages and notifications). The Member is free to accept or refuse to receive such marketing communications from Paris Aéroport and the Partners.

When creating their Programme loyalty account on the Online Shop, the Member is able to accept or refuse to receive emails, text messages and promotional notifications from Paris Aéroports and the Partners.

Members no longer wishing to receive emails and/or text messages and/or promotional notifications from Paris Aéroport and the Partners may opt out of receiving these communications at any time by unsubscribing either via their Loyalty area or by clicking the links provided for this purpose in the marketing communication emails.

Members who have declined to receive marketing communications from Paris Aéroport may nevertheless receive emails containing information inherent to and strictly necessary for the proper functioning of the Programme. However, if Members do not wish to receive such information strictly necessary for the proper functioning of the Programme, they have the option of closing their Programme loyalty account via the Loyalty area.

## **4. Connection**

To take full advantage of the Programme features, the Member must have Internet access (with a sufficient speed).

The Member must pay the costs of connection (by telephone or otherwise) to the Internet, the Website, the Online Shop and the App.



## 5. Benefits of the Programme

In order to enjoy the Programme benefits, the Member must: i) show their Loyalty Card when making purchases in Partner Shops or ii) sign in to their Programme account on the Website, App or Online Shop or iii) enter the email address linked with their loyalty program account before confirming and paying for their Flight ticket(s) reservation(s) on the White label website. No benefit can be granted if the Loyalty Card is not presented, or if the Member is not connected to their account on the Online shop or if their address email is not indicated when making Flight ticket(s) reservation(s) on the White label website. As an exception, the Member may, however, exercise their rights under the terms and conditions referred to in the first indent of Article 3.4 of the General Terms and Conditions.

Purchases and/or reservations made by the Member in the Partner Shops, on the Website, on the App, on the Online Shop or on the White label website must be made exclusively for their own needs. The Member is prohibited from making any purchases for third parties and from reselling any purchases to third parties, whether private individuals or professionals.

Paris Aéroport reserves the right to change the Programme benefits at any time. Paris Aéroport also reserves the right to offer the Member one-off offers or benefits. The Member may view all the benefits they receive and the conditions for their application in their Loyalty area.

### 5.1. Promotional benefits

The Member receives a permanent ten percent (10%) discount on all beauty category products (fragrance, beauty products and make-up) under the following conditions:

- In Partner Shops under the "Extime Duty Free" brand: This discount may not be used in conjunction with any other discounts offered in the "Extime Duty Free" Partner Shops. If several promotions are applicable (including the permanent discount referred to in the first paragraph of this Article) for the same beauty category product (fragrance, beauty products and make-up), the promotion applied shall be the one most favourable to the Member. The discount is applied to the price including tax of the product when the Member is travelling to a country in the European Union. The discount is applied to the price excluding tax (excl. tax) of the product when the Member is travelling to a third country giving entitlement to zero-rated prices.

- On the Online Shop for products sold by the "Extime Duty Free Paris" Partner: After signing in to their Programme loyalty account on the Online Shop, the Member will be offered this discount automatically when they make a purchase from the Online Shop. This discount may not be used in conjunction with any other discounts offered by the "Extime Duty Free Paris" Partner on the Online Shop. If several promotions are applicable (including the permanent discount referred to in the first paragraph of this Article) for the same beauty category product (fragrance, beauty products and make-up), the promotion applied shall be the one most favourable to the Member. The discount is applied to the price including tax of the product when the Member is travelling to a country in the European Union. The discount is applied to the price excluding tax (excl. tax) of the product when the Member is travelling to a third country eligible for zero-rated prices.



As of their second online Car Park reservation, the Member also receives a permanent five percent (5%) discount on their online Car Park reservations. This discount is applied only once the Member has actually left the Car Park that is the subject of their first online Car Park reservation. This discount only applies to Car Park reservations made online using the Parking Reservation Service via the Website, Online Shop or App. This discount may not be used in conjunction with other discounts that may be applicable with the exception of Extime gift vouchers and is applied to the price excluding VAT. When making the same online Car Park reservation, it is possible to purchase several Parking Reservation Services and benefit from the permanent discount. For each Car Park reservation made via the Website, Online Shop or App, the permanent discount will be offered automatically, if eligible, after the Member signs in to their Programme loyalty account.

The Member also benefits from Web Member special rates on Eligible Lounge Services reservations sold by the Partner "Paris Lounge Network" on the Online Shop:

- Adult lounge access: €99 incl. VAT instead of €110 incl. VAT;
- Adult lounge access + shower: €119 incl. VAT instead of €132 incl. VAT;
- Children's lounge access: €49 incl. VAT instead of €55 incl. VAT;
- Children's lounge access + shower: €69 incl. VAT instead of €77 incl. VAT. :

These Member special rates are applicable for all Eligible Lounge Services reservations on the Online Shop, and from the moment the member registers after logging in to their account on the Online Shop. These rates are cumulative with any other discounts that may apply.

The Member also receives a permanent ten percent (10%) discount, in "Bag Wrap" brand Partner Shops, on all baggage wrapping and tracking services, baggage insurance and accessories. This discount may not be used in conjunction with any other discounts offered in the "Bag Wrap" Partner Shop and is applicable to the price excluding VAT. If several promotions are applicable (including the permanent discount referred to in this paragraph) for the same product or services, the promotion applied shall be the one most favourable to the Member.

## **5.2. Additional benefits**

The Member receives the following additional benefits through their Programme membership:

- Earning and converting Extime Points, the terms and conditions of which are set out in Article 5.3 of the General Terms and Conditions;
- Exclusive access to the Online Shop;
- Access to one-off offers offered by certain Partners.

## **5.3. Earning and redemption of Extime Points**

The earning and redemption of the Member's Extime Points can only be done in Partner Shop(s), on the Online Shop, on the White label website, on the Website and the App.

### **5.3.1 Earning Extime Points**

Extime Points are earned as and when the Member purchases Eligible Products or Lounge Eligible Services or makes Car Park reservations via the Parking Reservation Service in the Partner Shops, or on the Online Shop or App or makes Flight ticket(s) reservation(s) on the White label website.

Extime Points are credited:



- For purchases in partner Shop(s): the same evening before midnight after the purchase of eligible Products;

- For reservations of Lounge Eligible Services and orders of Eligible Products placed on the Online Shop by the Member: immediately after picking up the order at the Partner's counter for Eligible Products, or at the time of check-in at the Partner's counter for Eligible Services;

- For Car Park Reservations: on the same evening before midnight after the parking lot has been vacated;

- For Flight Reservations: within seventy-two (72) hours of booking confirmation.

The value of Extime Points earned for purchases of Eligible Products made by the Member in the Partner Shops or on the Online Shop is as follows:

One (1) Extime Point for every one euro (€1) excluding tax spent. The total is automatically calculated based on the net total spent.

The value of Extime Points earned for Car Park reservations, made by the Member via the Parking Reservation Service on the Online Shop or on the App, is as follows:

One (1) Extime Point for every one euro (€1) excluding tax spent. The total is automatically calculated based on the net total spent.

The value of Extime Points earned for Lounge Eligible Services purchases, made by the Member via the Online Shop, is as follows:

One (1) Extime Point for every one euro (€1) excluding tax spent. The total is automatically calculated based on the net total spent.

The value of Extime Points earned for Flight ticket(s) reservation(s), made by the Member on the White label website for which the email address linked to the Member's loyalty account has been indicated is as follows:

One (1) Extime Point for every one euro (€1) excluding airport taxes and fuel surcharge spent. The total is automatically calculated based on the net total spent.

If the total amount paid by the Member excluding tax contains one decimal place, the Extime Points earning scales shall be applied according to the following rounding rules:

- If the decimal part of the total amount excluding tax (and, if concerned, excluding airport taxes and fuel surcharge) paid by the Member is strictly greater than €0.50, Paris-Aéroport will apply the upper rounding when converting to Extime Points. For example: €118.89 excl. tax => 119 Extime Points.
- If the decimal part of the total amount excluding tax (and, if concerned, excluding airport taxes and fuel surcharge) paid by the Member is less than or equal to €0.50, Paris-Aéroport will apply the lower rounding when converting to Extime Points. For example: €118.34 excl. tax => 118 Extime Points.

If the Member has earned any My Paris Aéroport Loyalty Points before 03 April 2023, the Points in their loyalty account balance remain unchanged following the launch of the Programme. Their My Paris Aéroport Points are automatically copied over into the Programme and their expiry date remains the same.

### **5.3.2 Terms of Use of Extime Points**



When the Member reaches a minimum threshold of Extime Points, they may choose to redeem their Extime Points in exchange for an Extime gift voucher equivalent to a discount according to the following scale:

- Two hundred (200) Extime Points earned by the Member give entitlement to a gift voucher worth two euros (€2) excluding VAT on purchases of Eligible Products from ETEP Opérations SNC Partner Shops (under the "RELAY", "Air de Paris", "Travel and co" and "Discover Paris" brands) or on Eligible Products purchases from ETEP Opérations SNC on the Online Shop. The use of Extime Points on purchases from ETEP Opérations SNC is made by 200 Extime Points increments.

- Four hundred (400) Extime Points earned by the Member give entitlement to a gift voucher worth eight euros (€8) excluding VAT on purchases of Eligible Products in the Extime Duty Free Paris Partner Shops (under the "Extime Duty Free" brand) or on purchases of Eligible Products from the Extime Duty Free Paris Partner on the Online Shop. The use of Extime Points on purchases from Extime Duty Free Paris is made by 400 Extime Points increments.

- Four hundred (400) Extime Points earned by the Member give entitlement to a gift voucher worth eight euros (€8) excluding VAT on purchases of Lounge Eligible Services from the Paris Lounge Network Partner on the Online Shop. The use of Extime Points on purchases from Paris Lounge Network is made by 400 Extime Points increments.

- Four hundred (400) Extime Points earned by the Member give entitlement to a gift voucher worth ten euros (€10) excluding VAT on Car Park reservations made using the Parking Reservation Service online on the Online Shop or App. The use of Extime Points on Car Park reservations made using the Parking Reservation Service online is made by 400 Extime Points increments.

- Four hundred (400) Extime Points earned by the Member give entitlement to a conversion of Extime Points into reduction coupons worth twelve euros (€12) excluding airport taxes and fuel surcharge on Flight ticket(s) reservation(s) made on the White label website. Extime Points can be converted into Partner MisterFly's reduction coupons in increments of 400 Extime Points. The conditions for converting Extime Points into MisterFly's reduction coupons are detailed below.

- Four hundred (400) Extime Points earned by the Member can be converted into Reward ALL points as part of Partner Accor's loyalty programme. Extime Points can be converted into Reward ALL Points as part of Partner Accor's loyalty programme in increments of 400 Extime Points. The conditions for converting Extime Points into Reward ALL points of Partner Accor's loyalty programme are detailed below.

The redemption of Extime Points is subject to various conditions:

1) On the Online shop:

- a. If the shopping cart is "**non-mixed**" (i.e. if the Member's entire shopping cart only contains products sold by the Extime Duty Free Paris Partner or the ETEP Operations Partner or Lounge Eligible Services sold by the Paris Lounge Network Partner or Car Park reservations exclusively for one Airport sold by Paris Aéroport on the Online Shop), then the gift voucher can be used for the total value of the shopping cart. However, if the shopping cart is "**mixed**" (i.e. if the Member's shopping cart contains products sold by the Extime Duty





Free Paris Partner and/or products sold by the ETEP Operations Partner and/or Lounge Eligible Services sold by the Paris Lounge Network Partner and/or Car Park reservations at one or more Airports on the Online Shop), then the gift voucher can only be used on the total cumulative value of the products sold by the Extime Duty Free Paris Partner or the ETEP Operations Partner, or Lounge Eligible Services sold by the Paris Lounge Network Partner, or for an Airport Car Park reservation.

- b. In the case of a "**mixed**" shopping cart (as defined above), the Member selects, at their discretion, the Extime Duty Free Paris Partner or the ETEP Operations Partner, or the Paris Lounge Network Partner, or the Airport for which they wish to redeem their gift voucher. The redemption of Extime Points is immediate. On the other hand, in the case of a "**mixed**" shopping cart on the Online Shop, as defined above, only one gift voucher may be used by the Member on their shopping cart. Thus, gift vouchers cannot be used in conjunction on a "**mixed**" shopping cart on the Online Shop and the use of the gift voucher is limited to a gift voucher applied to the total cumulative value of the products or services of only one of the sellers of the Online Shop chosen by the Member.
- c. When converting Extime Points into Reward ALL points as part of the Accor loyalty programme: one (1) Extime Point is equivalent to one (1) Reward Point of Partner Accor's loyalty programme. The redemption of Extime Points is immediate. The Member may request the conversion of Extime Points into Reward ALL points as part of the Accor loyalty programme, up to a maximum of eight hundred (800) points per twenty-four (24) hour period. The conversion of Extime Points into Reward ALL Points of Partner Accor's loyalty programme is subject to prior acceptance from Accor. The request for conversion into Reward ALL points as part of Partner Accor's loyalty programme must be made by the Member in his or her Loyalty area. Partner Accor will confirm or reject the conversion within seventy-two (72) hours from the Member's conversion request. Should Partner Accor fail to confirm the conversion or should it reject it, the Member's Extime Points will be re-credited to their account balance. To find out more about Partner Accor's loyalty programme, Members are invited to consult the terms and conditions applicable to said programme.
- d. For an Extime Points conversion into Partner MisterFly's reduction coupons: 400 Extime Points is equivalent to a twelve euros (€12) reduction coupon excluding VAT, airport taxes and fuel surcharge. The redemption of Extime Points is immediate. The maximum amount of Extime Points that can be redeemed in one conversion is 1200 Extime Points for a reduction coupon worth thirty-six euros (€36) excluding VAT, airport taxes and fuel surcharge. Once the conversion request is recorded, the Member will receive by email a promotion code to enter before confirming and paying for their Flight ticket(s) reservation(s). It is stipulated that promotional codes (obtained from the redemption of Extime Points), are not cumulative with other promotional codes but are cumulative with all other promotions or reductions applied, independently from the Loyalty Program, buy the Partner MisterFly on the White label website. Those promotional codes are only usable for Flight ticket(s) reservation(s) and cannot be used on any other categories (such as hotels reservations, car rentals and travel insurance which may possibly be taken out in addition by the Member when making a Flight ticket(s) reservation(s)). Moreover, the Member is



advised to consult all the conditions of use specific to each promotional code appearing in the email sent by Paris Aéroports. Furthermore, the Member is invited to consult the General Conditions of use applicable to the White label website. The use of the promotional code (obtained from the redemption of Extime Points) is done **once** and for its entire value.

2) On the App:

- a. For a Car Park reservation: the gift voucher can be used on the total value of their shopping cart on the Website or App. The redemption of Extime Points is immediate.
- b. When converting Extime Points into Reward ALL points as part of the Accor loyalty programme: one (1) Extime Point is equivalent to one (1) Reward Point of Partner Accor's loyalty programme. The redemption of Extime Points is immediate. The Member may request the conversion of Extime Points into Reward ALL points as part of the Accor loyalty programme, up to a maximum of eight hundred (800) points per twenty-four (24) hour period. The conversion of Extime Points into Reward ALL Points of Partner Accor's loyalty programme is subject to prior acceptance from Accor. The request for conversion into Reward ALL points as part of Partner Accor's loyalty programme must be made by the Member in his or her Loyalty area. Partner Accor will confirm or reject the conversion within seventy-two (72) hours from the Member's conversion request. Should Partner Accor fail to confirm the conversion or should it reject it, the Member's Extime Points will be re-credited to their account balance. To find out more about Partner Accor's loyalty programme, Members are invited to consult the terms and conditions applicable to said programme.

3) At the airport:

- a. For purchases in Partner Shops under the "Extime Duty Free", "RELAY", "Air de Paris", "Travel and co" and "Discover Paris" brands: gift vouchers can be used for the total purchase value of Eligible Products. The redemption of Extime Points is immediate.

For the situations described above (redemption of two hundred (200) or four hundred (400) cumulative Extime Points giving entitlement to gift vouchers worth: **i)** two euros (€2) excluding VAT on purchases of Eligible Products in ETEP Opérations SNC Partner Shops (under the "RELAY", "Air de Paris", "Travel and co" or "Discover Paris" brands) or on Eligible Products purchases from ETEP Opérations SNC on the Online Shop, **ii)** eight euros (€8) excluding VAT on purchases of Eligible Products in Extime Duty Free Paris Partner Shops (under the "Extime Duty Free Paris" brand) or on purchases of Eligible Products from the Extime Duty Free Paris Partner on the Online Shop or on purchases of Lounge Eligible Services from the Paris Lounge Network Partner on the Online Shop, or **iii)** ten euros (€10) excluding VAT on Car Park reservations made using the Parking Reservation Service via the Online Shop or the App), **in order to avoid a possible negative balance** of the Member's Extime Points, the maximum redemption of Extime Points held by the Member is calculated according to a method determined by an automatic system. As such, the mentioned system sets the maximum amount of Extime Points that the Member may redeem



on their purchases in the Partner Shops, the Online Shop or the App. Members therefore do not have the option to decide themselves the number of Extime Points that may be redeemed. However, the Member remains fully free to redeem or not their Extime Points on their purchases.

When the Member chooses to redeem their Extime Points, their **earliest** Extime Points will be deducted from their loyalty account balance first.

At the Extime Duty Free Paris Partner: gift vouchers worth eight euros (€8) excluding VAT (from the redemption of Extime Points) or of a higher value (from redemption of Extime Points), may be used in conjunction with any applicable Partner promotions or discounts. Gift vouchers (from the redemption of Extime Points) can also be **used in conjunction with the permanent ten percent (10%) discount** on all products in the beauty category (fragrance, beauty products and make-up) described in Article 5.1 of the General Terms and Conditions.

At the Extime Travel Essentials Paris Partner: gift vouchers worth two euros (€2) excluding VAT (from the redemption of Extime Points), or of a higher value (from the redemption of Extime Points), may be used in conjunction **with any applicable Partner promotions or discounts**.

At the Paris Lounge Network Partner: gift vouchers worth eight euros (€8) excluding VAT (from the redemption of Extime Points) or of a higher value (from redemption of Extime Points), may be used in conjunction **with any applicable Partner promotions or discounts**.

With regard to Car Park reservations made using the Parking Reservation Service on the Online Shop or App, gift vouchers worth ten euros (€10) excluding VAT (from the redemption of Extime Points) or of a higher value (from the redemption of Extime Points) **may be used in conjunction with the permanent five (5) percent discount** referred to in Article 5.1 of the General Terms and Conditions.

A gift voucher must be used **in one visit** and for all its value only at one Partner. Thus, for purchases at the Airport, **the gift voucher can only be used once and only in one Partner Shop**. For purchases on the Online Shop or on the App, **the gift voucher can only be used once and only at one Partner**. The gift voucher cannot therefore be used in several transactions: i) at the Airport: in a single or multiple Shops and ii) on the Online Shop: for a single or multiple Partners.

Extime Points are **strictly personal** and may not be transferred to another Member or to any third party in general. Neither may Extime Points be redeemed for the benefit of another Member or for the benefit of any third party in general.

The number of Extime Points that the Member can redeem in twenty-four (24) rolling hours is **capped at five thousand (5000) Extime Points**. The provisions of this paragraph also apply to the Extime Points the Member earns from the Car Park reservations made via the Parking Reservation Service. In the event that the Member wishes to convert their Extime Points into Reward ALL points as part of the Accor loyalty programme (as provided for in Article 5.3.2 point 2b of the General Terms and Conditions), it is specified that the cap of five thousand (5000) Extime Points shall apply. The number of Extime Points used for this conversion will be deducted from the cap of five thousand (5000) Extime Points. Moreover, in the event that the Member wishes to convert their Extime Points into reduction coupons from the partner MiserFly (as provided for in Article 5.3.2 point 2.c of the General Terms and Conditions), it is specified that the cap of five thousand (5000) Extime Points shall apply. The



number of Extime Points used for this conversion will be deducted from the cap of five thousand (5000) Extime Points.

Extime Points are strictly personal and may not be transferred to another Member or to any third party in general. Neither may Extime Points be redeemed for the benefit of another Member or for the benefit of any third party in general.

### **5.3.3 The Extime Points total**

Members can check their Extime Points balance via their Loyalty area, the Website or the Online Shop, or in certain Partner Shops that have the specific system provided by Paris Aéroport, by providing the sales advisor authorised to use this system with their last name, first name or the email address they used to join the Programme.

The total number of Extime Points available to the Member is shown for information purposes only and may be changed or updated.

Any complaints or specific requests pertaining to the Extime Points balance must be sent by the Member to Paris Aéroport by email using the contact form available from their Loyalty Area. Once Paris Aéroport has completed its checks, Paris Aéroport will be able to credit the Programme loyalty account, where applicable, with the number of Extime Points in question.

### **5.3.4 Extime Points expiry date**

- Extime Points acquired following a purchase made before 03 April 2023, follow the following expiry rule:

Extime Points earned before 03 April 2023 are valid until 31 December falling two years after the date on which the Member joined the Programme. After this time, their balance of Extime Points earned before 03 April 2023 will be set to zero (0).

As of 03 April 2023, the expiry rule for Extime Points (earned after 03 April 2023) that applies is shown below.

- The expiry rule for Extime Points earned following a purchase made after 03 April 2023 is as follows:

Extime Points earned by the Member during year N (between 1<sup>st</sup> January and 31 December) expire on 31 December falling two years after year N. After this time, Extime Points earned during year N that the Member has not redeemed will be lost.

When the Member chooses to redeem their Extime Points, their earliest Extime Points will be deducted from their loyalty account balance first.

The Member may view the number of Extime Points in their Loyalty area which will be deleted if they have not been redeemed at the end of each year.

### **5.3.5 Refunding Extime Points**

In the event of a refund for a purchase made in Partner Shops, on the White label website or on the App, the Extime Points earned on this purchase will be deducted from the Programme loyalty account balance.



If the Member has redeemed Extime Points from the Programme loyalty account balance for their purchases in Partner Shops, on the Online Shop or on the App, their Extime Points will be refunded.

If the Member has used their Extime Points from the Programme loyalty account balance to obtain a reduction coupon for the Flight ticket(s) reservation that he then used on the White label website to get a reduction on their Flight ticket(s) reservation and that their flight(s) is or are canceled or if the Member cancels their flight(s), the reduction coupon will not be reactivated and the Extime Points redeemed to obtain the reduction coupon will not be refunded.

If the Member has reserved and paid for a Car Park using the Parking Reservation Service via the Online Shop or the App with Extime Points from their Extime Points balance and then cancels said Car Park reservation at least six (6) hours before the scheduled date and time of entry into the Car Park, the Extime Points used for said Car Park reservation will be credited back to the Member. However, if the Member cancels their Car Park reservation less than six (6) hours before this time, the Extime Points used for said Car Park reservation will not be credited back to the Member.

#### **5.4 Exclusion of private sales dedicated to Paris-Aéroports staff**

The Programme is not applicable to private sales offered by the Extime Duty Free Paris Partner to airport staff (understood to mean private sales dedicated to airport staff accessible either via the Online Shop or in the Extime Duty Free Paris Partner Shops located in the public area of the Airport).

As the Programme is separate from the private sales of the Extime Duty Free Paris Partner, an airport staff member may not claim any discount (including the permanent ten percent (10%) discount referred to in Article 5.1 of these General Terms and Conditions) or any benefit or any other right under the General Terms and Conditions in order to have them applied to their purchases during private sales of the Extime Duty Free Paris Partner.

## 6. Fraud prevention

The loyalty account for the Member's Programme and the Loyalty Card are strictly personal.

The benefits received by the Member under the Programme may not be transferred to any other Member or third party in any manner or form whatsoever (including the sale of such benefits to another Member or third party).

If Paris Aéroport suspects that the Member's Programme loyalty account is being used fraudulently, said loyalty account may be suspended immediately. Investigations may be carried out on the Member's purchase history in order to confirm fraud within the statutory period of limitation.

In the event of fraud, Paris Aéroport reserves the right to either suspend or close the Member's account immediately. The Member will be informed of the suspension or closure of their Programme loyalty account.

## 7. Contact



The Paris Aéroport customer service team can provide information on the Programme and how it works, and help with complaints and technical problems.

A pre-filled complaint form is available on the Online Shop. It allows the Member to provide any relevant supporting documents.

The Paris Aéroport customer service team can also be contacted by calling 3950, Monday to Saturday between 8am and 8pm (€0.35/min from a landline in France, excluding any additional costs charged by your operator).

## 8. Personal data

All personal information provided by the Member upon joining and throughout the use of the Programme, will be used by Paris Aéroport in compliance with current laws and regulations on the protection of privacy and for the sole purposes set out in these General Terms and Conditions.

The purpose of the applicable [Privacy Policy](#) is to inform the Member of their rights and the measures put in place by Paris-Aéroport to ensure the protection of their personal data whilst they are using the Programme.

## 9. Liability

Paris Aéroport is exempt from any liability for all direct or indirect consequences of any anomalies or malfunctions of the Loyalty Card, the Member's Programme loyalty account, the App and the Online Shop, regardless of their causes.

All or some of the Programme's benefits and services, as well as the terms and conditions of use and validity, may be changed unilaterally by Paris Aéroport at any time, without prior notice, without any claim or compensation of any kind whatsoever able to be claimed either by the Member or any third party. Any changes made shall be effective immediately after they have been added to these General Terms and Conditions.

## 10. Conditions and procedures for suspending or deleting an account

### 10.1. At the instigation of the Member.

The Member may decide to delete their account at any time via their Loyalty area.

### 10.2. At the instigation of Paris-Aéroport.

Any improper or fraudulent use of the Service, any falsification of the information sent to Paris Aéroport or its Partners, any conduct prejudicial to the interests of Paris Aéroport or its Partners, by either the Member or any third party acting on the Member's behalf, and more broadly, any use of the Programme in breach of these General Terms and Conditions may result, as Paris Aéroport sees fit:

- In the temporary suspension of their Programme loyalty account for the Programme for a period freely defined by Paris-Aéroport;
- In the closure of the Programme loyalty account, without the Member being able



to claim any compensation for any reason whatsoever. This will notably be the case for the loyalty account of a Member who has not been active for three (3) years (has not used their Loyalty Card or signed in to their Programme loyalty account via the Online Shop or App, etc.).

### **10.3. Effects of suspension or closure of the Member's account.**

The Member may neither benefit from the Programme's features nor receive Programme benefits during the suspension period.

The closure of the Programme loyalty account results in the Member losing the benefit of all Programme features and the right to receive the Programme's benefits. The Member will not be entitled to any compensation in this regard.

## 11. Legal and regulatory obligations

Paris Aéroport is not responsible for the purchases made by the Member, or for the application of any customs duties and taxes that may be due on arrival in the country of destination.

As Paris Aéroport is not the seller of the products that the Member may purchase under the Programme, it cannot be held liable in this respect. Prior to any purchase, the Member is encouraged to check the General Terms and Conditions of Sale of the Partner involved.

Furthermore, Paris Aéroport reserves the right not to accept a potential Member or to exclude a Member who does not comply with or who contravenes French and European Union legal and regulatory provisions relating to restrictive measures against Russia.

## 12. Update of the General Terms and Conditions

These General Terms and Conditions may be amended at any time.

## 13. Disputes

### **13.1 - Mediation**

In accordance with the first paragraph of Article L.612-1 of the French Consumer Code, the Member: "*[...] has the right to use, free of charge, a consumer ombudsman for the amicable settling of the dispute between them and a professional. To this end, the professional guarantees the consumer the effective use of a consumer mediation mechanism.*"

In the event of a dispute with Paris-Aéroport, without this constituting an obligation prior to referral to the judge, the Member may contact the consumer ombudsman whose contact details are as follows:

*The Tourism and Travel ombudsman, whose terms and conditions of referral are available on its website: [www.mtv.travel](http://www.mtv.travel). The contact details of the Tourism and Travel ombudsman are as follows: MTV Médiation Tourisme Voyage - BP 80 303 - 75*



823 Paris Cedex 17.

It is stipulated that if the Member is a consumer in the European Union, Norway, Iceland or Liechtenstein, they can also use the Online Dispute Resolution (ODR) platform provided by the European Commission to help consumers and traders to resolve their disputes without going to court: [ec.europa.eu/consumers/odr](https://ec.europa.eu/consumers/odr).

### **13.2 Applicable law and competent jurisdiction**

These General Terms and Conditions are governed by French law.

In the event of a dispute pertaining to the existence, interpretation, execution or termination of these General Terms and Conditions, the Parties shall attempt to reach an amicable settlement.

If no amicable settlement is reached, the first Party to take action may bring the dispute before the territorially competent court.





## APPENDIX 1: LIST OF PROGRAMME PARTNERS

The Programme Partners are:

- Extime Duty Free Paris;
- Accor;
- Excess Baggage Company France;
- ETEP Opérations SNC;
- Mister Fly;
- Paris Lounge Network.