

ALPS AZUR — GENERAL TERMS OF SALE AND SERVICE

The French version governs.

I. Scope, contractual documents and definitions

Article 1. Purpose and scope

These General Terms govern chauffeur driven passenger transport services offered by ALPS AZUR, including point-to-point Transfers, Return journeys, Chauffeur at Disposal (DISPO) and Special/Bespoke services. Private, Corporate, VIP, Event and Private Aviation contexts are distinct from Service Type, Vehicle Class and pricing method. The applicable regulatory regime depends on the service actually performed.

Article 2. Contractual documents and order of priority

The contract comprises the confirmed Booking, these Terms in their applicable version, Particular Conditions, formal quotations/offers, any expressly accepted Alternative Offer or Event Proposal, and Amendments validly accepted and activated. A Particular Condition prevails over a general rule for the same matter. Applicable mandatory provisions prevail in all circumstances.

Article 3. Definitions

Booking: the contractual record applicable to the Service. Booking Price: the authoritative contractual price. Pickup Time: the contractual pickup time in the authoritative Booking version. Customer: the contracting party. Booking Owner: a person authorised to manage the Booking. Lead Passenger: the principal operational contact. Payer: the person making payment. Peak: a period expressly identified as such before conclusion; a Saturday, Sunday or public holiday is not, by itself, a Peak period.

II. Customer, booker, passenger, payer and authority

Article 4. Roles and authority

The Customer, Booking Owner, Lead Passenger, passengers, Payer and Invoice Customer may be different people. Payment does not automatically grant authority to amend or cancel. The Lead Passenger may receive operational messages without automatically having contractual or financial authority. A Booking identifier alone is insufficient proof of authority.

III. Request, availability, offers and formation of the Booking

Article 5. Request and availability

A request, estimate, availability enquiry or provisional availability is not automatically a confirmed Booking. Essential elements undergo the applicable checks before formation.

Article 6. Validation and individual offer

Services requiring operational validation or a personalised offer may remain PENDING VALIDATION until the required approval. A draft or indicative price is not a firm offer. A formal offer identifies its essential elements and, where relevant, its period of validity.

Article 7. Alternative Offer

If the original request cannot be accepted as submitted, ALPS AZUR may propose an alternative. A material change becomes contractual only after express acceptance under the applicable process. Silence is not acceptance.

Article 8. Review before acceptance

Before the final contractual action, the Customer must be able to review the essential Booking information, including Service, date, Pickup Time, locations, Vehicle Class, relevant passenger information, Booking Price, payment and Particular Conditions, and correct relevant errors.

Article 9. Acceptance of the Terms

The applicable Terms are made available in a form that can be consulted and retained before the final action. Acceptance is affirmative and not preselected. The version, language and evidence of acceptance are recorded as required.

Article 10. Final order and payment obligation

The final action clearly indicates that it entails a payment obligation and displays the amount due at that stage. Acceptance of the Terms, the payment event and Booking status remain separate events.

Article 11. Electronic confirmation and contractual record

After conclusion, ALPS AZUR provides durable electronic confirmation identifying the Booking and essential contractual information. The record must remain capable of reconstruction.

IV. Booking Price and pricing method

Article 12. Booking Price

The Booking Price in the authoritative Booking version is the contractual price. It may result from a fixed price, calculation or manual quotation. Mapping data, technical distances or durations are inputs and do not replace the Booking Price. Ordinary operating costs of the accepted journey are included unless the contract states otherwise. A chauffeur cannot unilaterally create a material surcharge.

V. Payment

Article 13. Payment options and deposit

Depending on the Booking, ALPS AZUR may offer payment of 100% or a 25% deposit followed by the balance. The 25% payment is an acompte, not arrhes. Choosing 25% or 100% does not, by itself, alter the Booking Price.

Article 14. Standard payment schedule

For a Booking made at least seven days before the Service, the balance is paid according to the displayed or agreed schedule and, unless specially agreed, no later than 24 hours before the Service. Payment at the time of Service is available only if expressly offered and accepted.

Article 15. Bookings made less than seven days before the Service

A Booking made less than seven days before the Service is normally payable in full under the displayed process.

Article 16. Payment during a Peak period

Peak terms apply only if the Booking is clearly identified as Peak before conclusion. A Peak classification cannot be added retrospectively.

Article 17. Individual arrangements and third-party payment

An individual payment arrangement must be recorded. A third party may pay without automatically becoming the Customer or acquiring contractual authority. Refunds are normally made to the original payment method, subject to legal and technical constraints.

Article 18. Authorisation, capture and initial 60-minute period

A payment authorisation, capture, PAID status and CONFIRMED status are distinct. ALPS AZUR grants an initial commercial 60-minute cancellation period under Articles 21 and 22. This period starts at the server-recorded timestamp of the first successful payment authorisation or, where there is no authorisation, the first successful payment. An uncertain or failed attempt does not start the period. It is not presented as a general statutory withdrawal right and does not restart when the balance is paid.

Article 19. Sums paid well in advance

Where sums are paid more than three months before performance, mandatory rules on consumer advance payments are observed. The exception for a special order on quotation is used only when its legal conditions are actually met.

Article 20. Failed, uncertain or late payment

A technical failure or uncertain payment status leads, where relevant, to verification or another attempt; it does not automatically amount to No-Show, bad faith or cancellation. An overdue balance is handled proportionately under the contract and law, without double recovery.

VI. Cancellation and refunds

Article 21. Standard cancellation by the Customer

Non-Peak Booking: cancellation within the initial 60 minutes: 0% remains due; after 60 minutes and at least 24 hours before the Service: 25% of the Booking Price remains due; less than 24 hours before the Service: 100% remains due, subject to mandatory law and more favourable Particular Conditions.

Article 22. Peak cancellation

Peak Booking: within the initial 60 minutes: 0%; after 60 minutes and at least 72 hours before the Service: 25%; less than 72 hours before the Service: 100%, subject to mandatory law and more favourable Particular Conditions.

Article 23. Cancellation of a Return journey

The two legs may be handled separately. Cancellation or No-Show of one leg does not automatically cancel the other. For a clear request to cancel a leg made by an authorised person, the time ALPS AZUR receives it determines the applicable cancellation window for that leg, subject to verification of the person's authority and the request's validity. Administrative review does not shift that receipt time. A mere question or request for a quotation is not a cancellation; an invalid request is explained without changing the Booking.

Article 24. Impossibility or cancellation attributable to ALPS AZUR

ALPS AZUR first prioritises recovery and reasonable performance of the Service. If part of the Service cannot be performed, financial treatment concerns the unperformed part and does not exclude other applicable mandatory rights.

Article 25. Refunds

The amount paid, the amount contractually due and the amount refundable are distinct. Refunds are normally made to the original payment method. A refund, Price Adjustment, Expense Reimbursement, goodwill gesture and compensation are different categories.

VII. Changes and Booking versions**Article 26. Change request**

The Customer may request a change. A request does not automatically change the authoritative Booking.

Article 27. Proposed Amendment

A material change may give rise to a proposal setting out relevant changes, their operational consequences and any price change.

Article 28. Acceptance and activation

A material Amendment applies when validly accepted and activated. Silence is not acceptance. Acceptance of an Amendment does not create another commercial 60-minute period.

Article 29. Revalidation

A change may require renewed validation of availability, vehicle, chauffeur, partner, timetable or other resources.

Article 30. Price consequences

A change requested by the Customer may change the Booking Price if it materially changes the Service or resources. The new price must be communicated before acceptance. A reasonable operational route adaptation is not automatically an Amendment.

Article 31. History and versions

Relevant earlier versions, acceptances and activations are retained so that the history can be reconstructed. External data, including flight tracking, do not silently rewrite the Booking.

VIII. Pickup, meeting point, waiting and No-Show**Article 32. Authoritative Pickup Time**

The applicable Pickup Time is the one in the authoritative contractual Booking version.

Article 33. Flight or train information

Scheduled, estimated and actual times and flight/train tracking are operational information. They do not automatically change Pickup Time.

Article 34. Airport arrival

Landing time is not pickup time. Immigration, baggage, customs, skis/equipment and access to the meeting point may take time.

Article 35. Complimentary airport waiting

60 minutes of complimentary waiting are included strictly from the authoritative Pickup Time.

Article 36. Other pickup locations

Railway station: 30 complimentary minutes. Hotel, chalet, private address or other ordinary non-airport location: 15 complimentary minutes, from the authoritative Pickup Time.

Article 37. Meeting point and contact

The meeting point is the one in the authoritative Booking or a properly updated operational

instruction. If there is difficulty, the parties reasonably check the location and contact. An ALPS/Driver error contrary to the Booking does not become a Customer No-Show.

Article 38. Paid waiting

After the complimentary period, an additional five-minute tolerance applies without charge. If the resource remains genuinely allocated: Economy Van: EUR 60 for the first started paid hour, then EUR 30 per subsequent started 30-minute period; Business/V-Class: EUR 75, then EUR 40. No charge applies for delay attributable to ALPS/Driver/Provider, fictitious waiting after reassignment, or double billing during a paid DISPO period. Regulated Taxi fares prevail where applicable.

Article 39. Continuing or ending waiting

Expiry of the period does not automatically end the Service or create a No-Show. Operations may continue, reorganise, replace the resource or end waiting according to the actual circumstances, safety, legal constraints and resources.

Article 40. No-Show

No-Show is determined from the facts: a resource at the correct place, applicable periods observed, reasonable checks where relevant, and reasonable inability to maintain or reorganise pickup. The chauffeur reports the facts; ALPS AZUR makes the contractual and financial decision under the applicable authority. A valid Customer No-Show leaves 100% of the price of the directly affected leg due, without an additional Waiting Fee for the same leg. The other leg of a Return journey is not automatically cancelled. Temporary absence during active DISPO is not automatically No-Show.

Article 41. Airport transfer and recommended pickup time

ALPS AZUR may recommend a Pickup Time allowing for the journey, reasonably foreseeable conditions and departure time. If the Customer chooses a later time despite a warning, that choice may be considered when assessing any loss.

IX. Passengers, children, luggage, equipment, animals and accessibility

Article 42. Capacity

Economy Van: up to eight passengers; Business/V-Class: up to seven. Actual capacity also depends on luggage, child seats, equipment, mobility aids and configuration.

Article 43. Children and restraints

Children count as passengers. A standard child seat requested and confirmed as part of the Service carries no separate surcharge. Applicable legal requirements depend on the vehicle and the transport regime actually used.

Article 44. Luggage

The Customer provides reasonably accurate information. Passenger capacity and luggage capacity are distinct. Undeclared volume genuinely requiring an additional resource may lead to an Amendment; a planning error attributable to ALPS AZUR is not charged to the Customer.

Article 45. Sports equipment

Declared skis, snowboards and golf equipment are included when lawfully and safely transportable within confirmed capacity. Bicycles, surfboards and very large equipment are On Request.

Article 46. Pets and assistance animals

Ordinary pets must be declared. Their mere presence creates no automatic surcharge. Assistance animals are handled under applicable rules, without a disability-related surcharge.

Article 47. Accessibility

The Customer communicates relevant functional needs without having to provide an unnecessary medical diagnosis. A folding wheelchair may be accepted subject to capacity. Transport of a person who remains seated in a wheelchair requires an expressly adapted vehicle; standard vans are not represented as automatically suitable for that purpose. No surcharge applies merely because of disability; a specialised resource may have a different price if genuinely necessary and accepted.

Article 48. Undeclared or inaccurate needs

ALPS AZUR first seeks a practical solution. An undeclared requirement materially changing the Service may require another resource and an Amendment. Consequences remain proportionate and based on actual costs and constraints.

X. Route, destination, road conditions and cross-border journeys

Article 49. Minor stops

A minor stop may be accepted if it does not materially change destination, duration, resources or commercial scope. There is no automatic 'one kilometre / five minutes free' rule.

Article 50. Material change of destination or route

A material change requested by the Customer may require an Amendment and a new price.

Article 51. Inaccessible address

If the exact address cannot lawfully or safely be reached, ALPS AZUR uses the reasonably nearest safe and lawful point.

Article 52. Route, weather and operations

Traffic, snow, accidents, closures or safety may justify a reasonably different route. Such operational adaptation does not, by itself, create an unagreed surcharge.

Article 53. Cross-border journeys

An accepted cross-border journey remains a normal Service unless specifically classified otherwise. Ordinary costs of the accepted journey are included; exceptional third-party costs resulting from an additional Customer request may be charged if clearly attributable and disclosed.

XI. Vehicle Class, substitution, chauffeurs and partners

Article 54. Vehicle Class

Unless expressly guaranteed, the Booking concerns a category rather than a particular model:

Economy Van — Renault Trafic or equivalent, up to eight passengers; Business/V-Class — Mercedes-Benz V-Class or equivalent, up to seven.

Article 55. Substitution

An equivalent or higher vehicle may be used without surcharge. A suitable lower category may be proposed with an appropriate price adjustment. A materially inadequate solution is not deemed full performance.

Article 56. Chauffeurs and partners

ALPS AZUR may use its own resources or an appropriately authorised professional partner. Partner use does not automatically alter the price or remove ALPS AZUR's customer-facing contractual responsibilities.

Article 57. Recovery vehicle

Following an incident, ALPS AZUR may successively use its own resources, an approved partner, another verified lawful provider or, where appropriate, a taxi or similar lawful solution. The Customer pays no more solely because recovery costs ALPS AZUR more.

XII. Chauffeur at Disposal — DISPO

Article 58. Definition

DISPO is a shared Service available to Private, Corporate, VIP and Event customers. Vehicle Class remains a separate dimension.

Article 59. Minimum duration and rate

Standard minimum: three hours. 3-hour package: Economy Van EUR 225 (equivalent to EUR 75 per hour); Business/V-Class EUR 300 (equivalent to EUR 100 per hour). From 4 hours, per whole booked hour: Economy Van EUR 70 per hour; Business/V-Class EUR 90 per hour. A non-whole initial duration is subject to an individual proposal. Time starts at the authoritative DISPO Start Time; Customer lateness does not automatically extend the end time.

Article 60. Use during DISPO

During the booked period, reasonable journeys, stops and waiting are organised within the agreed scope, subject to safety, law, driving and rest periods and operational constraints.

Article 61. Included mileage

20 km per booked hour, pooled over the entire DISPO. ALPS AZUR's own positioning kilometres are excluded. Unused included kilometres create no refund or credit.

Article 62. Additional kilometres and external costs

Above the allowance: Economy EUR 2.20/km; Business/V-Class EUR 3.00/km. Fuel and normal

operations are included. Exceptional third-party costs requested by the Customer may be additional when disclosed and reasonably attributable.

Article 63. Extension

Subject to availability: Economy EUR 35 per started 30-minute period; Business/V-Class EUR 45.

Extension is not automatic and the chauffeur alone cannot approve a material one. Major reorganisation may lead to an individual proposal.

Article 64. Reduction, early release and cancellation

A reduction before the Service may require an Amendment and recalculation of the package; it is not automatically pro rata. Voluntary early release does not automatically create a refund. Standard/Peak cancellation rules remain applicable. Temporary absence during DISPO is not automatically No-Show.

XIII. Passenger conduct, safety, cleaning and damage

Article 65. Conduct and safety

Passengers must follow reasonable safety requirements and must not endanger the chauffeur, other passengers, the vehicle or third parties. Serious, aggressive or dangerous conduct may lead to a warning and then interruption or termination of the Service where necessary, with authorities involved where appropriate.

Article 66. Seat belts and restraints

Passengers comply with applicable seat-belt and restraint obligations. A refusal that lawfully or safely prevents continuation may result in interruption, subject to legal exemptions.

Article 67. Smoking and vaping

Smoking and vaping are prohibited in all vehicles. There is no automatic fine merely for smoking or vaping; any financial consequences concern exceptional cleaning or actual documented damage, without double recovery.

Article 68. Ordinary cleaning

Cleaning arising from ordinary use is included: no additional charge.

Article 69. Excessive contamination

Serious contamination associated with alcohol or drugs may incur EUR 150 when objectively documented. Genuine illness or accident receives human review. Other exceptional soiling may lead to the actual, reasonable and documented professional cost.

Article 70. Property damage

ALPS AZUR may claim actual, reasonable and provable loss to the vehicle, without double recovery.

This Article creates no standard security deposit. The chauffeur does not privately settle the dispute.

XIV. Lost property

Article 71. Found item

Found items are recorded and handled with minimisation of the information necessary to identify and return them.

Article 72. Retention and sensitive items

Ordinary items under ALPS AZUR's control are normally kept for 30 calendar days from registration.

Sensitive or valuable items are not automatically destroyed on day 30 and may be securely handed over to a competent authority or organisation.

Article 73. Return

There is no automatic EUR 20 fee. A simple local handover may be arranged without an automatic fee; post or courier at actual reasonable cost; dedicated ALPS AZUR delivery as a separately priced Service. A found item is not withheld for an unrelated debt.

XV. Incidents, recovery and Service failure

Article 74. Handling principle

Priorities: safety, care for the Customer, preservation of the Service, proportionate evidence, analysis of responsibility and then financial resolution.

Article 75. Breakdown or operational failure

A breakdown or difficulty does not automatically terminate the contract. ALPS AZUR first seeks

reasonable recovery.

Article 76. Service degradation and replacement

An equivalent replacement does not automatically entitle the Customer to a reduction merely because the vehicle or chauffeur changed; a higher vehicle entails no surcharge; an accepted lower category may warrant an appropriate adjustment; a materially inadequate solution requires further recovery or treatment as a failure.

Article 77. Force majeure

Force majeure is assessed under applicable legal criteria. Snow, traffic, a road closure, breakdown, strike or another event is not automatically force majeure merely by its name.

Article 78. Missed flight, train or event

Assessment takes account, among other matters, of Pickup Time, ALPS AZUR's recommendations, the Customer's choice, cause, causation, foreseeability, mitigation and evidence. There is no universal automatic compensation table.

Article 79. Categories of financial resolution

Price Adjustment, Service Refund, Expense Reimbursement, Goodwill and Compensation Claim are distinguished.

Article 80. Rights in case of failure

Applicable rights and remedies are not limited to a single refund. Mandatory rights are preserved.

Article 81. Expense reimbursement

Reasonable, necessary, documented and causally related expenses may be considered. The Customer does not automatically have a right to purchase any replacement at any price, without prejudice to mandatory legal rights.

Article 82. Goodwill

A goodwill gesture is distinct from a legally due amount. An internal commercial authority limit is not a cap on liability or compensation.

Article 83. Compensation and proven loss

Any compensation claim is assessed under applicable rules on liability, causation, foreseeability, evidence, mitigation and mandatory rights.

XVI. Operational authority and evidence

Article 84. Driver / Operations / Admin authority

The Driver/Partner manages immediate safety, route and minor operational decisions and reports facts. Operations manages real-time performance and recovery. Admin/Commercial/Finance handles contractual and financial decisions within applicable authority limits. The Driver alone does not materially change price, refund, compensation, cancellation or DISPO.

Article 85. Incident record and evidence

The record may contain Booking/version, Pickup Time, vehicle/chauffeur, events, timestamps, communications, recovery, expenses, decisions and financial outcome. Evidence remains proportionate and ALPS AZUR records are not irrebuttable.

XVII. Corporate, VIP, Event and Private Aviation

Article 86. Customer context and Service Type

Private, Corporate, VIP, Event and Private Aviation are contexts distinct from Service Type, Vehicle Class and Pricing Path. The label alone creates no surcharge.

Article 87. Corporate

Corporate status does not automatically create credit, deferred payment or a credit limit. Separate written terms may be agreed. A recipient of operational messages is not automatically a contractual approver.

Article 88. VIP

The VIP label creates no automatic surcharge. Genuinely additional resources or commitments — guaranteed vehicle, standby, coordination, access or additional resources — may be priced when agreed.

Article 89. Event Mobility

An Event Project may group several Bookings/Movements. The manifest is operational and does not replace contractual authority. Changes may be handled individually or through a consolidated Event Change.

Article 90. Event Coordination

An Event Coordinator is optional and must be agreed in advance; scope, hours, responsibilities and price are individually specified.

Article 91. Private Aviation and FBO

Private Aviation is a context. ALPS AZUR may coordinate with an FBO, handler, operator or crew but is not, by default, an FBO or ground handler. ETA/ETD and flight tracking remain operational and do not rewrite Pickup Time.

Article 92. Restricted zone and aircraft-side

Aircraft-side or restricted-zone pickup is provided only where authorised and operationally possible. Otherwise an FBO, private terminal or appropriate authorised point is used. Lack of prohibited access is not, by itself, an ALPS AZUR failure.

Article 93. Delay, early arrival and private-flight diversion

Operations may reschedule without automatically rewriting Pickup Time. Dedicated standby must be expressly purchased or agreed. A diversion first prompts a search for recovery; an Amendment is used if the Service or price change is material.

XVIII. Communications, evidence, confidentiality and data

Article 94. Confidentiality

Non-public information concerning identity, itinerary, accommodation, Event, private flight and commercial terms is handled on a need-to-know basis and under applicable obligations. This clause is not an absolute NDA preventing performance, evidence or legal obligations.

Article 95. Photography and publicity

A Customer's or passenger's name, logo, image, photograph or non-public itinerary is not used for promotion without permission or another appropriate legal basis. Proportionate photography for incident evidence is distinct from publicity.

Article 96. Personal data

Processing is detailed in the Privacy Policy. Necessary data may be shared according to actual roles. Contract archiving does not authorise retention of all personal data for the same period.

Article 97. Booking communications

Operational channels may include email, SMS, telephone, WhatsApp or other agreed means. SENT, DELIVERED, ACCESSIBLE, READ and ACCEPTED are distinct events. A free-form message does not silently change the Booking.

XIX. Complaints and mediation

Article 98. Complaints

The Customer may make a complaint with information sufficient to identify the Booking and relevant facts. Contact during an incident is encouraged where it allows recovery, but failure to complain immediately is not automatically a waiver.

Article 99. Consumer mediation

Following a prior complaint to ALPS AZUR, and where legal conditions are met, a consumer may use the competent consumer mediator. The mediator with which ALPS AZUR is affiliated is CM2C — Centre de la Médiation de la Consommation de Conciliateurs de Justice, 49 rue de Ponthieu, 75008 Paris, France; website: <https://www.cm2c.net/>; online submission: <https://www.cm2c.net/declarer-un-litige.php>; email: declarer-un-litige@cm2c.net.

XX. Applicable law, consumer protection and disputes

Article 100. Applicable law

The contract is governed by French law, without depriving consumers of mandatory protections that cannot lawfully be displaced.

Article 101. Fairness and mandatory protection

No clause may create a prohibited significant imbalance, deprive an essential obligation of substance, make internal evidence irrebuttable or create a general arrangement under which the Customer is bound while ALPS AZUR remains free. Electronic acceptance does not validate a legally prohibited clause.

Article 102. Disputes and courts

The parties may seek a direct resolution and, where applicable, mediation. Exclusive jurisdiction in Nice is not imposed on consumers contrary to mandatory rules. A B2B jurisdiction clause may apply when validly negotiated and legally enforceable.

XXI. Electronic contract, language, version, archive and record

Article 103. Electronic conclusion

The process allows consultation and retention of the Terms, review and correction of information, separate acceptance of the Terms, clear acknowledgment of the payment obligation and confirmation. Payment alone is not universal proof of contract formation.

Article 104. Language

The applicable contractual language is identifiable. Translations facilitate understanding but must not intentionally create different rights. The accepted version remains identifiable in the record.

Article 105. Terms version

The Booking records the applicable version. A newly published website version does not retrospectively replace the version of an already concluded Booking. An Amendment does not automatically replace all the Terms.

Article 106. Electronic archiving

Where the statutory regime for archiving electronic consumer contracts applies, the record is retained and made accessible under applicable requirements. For relevant contracts meeting or exceeding the regulatory threshold of EUR 120, the architecture accounts for the regulatory ten-year duration and, where performance is not immediate, the period until performance followed by ten years. The reconstructible record includes, in particular, Booking/version, Terms/version/language/acceptance, Particular Conditions, formation and valid Amendments. This archiving does not mean retention of all personal data for ten years.

Article 107. Complete contractual record

The authoritative Booking, applicable Terms, Particular Conditions and accepted Amendments form the contractual record. This clause does not erase precontractual information or an express representation that remains legally binding.

XXII. Final provisions

Article 108. Severability

Invalidity or unenforceability of one provision does not automatically affect independent remaining provisions and does not permit the same prohibited effect to be recreated in another form.

Article 109. No waiver

A tolerance, exception or isolated failure to exercise a right is not automatically a permanent waiver and does not remove rights already acquired by the Customer.

Article 110. Good faith and cooperation

ALPS AZUR and the Customer perform the contract in good faith and reasonably cooperate where needed. An error, complaint, payment dispute, Amendment request, evidence request, mediation or court action is not, by itself, bad faith and creates no automatic sanction.

Article 111. Entry into effect and contractual confirmation

The applicable version is the one identified for the Booking. After conclusion, ALPS AZUR provides durable confirmation allowing the Customer to identify the Service, price, applicable conditions and contractual version without relying solely on the website version then in force.