

Cancellation and refund of 80% (Summary)

- ✓ **Cancellation and refund of 80% of the amount of your reservation** (Including the service price) **if the cancellation is at your initiative** up to 48 hours before the departure of your trip.
 - No reason to provide
 - Refund to the credit card used for payment within 10 days
- ✗ You will not be able to cancel and obtain a refund if you cancel your trip less than 48 hours before departure. In this case, you will be subject to the Carrier's cancellation policy.
- ✗ You will be subject to the carrier's modification conditions

How to request a cancellation less than 48 hours before the trip?

- 1) Contact Combigo's customer service at least 48 hours before the start of your trip via the form available at <https://www.combigo.com/contact>, mentioning your Combigo reservation number and your wish to cancel your reservation.
- 2) Once the cancellation of your booking has been confirmed, Combigo will proceed to the reimbursement on the credit card that was used for the payment within 10 working days. (Combigo may decide to ask for additional documents if necessary, especially in case of suspected fraud or swindling).

GENERAL CONDITIONS

Date of last update: 26/09/2023

1. Definitions

The terms that appear below are used in these Terms and Conditions and are defined as follows:

"General Terms and Conditions": means this document

"Syaways", "We", "Us", "Our", "Combigo": refers to the company Combigo, a simplified joint stock company with a capital of 9,000 euros, registered in the Nanterre trade and companies register under number 830 915 930.

"Customer", "User", "You": refers to any person, natural or legal, who uses the Site either to search for a trip or to book a trip and, more generally, any person who accesses the Site, its Services and its Products.

"Booking": refers to the process of purchasing the Services and/or Products selected by the Client.

"Site", "Website": refers to the internet site <https://www.combigo.com>, <https://www.combigo.fr>. It is owned and operated by Combigo. The Website offers Services related to transport and travel.

"Contract of Carriage": means the agreement relating to the transport and associated services that is entered into between the Customer and the selected Carrier(s) on the basis of the provisions of Our negotiation services provided under the Contract of Service.

"Tickets": means an offer of carriage with the selected Carrier(s).

"Passengers": means all the persons entered in the search or the Booking of the Services and/or Products on the Site.

"Carriers": means airlines, bus companies, railways, shipping companies, car sharing or car rental service providers and all other carriers.

"Travel Providers": means third-party carriers and travel agencies that make their travel offers available to Combigo.

"Elements": means all texts, files, images (animated or not), photographs, videos, logos, designs, models, software, trademarks, visual identity, database, and structure of the Website

"Services": refers to all the services offered by the Site.

"Products": refers to the inventory published on the Site. This inventory includes, but is not limited to, air, train and bus tickets.

"Customer Service": means that our support services consist of the availability of the communication channel through which Combigo will respond to the Customer's

requests, communicating all the information that Combigo is obliged to transmit to the Customer by virtue of these General Conditions.

"Combined Ticket": A combination of two Tickets whose Carriers do not have an agreement between them for the connection.

2. Entire agreement of the parties

These General Conditions constitute a contract governing the relationship between the Customer and Combigo. By accepting the General Terms and Conditions, the Customer also accepts the General Terms and Conditions of Combigo.

3. Cost of service

When you book your travel on the Combigo website, you can subscribe to the service for an additional fee that will be presented to you at the time of purchase.

The fee will not be refunded in any of the following cases:

- Cancellation of your trip at the customer's initiative less than 48 hours before departure
- The transport company cancels your trip

4. Important information

The service is only available at the time of purchase when offered by Combigo for compatible tickets and cannot be purchased after the purchase.

Tickets not marked 80% Cancellation and Refund are non-cancellable fares with the restrictive conditions detailed in the Combigo general terms and conditions of sale (https://www.combigo.com/docs/CGV_en.pdf), i.e.: non-changeable, non-refundable, Combigo service fee,...

5. Cancellation up to 48 hours before the journey with the fare

The cancellation of the service fare is not travel insurance. The purpose of a cancellation insurance policy is to reimburse you for any remaining costs in the event that you cancel your trip on your own initiative, but only for reasons defined in advance. The service aims to offer you advantageous booking conditions with the possibility of cancelling your trip on your own initiative for any reason up to 48 hours before departure.

If you cancel your booking on your own initiative at least 48 hours before the departure of your journey, Combigo will refund 80% of the booking price within 10 working days (including the service price). This period may vary depending on your bank. The refund will be made to the credit card used to make the booking.

The total refund amount for the service may not exceed €5,000 per booking.

You will not be asked to provide any reason for cancellation or justification for using the service.

Combigo may decide to ask for additional documents if necessary, or in case of suspected fraud or swindling.

In case of a refund with the service, you waive the amounts received in case of a refund from the Carriers, and you commit yourself not to initiate any refund procedures with the Carriers.

If the ticket is mentioned as a "Combined Ticket", the Combigo Guarantee applies with the following particularity less than 48 hours before departure:

- If a connection becomes impossible due to a modification (cancellation or change of schedule by a Carrier) of one of the segments (or a Ticket) and you refuse the new travel proposal of Combigo made 48 hours before the departure of your trip, you will be refunded 100% of the cancelled or modified segment and 80% of the remaining booking price of your reservation.
- If a connection is still possible due to a change of schedule by a Carrier of one of the segments (or a Ticket) and you refuse the new travel proposal of Combigo made 48 hours before the departure of your journey, you will be refunded 80% of the remaining amount of your reservation.

6. Commencement and duration of the service

The service takes effect as soon as you confirm the purchase of your journey, subject to the payment of the total price of your booking or the first deposit required by Combigo.

If the payment of the price of your reservation or the first deposit required proves to be insufficient or is rejected by the bank for any reason whatsoever, the service cannot take effect.

7. Exception to the right of withdrawal

You acknowledge that you have been informed in advance, by these General Terms and Conditions of Sale, that the right of withdrawal cannot be applied, pursuant to Article L.221-28.1° of the Consumer Code.

Indeed, the service starts immediately after its purchase and can be fully executed immediately and before the end of the withdrawal period, thus not allowing you to benefit from it.

Consequently, by choosing the 80% Cancellation and Refund option, you waive your right of withdrawal.

8. Competent courts

The contract is exclusively governed by French law. Any dispute arising from the conclusion, execution or interpretation of this contract shall fall under the exclusive jurisdiction of the French courts.