

**GENERAL CONDITIONS OF ACCESS AND USE OF  
THE VELIB' SYSTEM BY LONG-TERM USERS –  
INDIVIDUALS**

**For all subscriptions starting August 12, 2025  
LAST UPDATE DATE: July 28, 2025**

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**ARTICLE 1 – PURPOSE**

The Velib' system is a self-service bicycle system (the "Service") offered by the joint association Autolib' et Velib' Métropole (the "Public Authority") and entrusted to the company Smovengo (the "Operator"). The company Smovengo acts in the name and on behalf of the joint association Autolib' and Velib' Métropole for the operation of the Velib' public service.

The purpose of these GCAU is to define the terms and conditions for the provision of the Service to natural persons (the "User(s)"), for their personal use, under the conditions defined below.

**1.1. Customer Service contact details**

- [www.velib-metropole.fr](http://www.velib-metropole.fr)
- Email via the contact form on the site [www.velib-metropole.fr](http://www.velib-metropole.fr)
- 01 76 49 1234 (cost of a local call and cost of the free service).  
Service Clients Velib' Métropole - TSA 10036 -  
92395 VILLENEUVE LA GARENNE CEDEX.

Customer Service opening hours are as follows:

- Interactive Voice Server: 24 hours, 7 days a week
- Advisers at your service: Monday to Friday from 8am to 10pm, Saturday 9am to 10pm, Sunday 9am to 7pm.

**1.2. Operator's contact details**

SMOVENGO  
10, rue du Commandant d'Estienne d'Orves  
92390 Villeneuve-la-Garenne

**ARTICLE 2 – DEFINITIONS**

Subscription: refers to the V-Plus, V-Max and V-Libre Long Term Subscriptions available with a fixed annual commitment period.

App: designates a free downloadable programme executable on a smartphone or tablet operating system (iOS or Android). It allows any Service User to find a Vélib' or a station nearby but also to choose a route suitable for cyclists, to check the number of km travelled, to subscribe to the Service or to change subscription, contact Customer Services and report an incident.

Terminal: refers to street furniture allowing the User to sign in and access the information present on their Account, to check the status of Stations situated nearby, to obtain information on the Service, to obtain a receipt for return to the Terminals equipped with means of payment and to contact Customer Services.

Docking Station: designates the docking points situated at the Stations allowing the pickup and return of Bicycles securely by the User.

Card: designates the cards that may be used on the Vélib' V-Box in order to pick up, secure and return a bicycle. Authorised cards are the Velib' Métropole card and partner cards.

Deposit (or security deposit): refers to the pre-authorisation on the bank card, made at the time of subscription allowing the Operator to deduct the penalties provided for in Article 9 in case of any breach by the User in using the Service.

Customer: refers to any individual with the right to contract, purchasing one or more Services on their behalf or on behalf of a minor as legal guardian.

Temporary Access PIN: 8-digit personal PIN allocated to the User at the end of the subscription process and valid for 30 days. This code must be entered on the V-Box in order to access a Bicycle.

Promotional Code: means the code that allows the Customer to obtain a discount on the amount of the Subscription or additional Bonus Minutes.

Temporary Secret Code: refers to the 4-digit personal code assigned to the User at the end of the subscription process. This code must be entered on the V-Box after entering the 8-digit Temporary Access Code.

Account: refers to the customer account created by the User, allowing them to access the Service.

Authorized Continuous Use Period: refers to the period of 12 consecutive hours from the time the Bike is picked up, which no rental may exceed.

Package: refers to all the long-term subscription options offered to Users of the Velib' Métropole service, namely the V-Libre, V-Plus and V-Max options.

Île-de-France Mobilités: refers to the Mobility Organising Authority for the Île-de-France region, formerly known as STIF - Syndicat des Transports d'Ile-de-France.

IDFM Connect: refers to the authentication service allowing secure access to the services of Ile-de-France Mobilités and some of its partners.

Bonus Minutes: means the time credit granted to the User according to the management rules defined in Article 5.3.  
Navigo: refers to the brand that owns Île-de-France Mobility.

Parties: refers to the Operator, the User and the Customer who has subscribed to the present GCAU on their behalf or on behalf of a minor in the case of a legal guardian.

Station: refers to the Velib' parking area equipped with a Terminal, Docking station and specific padlock cables in the case of stations equipped with Station +

Station+: refers to the system formerly known as Park+ which allows Users to secure their bicycle in a Station where there are no available Docking Stations. This device consists of attaching one's bicycle between two bicycles by means of a specific padlock cable present on a Docking station according to the method described in article 4.2.4. In each equipped station, the number of bicycles that can be returned in Station + corresponds to the number of lock cables made available on the Docking stations.

Service: designates the self-service Bicycle service offered by the Operator.

Website: refers to the www.velib-metropole.fr website made available to Users, Customers and people wishing to obtain information on the Service, subscribe to the Service, contact Customer Services, locate a station or consult the GCAU.

User: refers to any individual over the age of 14 using the Service with a Subscription.

Bicycle: refers to both the Mechanical bicycles and the Electrically-Assisted bicycles used as part of the Service offered by Velib' Métropole.

Electrically Assisted Bicycle: refers to the electrically assisted bicycles used as part of the Service offered by Velib' Métropole.

V-Box: refers to the electronic box, built into the handlebars, which allows direct access to the bicycle either by entering a Temporary Access PIN, or by passing the card over the screen, or via a compatible smartphone with the NFC function activated. Other functionalities will be incorporated as the Service is developed.

### ARTICLE 3 – DESCRIPTION OF THE SERVICE

#### 3.1 Présentation of the Service

The Service allows the User, after creating an account on the Website or App, to borrow a Bicycle according to the terms described below.

The Service comprises Stations including a Terminal and Docking Stations allowing the hire and return of Bicycles used within the scope of the Service.

The Terminal allows the User to:

- log in and access the information in their Account;
- To check the status of Stations situated nearby;
- To obtain information on the Service;
- obtain a receipt of return from Terminals equipped with a method of payment;
- To contact Customer Service;

The Bicycle is fitted with a V-Box allowing the User:

- To provide identification;
- borrow, use and return a bicycle;
- To access journey information such as speed, duration of use, etc.

#### 3.2 Presentation of the Subscriptions

Subscriptions are strictly personal to the person indicated as the User at the time of subscription.

Subscriptions are valid for 12 full calendar months from the date of receipt of the subscription confirmation email.

The Subscriptions offered as part of the Service are as follows:

Subscription	Description
V-Libre	<ul style="list-style-type: none"> <li>• bicycle hire;</li> <li>• access to the Station+ system to pick up and return a bicycle;</li> <li>• usage billing from the first minute of use;</li> <li>• possible earning and consumption of Bonus Minutes;</li> </ul>
V-Plus	<ul style="list-style-type: none"> <li>• bicycle hire;</li> <li>• access to the Station+ system to pick up and return a bicycle;</li> </ul>
V-Max	<ul style="list-style-type: none"> <li>• possible earning and consumption of Bonus Minutes;</li> <li>• subscriptions available at reduced rate and concession rate</li> </ul>

#### 3.3 Service Availability

Once the User has a Subscription, they can rent a bicycle for an unlimited number of times during the period of validity of their Subscription.

The User's Subscription excludes the simultaneous use of several bicycles. It excludes the use of the same bicycle within the limit of three consecutive rentals per 24-hour period. The subscription also excludes the use of the service for rental purposes or for regular commercial delivery.

For all hires lasting at least 3 minutes, and in order to avoid any privatisation of a Bicycle, a waiting period of between 3

and 5 minutes must be respected between two hires of the same Bicycle.

No rental shall exceed the Authorised Continuous Use Period.

After the Authorised Period of Continuous Use and except in cases of circumstances beyond the Operator's control or fault, the bicycle shall be deemed not to have been returned and the Operator reserves the right to deduct the amount of the Deposit, in accordance with the provisions of Article 9.

The Service is accessible within the limit of the Bicycles available at each Station, 7 days a week, 24 hours a day, uninterruptedly, except in the event of force majeure or decree by the competent authorities of a temporary or permanent, total or partial restriction on the use of one or more Stations or of cycle travel over the area of the Service.

The Operator shall use its best endeavours to inform the User in real time of the conditions of availability of the Service via the Website or App.

## ARTICLE 4 – TERMS OF ACCESS TO THE SERVICE

### 4.1. Subscription to the Service

#### 4.1.1 Creating an Account

To be able to subscribe to and use the Service, the User is invited to create an Account by completing the registration form available on the Website or App. The User is informed that the process of subscribing to the Service requires verification via SMS of the validity of the User's telephone number.

The User selects:

- their Subscription and the terms of payment of their Subscription - payment of the Subscription on a monthly basis or a single payment;
- the means of access: Velib' Métropole card or Navigo card or NFC compatible smartphone;
- their login (email) and password; which then enable access to Account information;

Then:

- they enter their contact details;
- they must also accept these GCAU by ticking the box provided for this purpose and, in particular, authorise the Operator to deduct up to €300 per bicycle as a Deposit, according to the terms set out in Article 5.4;
- finally, the Subscriber is invited to choose to renew the Subscription by automatic renewal by ticking the box provided for this purpose; the Subscriber may activate or deactivate this renewal at any time from their account as stipulated in Article 4.4.

The holder of a Reduced Rate or Concession Rate Subscription must also provide all the required documents as defined in Article 5.1 when subscribing on the [www.velib-metropole.fr](http://www.velib-metropole.fr) website, bearing in mind that the allocation of these charges is conditional upon the said documents being uploaded to the Site during the subscription procedure.

If a Subscription is taken out on behalf of a minor aged between 14 and 18, the legal guardian must also provide an identity document and a parental authorisation duly signed by them.

The holder of a Reduced Fare or Concession rate Subscription cannot claim automatic renewal of their subscription, given the necessary annual verification of their supporting documents.

If it appears, on checking the supporting documents, that the holder is not eligible for a reduced or concessionary rate, the User's account will be suspended. From then on, they can no longer use the Service.

At the end of the document checking procedure, 2 cases are possible:

- either there are problems relating to the eligibility of the documents sent: the User is then invited to send the correct documents to Customer Services as soon as possible;
- or the User is ineligible for the reduced or social rate based on the analysis of his/her file: he/she is then informed that his/her subscription will be adjusted on the basis of the standard V-Plus or V-Max rate.

In the event of ineligibility, and within a maximum period of 3 months from the date of subscription, the User may request cancellation of his subscription free of charge:

- if he/she has opted for monthly payment: direct debits for monthly subscription payments are blocked as soon as the subscription is suspended. No reimbursement is made, and the 1st month(s) of Subscription and any consumption remain due on the basis of the standard V-Plus or VMax rate.
- if the Subscriber has chosen to pay in a single instalment, a prorata temporis refund will be made for the number of full months remaining until the Subscription expiry date, with any consumption deducted from the amount refunded on the basis of the corresponding V-Plus or V-Max rate.

In order to finalise the subscription to the Service, the User must register a valid bank card number whatever the type of Subscription or/and the method of payment chosen (whether it is payment by bank card or via a promotional code for all or part of the Subscription):

- the User authorises the Operator to debit the outstanding amount for the Subscription and/or paid uses as well as the Deposit, if applicable, to

the bank card registered on the Account. In this case, the details of the User's bank card are registered via an online payment protection system at the company INGENICO ECS under the conditions provided for in Article 5.4;

- Only bank cards of the Carte Bleue, Visa, MasterCard and American Express networks are accepted. Prepaid bank cards, so-called "virtual" bank cards and systematic authorisation bank cards are not accepted as a means of payment for a new subscription or renewal, for any modification of the Subscription or for any modification of bank card details.

To confirm the subscription, the User is asked to choose a 4-digit Temporary Secret PIN and is then allocated an 8-digit Temporary Access PIN. These 2 PINs are requested one after the other to access the bicycle.

The Temporary Access PIN and the Temporary Secret PIN are sent by email and are also available on the User's Account.

For security reasons, the User has a maximum of 30 days to activate their Card on the V-Box or to link their compatible iOS iPhone or compatible NFC smartphone running Android to their Temporary Access Code by following the instructions displayed on their smartphone, before their Temporary Access Code and Temporary Secret Code are deactivated.

Once the subscription has been finalised, a statement is sent to the User by email and is also available on their Account under the heading "Payment Receipts".

The Operator reserves the right to refuse or cancel the creation of an Account or access to the Service for any User failing to satisfy the conditions required in these GCAU.

In accordance with Article L. 223-2 of the French Consumer Code, the User is informed that they may refuse to be contacted by telephone by registering on the telephone marketing opposition list on the website <https://www.bloctel.gouv.fr/>.

#### 4.1.2 Description of the means of access to Bicycles

Once a Subscriber, the User can access the bicycles by the following means:

- Vélib' Métropole Card: this is sent to them following Subscription to the address specifically indicated at the time the Account was created. This card is sent within 10 working days. Postage costs will be billed if the card is sent outside France;
- the Navigo Card;
- a compatible iPhone or NFC-enabled smartphone running Android; NFC access will only be available after downloading the app.

Once they have subscribed, the User can use the Service immediately by entering their 8-digit Temporary Access PIN plus the 4-digit Temporary Secret PIN on the V-Box of the bicycle. The User can then use the Service at will while waiting for the reception of their new Card, if they do not already have one.

#### 4.1.3 How to Withdraw

In the event of a remote subscription, the User shall be entitled, without having to provide justification or to pay any penalties, to exercise a right to cancel the Subscription arranged within a period of 14 calendar days from the date of receipt of the subscription confirmation.

In this case, the User shall inform Customer Services of their decision to withdraw by returning, before the expiry of the aforementioned period, the withdrawal form available on the website [www.velib-metropole.fr](http://www.velib-metropole.fr), duly completed, or any other unambiguous statement expressing their wish to withdraw, either by e-mail to the following address: [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr), or by post with acknowledgement of receipt to the following address: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

If the Service has not started at the time the User exercises their right of withdrawal, the User will receive a full refund of the amounts paid; with the exception of the part paid via Promotional Code

If the Service has begun before the expiry of the withdrawal period, in which case:

- if the User has chosen monthly payment, they will be charged the full amount of the Subscription for the current month as well as any additional usage costs and/or penalties;
- if the User has chosen to pay in a single payment, a pro rata refund of the number of whole months remaining until the expiry date of the Subscription is made, with the exception of the part paid via the Promotional Code; the current month as well as any additional usage costs and/or penalties remain due.

#### 4.2 Terms of use of the Bicycle

##### 4.2.1 Procedure for borrowing Bicycles at the Station at the start of the hire period

When first hiring a Bicycle, the User must:

- go to a Station directly in front of the bicycle of their choice and press the "V" button on the V-Box to activate it;
- present their Card in front of the V-Box reader;
- enter the 8-digit Temporary Access PIN on the V-Box keyboard and press the "V" button on the V-Box again;
- enter the 4-digit Temporary Secret PIN;
- finally present the Card in front of the reader again.

The User may then remove the bicycle from its Docking Station when the message "GO" appears on the V-Box screen.

For electric-assist bikes, the electric assist kicks in automatically as soon as the rider starts pedaling. By default, the assist level is set to maximum (level 3). The rider can change it directly on the V-Box to level 2 or 1. For safety reasons, this should only be done when the bike is stopped.

##### 4.2.2 Securing a Bicycle outside a Station during the hire period

It is possible to lock the Bicycle during rental and outside a station. The User is informed that in this case, the rental time continues to be deducted.

To lock the Bicycle outside a Station, the User must:

- come to a halt and press the "V" button on the Bike's V-Box ;
- scan their Card or Smartphone on the V-Box, or use their codes as when unlocking at a station;
- follow the instructions on the V-Box to confirm that it is a pause.

The bike's steering locks automatically and the V-Box emits an audible signal.

In addition, however, it is imperative to remove the cable integrated into the bike's handlebars from the right and, after passing it through a fixed point, insert its end into the hole in the lock fork behind the headlight, in order to attach the Bike to a fixed point.

If the bike moves while in "Pause" mode, the V-Box emits an audible signal to remind you that the bike's steering is locked.

To unlock the Bicycle, the User must:

- press the "V" button on the bike's V-Box;
- then swipe their Card or Smartphone over the V-Box, or use their codes as when unlocking at the station.

The bike's electronic locking system deactivates automatically. The User must then move the handlebars to unlock the mechanical neiman and ensure that the handlebars are unlocked.

The User must then manually remove the cable from the fork lock and reinsert it into the Bike's handlebars in its original position before continuing the journey.

#### 4.2.3 Automatic securing of a bike outside a station when a rental has lasted more than two hours

When the bike has been rented for at least two hours and has not moved for 15 minutes, the automatic pause process is activated. After a series of beeps from the V-Box and the display of an alert screen for 5 minutes, the handlebars lock automatically and go into "Pause" mode. The User is informed of this by a "closed padlock" pictogram that appears on the bike's screen when it is locked.

To unlock the Bike, the User must:

- press the "V" button on the bike's V-Box;
- then swipe their Card or Smartphone over the V-Box, or use their codes as when unlocking at the station.

The bike's electronic locking system deactivates automatically. The User must then move the handlebars to unlock the mechanical neiman and ensure that the handlebars are unlocked.

#### 4.2.4 Procedure for returning the Bicycle to the station at the end of the hire period

To return a bicycle following hire, the User must go to any Station with at least one Docking Station free and place the front wheel in one of the free Docking Stations until the bicycle is engaged and check:

- that the V-Box screen is switched on; if it is not, the User must press "V";
- And that the Bicycle cannot be removed.

As a result of these actions:

- a "STOP" message from the V-Box confirms that the bicycle is correctly docked marking the end of the hire period, the amount payable for use of the Service shall be charged according to the hire time and the charges defined in the User's Package;

Any other message from the V-Box indicates that the bicycle is not properly locked. The User must then reposition the bicycle and carry out the return process again according to the procedure defined above, either at the same Docking Station or another available Docking Station, or otherwise press the V button after correctly repositioning the Bicycle in its Docking Station.

If the Bicycle is still not returned after these measures, the User must:

- either contact Customer Service as soon as possible (by telephone or from the dedicated menu on the Terminal) to identify the cause of the incident;
- or login at a Terminal equipped with a payment terminal to make a manual declaration of return of the bicycle enabling them to confirm the return time of the bicycle following the technical problem encountered.

If an error is recognised, the amount charged for the journey shall be calculated on a pro rata basis from the time the User informs Customer Services.

If no error is recognised or if the User does not notify Customer Services, and except in cases of force majeure or fault on the part of the Operator, the amount of the journey will be due in full, with the bicycle remaining under the Operator's responsibility. In addition, the provisions of Article 9 shall apply without prejudice to any recourse by the User.

#### 4.2.5 Procedure for borrowing and returning to a Station equipped with the Station + feature which no longer has a free Docking station

Any User may return and borrow a bicycle secured by the Station+ system.

As soon as the station is full, the Station + device is activated on all the Docking stations equipped with a Station cable.

The activated Station+ system is only available in the Stations indicated on the Website and the App and when the V-Box offers it at the time of return.

The list of Stations equipped with the Station + device is available on the Site and on the App in the "Station + feature" section of the "Velib' News" section.

A Station with the Station + system activated is indicated to Users by a yellow light at the top of the Terminal.

To return a bicycle to a Station+, simply:

- press the "V" button on the V-Box to activate it and then press the "2" button to activate the Station+ return system;
- insert the bicycle between two secure bicycles in the Docking Stations;
- press the "V" button on the V-Box to confirm that the bicycle is correctly positioned between the two bicycles secured in the Docking Stations and thus activate the automatic handlebar and steering lock;
- then pull the cable attached to the right-hand terminal and insert it into the hole behind the headlight of the bicycle to be returned, press "V" to confirm the locking of the anti-theft cable.
- Enter the 4 digits of the cable indicated on the yellow background of the cable and press "V" to confirm the entry.

The V-Box then displays the message "STOP" which marks the end of the hire period.

#### 4.3 Change of Subscription by the User

The User may change their Subscription at any time:

- either to switch from a V-Libre Subscription to a V- Plus or V-Max Subscription;
- or to switch from a V-Plus Subscription to a V-Max Subscription.

The user can make this change from their account until the day before the expiry date of their current subscription. The user benefits from the conditions of their new Subscription as soon as they receive the email confirming that their new subscription is active. The user re-subscribes for a period of one year: their new subscription is valid for 12 full calendar months from the day the request is taken into account.

The user is also able to change their Subscription on each anniversary date of the subscription, in order to switch to a V-Plus or V-Libre Subscription.

#### 4.4 Subscription Renewal

When subscribing, the User is invited to choose to renew their Subscription by automatic agreement, with the exception of recipients of reduced or concession rates and recipients of a Subscription purchased via a Promotional Code.

However, the User may activate renewal automatically from their Account at any time up to the day before the Subscription expires.

The User is informed 45 days before the Subscription expires by email that it will be automatically renewed or that it will expire.

In accordance with the provisions of Article L.215-4 of the French Consumer Code, the provisions of Articles L. 215-1 and L. 241-3 of the same Code are reproduced below:

Article L.215-1 of the French Consumer Code

*"For service contracts concluded for a fixed period with an automatic renewal clause, the supplier providing the service shall inform the consumer in writing, by a dedicated letter or e-mail, no earlier than three months and no later than one month before the end of the period authorising the rejection of renewal, of the possibility of not renewing the contract they have concluded with an automatic renewal clause. This information shall be given in clear and comprehensible terms and shall mention, in a visible box, the deadline for non-renewal.*

*Where this information has not been sent to the consumer in accordance with the first paragraph, the consumer may terminate the contract free of charge at any time after the renewal date.*

*Advances made after the last renewal date or, in the case of open-ended contracts, after the date of conversion of the initial fixed-term contract, shall in this case be reimbursed within thirty days of the date of termination, after deduction of the sums corresponding, up to that date, to the performance of the contract.*

*The provisions of this Article shall apply without prejudice to those which make certain contracts subject by law to special rules on consumer information."*

Article L.241-3 of the French Consumer Code

*"Where the supplier has not made the reimbursement under the conditions laid down in Article L. 215-1, the sums due shall bear interest at the legal rate."*

#### 4.5 Cancellation of Subscription

The period of any Subscription is 12 months. It may be cancelled early, however, under the conditions listed below.

In all cases, termination results in the deactivation of the Means of Access defined in 4.1.2.

In the event of cancellation, the amount corresponding to use outside the package shall remain payable.

##### 4.5.1 Cancellation on legitimate grounds

The User may cancel their Subscription at any time, solely in the cases listed below, and must provide the relevant supporting documents with their cancellation request:

- change of the User's main residence to a town where the Service is not available (signed statement and evidence of residence);
- death of the User (death certificate);
- loss of employment under a permanent contract excluding the trial period (employment centre certificate);
- pregnancy (medical certificate of pregnancy);
- physical incapacity to ride a bicycle, either temporarily for more than 4 months or permanently (medical proof);
- modification of essential clauses of the GCAU by the Operator.

A cancellation request for legitimate reasons must be sent by standard post to: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX, France or by email to [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr) with the supporting documents corresponding to the event in question.

The cancellation is effective within 10 working days from the date of receipt of the request by the Customer Services, as evidenced by the postmark.

In this case:

- if the User has selected monthly payments, any month commenced shall be payable;
- if the User has selected to pay in a single instalment, a refund shall be made prorata temporis for the number of whole months remaining until the Subscription expiry date.

##### 4.5.2 Cancellation at the User's request

Apart from cases of legitimate reasons, if the User wishes to cancel before their annual Subscription expires, they must send a cancellation request by standard post to Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

The cancellation is effective within 10 working days from the date of receipt of the request by the Customer Services, as evidenced by the postmark.

In this case:

- if the User has selected monthly payments, they will be charged for the instalments remaining payable up to the expiry date of their Subscription;
- if the User has elected to pay in a single instalment, no refund shall be made.

##### 4.5.3 Cancellation for fault

Access to the Service shall be suspended and the Subscription subsequently cancelled by the Operator automatically in the event of fault on the part of the User. The following in particular shall be deemed to be the fault of the User:

- expired or invalid bank card/direct debit authorisation;
- partial or total non-payment of a monthly instalment or of any amount payable under the Subscription. And/or uses;
- Use of the service in a manner that fails to comply with these GCAU;
- Any false declaration relating to the subscription and/or use of the service.

In fact, a suspension notice is sent to the User and the Operator suspends access to the Service until the User's situation is rectified.

While access to the Service is suspended, the User shall nevertheless continue to pay the instalments of their Subscription.

If, after a period of 3 months from suspension of access to the Service, the User has not rectified their situation, the Subscription shall be cancelled automatically.

The Operator reserves the right to terminate the User's Account and Subscription by operation of law and without compensation, if the User fails to rectify their situation.

The Subscription shall be cancelled immediately by the Operator in the event of fraud or malicious intent.

In all cases of cancellation indicated above, if the User has not completed the annual commitment period, they owe the full amount of the outstanding instalments.

In the event of non-payment of invoices, collection charges may apply.

The Operator reserves the right to recover amounts owed through legal channels.

The Operator reserves the right to refuse any new Subscription request from the User for a period of 3 years as from the end of the previous Subscription, including from any subscription cancelled due to non-payments not rectified.

#### ARTICLE 5 – CHARGING CONDITIONS

The Service allows access to the bicycles, charging for use shall only change based on the use of a Mechanical bicycle or an Electrically-Assisted bicycle.

The price of the Service includes: the price of accessing the Service subscribed by the User (the V-Plus and V-Max Subscription price) and the price of use which varies depending on the type of Subscription arranged, the type of bicycle hired and the period of use of the Service.

Each journey may be checked under the heading "My Account" available on the Website, App and Terminals.

In the event of a complaint relating to one of his/her routes, the User shall provide the number of the corresponding route in order to be able to identify the times of pickup and return of the Bicycle.

<sup>1</sup> Les 30 premières minutes concernent les courses d'une durée inférieure ou égale à 29 min 59 sec. Ce raisonnement s'applique à chaque tranche de 30 min.

A billing cap of €18 (including tax) is set for trips made on a mechanical Velib' bike, regardless of the subscription plan, and €38 (including tax) for trips made on an electric bike, again regardless of the subscription plan, for any user whose trip lasts several hours.

In the case of a V-Libre subscription, a one-time registration fee will be charged upon subscription and will result in the allocation of bonus minutes.

In the case of a V-Plus or V-Max subscription, the amount of the Subscription remaining payable by the User is due:

- each month, on the anniversary day of the subscription, for Users choosing to pay for the Subscription in 12 monthly instalments;
- each year, on the anniversary date of the subscription, for Users choosing to pay in a single instalment.

For all Users, the amount corresponding to usage outside the package is payable each month on the anniversary day of the subscription.

For all Users, the amount corresponding to out-of-plan usage will be immediately invoiced and debited as soon as it exceeds the threshold of 10 euros.

In the event of non-payment of any amount due for the service, the Operator shall suspend access to the Service until the User rectifies the situation.

The charges and conditions relating to each Package and out-of-package usage may be reviewed by the Operator after deliberation by the Local Authority.

They may also be subject to commercial discounts during periods set by decision of the Local Authority or to reductions obtained through the use of Promotional Codes.

The Operator reserves the right to modify the charges at any time, subject to one month's notice; if this is not accepted, the User may request termination for legitimate reasons

<sup>2</sup> Les 45 premières minutes concernent les courses d'une durée inférieure ou égale à 44 min 59 sec. Ce raisonnement s'applique à chaque tranche de 45 min.

"modification of the essential clauses of the GCAU" as provided and described in Article 4.5.1.

In the event of loss or theft of the Velib' Métropole Card, the amount due for its replacement is 8 euros.

#### 5.1 Charges

The applicable Subscription rates are those that can be consulted in the "Rates" section of the Site as well as in the description of each Subscription appearing in the "Subscribe to a package" section of the App, the terms of application of which are reproduced below.

Subscription	Mechanical bicycle	Electric bicycle
V-Libre	The first 30 minutes are charged from the first minute <sup>1</sup>	The first 45 minutes are charged from the first minute <sup>2</sup>
	Beyond that, charging by 30-minute increments <sup>1</sup>	
V-Plus	The first 30 minutes are free of charge <sup>2</sup>	The first 45 minutes are charged from the first minute <sup>2</sup>
	Beyond that, charging by 30-minute increments <sup>1</sup>	
V-Max	The first 60 minutes are free of charge <sup>3</sup>	The first 45 minutes are charged from the first minute at a preferential rate, limited to two rentals per calendar day from the time the bike is picked up. Beyond that: any additional rentals during the same 24-hour period will be charged from the first minute.

<sup>3</sup> Les 60 premières minutes concernent les courses d'une durée inférieure ou égale à 59 min 59 sec. Ce raisonnement s'applique à chaque tranche de 60 min.

	Beyond that, charging by 30-minute increments <sup>1</sup>
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The User pays the price of use in proportion to the period of use of the service. Any 30 or 45-minute period commenced is, as applicable, charged in full.

Reduced rate or concessionary rate subscriptions shall be offered and activated provided that the User can prove their status when subscribing:

- Reduced rate: the various recipients mentioned below must provide documents to prove their status as follows:
  - young people under 27 years of age must provide a photocopy of both sides of a valid identity document; it being understood that in the case of a Subscription taken out on behalf of a minor between the ages of 14 and 18, the legal guardian will also have to provide an identity document as well as a parental authorisation duly stamped by them;
  - adults aged 60 and over provide a photocopy of both sides of a valid identity document.
- Concessionary rate: the various recipients shall provide documents allowing their status to be demonstrated, i.e. for:
  - individuals involved in the work integration process (16-25 years inclusive): a photocopy of the front and back of a currently valid identity document and a certificate of registration for one of the corresponding systems;
  - grant holders (14-26 years inclusive): a photocopy of the front and back of a currently valid identity document and a specific certificate of the assistance received as an education grant holder;
  - recipients of free transport from Ile-de-France Mobilités: a photocopy of the front and back of a currently valid identity document and the "Gratuité solidarité transport" certificate provided

by the Agence Solidarité transport Ile-De-France (this certificate may be downloaded from the website <https://www.solidaritetransport.fr/>)

### 5.2 Promotional Codes

The User can benefit from promotional codes that allow them to obtain a discount on the subscription amount or additional Bonus Minutes. They enter these promotional codes either at the time of subscription (for subscription discounts) or at any time for Bonus Minutes.

The Operator may create Promotional Codes at its sole discretion. Users who benefit from these codes accept the terms of use of these Promotional Codes which provide for:

- use in a lawful manner for the target public and the purposes defined by the promotion concerned and in compliance with the specific conditions set by the Operator for each Promotional Code;
- may not be duplicated, sold or transferred, in any manner whatsoever, or made available to the public (whether posted on a public forum or otherwise) unless expressly authorised by the Operator;
- can be deactivated at any time by the Operator, if obtaining and/or using the Promotional Code proves to be fraudulent;
- cannot be exchanged or refunded;
- a period of validity which, beyond that, no longer allows their use.

If the Operator finds that the use or refund of this Promotional Code has been made in error, fraudulently, unlawfully or in breach of the terms applicable to the Promotional Code or of the Terms and Conditions hereto, the Operator reserves the right to suspend the User and to deduct the unduly acquired amounts.

### 5.3 Bonus Minutes

#### 5.3.1 Provisions

Any User with a V-Libre, V-Plus or V-Max Subscription is eligible to earn Bonus Minutes in the form of free travel minutes under the following conditions:

- when returning a Bicycle to an empty Station, defined as including a maximum of one available

- Bicycle displayed on the application, in compliance with the Velib' information system;
- when returning a mechanical Bicycle to a Station designated as being at uphill on the App by a pictogram and appearing on the list available on the Site and on the App within the "uphill stations" in the "Vélib News" section, provided that the Station from which the journey concerned starts is not itself an uphill Station;
- when picking up a Bicycle parked in a Station with a cable as part of the Station+ device;
- When returning a bike to a full station, the subscriber contacts the Customer Relations Center (CRC), which confirms that the subscriber is at a full station and has no station in the immediate vicinity to return the bike to, and that the subscriber agrees to go to a station located more than 600 meters away.

In the context of specific promotional operations and under conditions defined by the Contracting Authority, the User is also eligible for:

- the acquisition of Bonus Minutes as part of the sponsorship of a third party by a V-Plus or V-Max User with a view to subscribing to a V-Plus or V-Max Subscription.
- The amount of Bonus Minutes credited to the sponsor and the sponsored person is identical and depends on the

offer subscribed to by the sponsored person.

- the use, for any User holding a V-Libre or V-Plus Subscription, of Bonus Minutes in the context of a Subscription modification in accordance with the provisions of Article 4.3 of these GCAU.

Bonus Minutes can be accumulated if several of the above conditions are met during the same journey.

The Bonus Minutes acquired or consumed in application of these provisions are described in the "Rates" section on the Site. The User can also consult the rules applicable to the acquisition of Bonus Minutes in the description of each Subscription in the "Subscribe to a package" section of the App.

To use their Bonus Minutes, the User must have accumulated at least 15 Bonus Minutes on their account.

Once earned, Bonus Minutes are automatically used, subject to a sufficient provision, under the following conditions:

- If the User makes a journey not included in their Package "excluding the first two daily e-bike rides included in the V-Max subscription", the Bonus Minutes are then consumed in increments corresponding to the applicable fixed journey times (i.e. 30 minutes for a mechanical Bicycle and 45 minutes for an Electrically-Assisted Bicycle);
- if the duration of the journey exceeds the applicable fixed duration (i.e. 30 minutes for a mechanical Bicycle, 45 minutes for an Electrically-Assisted Bicycle and more than 60 minutes for a journey by mechanical Bicycle in the context of a V-Max Subscription), the Bonus Minutes are then consumed in indivisible 15-minute increments;

As soon as the total number of Bonus Minutes in the User's Account reaches the fixed duration of a journey applicable to each Subscription (i.e. 30 or 40 minutes depending on the type of Bicycle), the whole of the first increment is deducted in Bonus Minutes.

If, on the other hand, the total number of Bonus Minutes in the User's Account is insufficient to cover the first increment

or if there a balance of Bonus Minutes remains in the Account after the first increment has been deducted, all or part of the Bonus Minutes may be used for the following increments depending on the duration of the journey. These Bonus Minutes will then be deducted in indivisible 15-minute increments.

Bonus Minutes are neither transferable nor refundable. They are kept if the User re-subscribes on the expiry date or at the latest within 30 days of the expiry date of the previous Subscription.

After this period, they are definitively lost.

Bonus Minutes can be used until midnight on 31 December of the calendar year following the calendar year in which they were earned.

#### 5.4 Payments and Deposit

The User is hereby informed that when they register their bank card on the Website or the App via the services of the Operator's payment provider, INGENICO ECS, by entering their valid bank card details on the subscription form screens (card number, expiry date and CVV code), the User authorises the following payments to be made via their bank card to the Operator:

- I. recurring payment of the amount of each monthly Subscription if the User has opted for monthly payment or payment of the annual amount of the Subscription if the User has opted for annual payment;
- II. payment of the annual amount of the automatically renewed Subscription if the User has opted for annual payment and automatic renewal;
- III. recurrent payment of the amount of each monthly instalment of the automatically renewed Subscription if the User has opted for monthly payment and automatic renewal;
- IV. recurring payment of any out-of-plan usage on the anniversary date, it being remembered that if the amount corresponding to out-of-plan usage exceeds the threshold of 10 euros, it is immediately presented for payment;
- V. payment via the Deposit of any applicable penalties in accordance with article 9 of these GCAU.
- VI. Payment for the service of ending the ride at a flat rate of €8 including tax for users of the service who meet all of the following conditions: They contact the Customer Relations Center (CRC) from their arrival station with a full battery, as confirmed during the call. They refuse to go to another station to return the bike.

For foreign bank cards, the attached bank account may be temporarily debited by the User's bank with the fixed amount of 300 euros.

The amount of the Deposit is 300 euros for each use of the Bicycle.

If the User does not provide valid bank card details, they cannot access the Service.

The Operator reserves the right to deduct the deposit in full or in part, particularly in the cases indicated in Article 9. In application of the foregoing and in accordance with Article 9 of the GCAU, the User hereby authorises the Operator to deduct the sums owed by the User by way of penalties in the event of the User's failure to fulfil their obligations in the use of the Service and except in cases of force majeure or the Operator's fault. The User may also be exempted from payment of penalties by proving that the breach is not due to their fault, their negligence nor the violation of one of their contractual obligations.

#### 5.5 Payment Protection

The Operator uses the services of INGENICO ECS, a specialist company, to protect online payments made by bank card.

Payments are made via a secure and PCI-DSS certified payment interface. The service provider undertakes to maintain such certification (or any equivalent certification, howsoever named in the future) and shall be responsible for the security of data on bank card holders it collects or howsoever stores, processes or transmits for and on behalf of the Operator.

The Operator applies the 3D Secure standards and complies with all developments of the security standards in force.

The User is informed that the provisions on the possible fraudulent use of his/her bank card are those stipulated in the agreement concluded between the User and the bank issuing the bank card.

Since the Operator is not required to check the identity of each User, it shall not be responsible in the event of fraudulent use of a User's means of payment.

#### ARTICLE 6 – USER'S OBLIGATIONS

The User undertakes to make normal use of the Service. In this respect, the User undertakes to use the Service personally in a prudent, diligent and sensible manner, observing these GCAU and the French Highway Code.

The User shall take care of the Bicycle taken. They must avoid damage, destruction or disappearance of the bicycle. The User must systematically lock the bicycle with the anti-theft device at a fixed structure whenever they stop away from a station.

The User undertakes to pick up and return the Bicycle within the Authorised Continuous Period of Use.

The User accepts that any breach of this obligation shall entitle the Operator, except in the case of fault on the part of the latter or force majeure, to the payment of a fixed penalty, the final amount of which shall be determined in accordance with the terms and conditions set out in Article 9, without prejudice to any recourse by the User.

If a Bicycle is found to have been used contrary to the provisions of these GCAU, the User undertakes to return the Bicycle at any time at the request of the Operator or its representatives.

The User undertakes to notify Customer Services of the loss or theft of the bicycle, or any other problem relating to the Bicycle or to the use of its Access Code, as soon as they become aware of the event in question and at the latest within 24 hours of becoming aware of the event.

Users shall be the sole parties responsible for updating their personal details and for any harmful consequences that could result from the failure to report any change relating thereto.

To maintain access to the Service, the User undertakes to keep a bank card valid for the duration of the Subscription. If necessary, the User will update their details and the validity date of their bank card directly from the User Account.

#### **ARTICLE 7 – RESTRICTIONS TO USE OF THE SERVICE**

Access to the service is prohibited to children under 14 years of age, accompanied or otherwise.

The Service is accessible to children aged between 14 and 18 years of age; Subscriptions may be purchased by the legal guardian and/or under their responsibility.

The legal guardian of any minor who subscribes to the Service will be held responsible for any damage caused directly by the minor as a result of a fault on their part in using the Service.

As with all Users, minors over the age of 14 must have a Temporary Access Code and a Temporary Secret Code to activate their Card and access the Bicycles.

It is stipulated that Subscriptions and Access Codes are strictly personal and allow the User to pick up, use and return a Bicycle at any time, according to the conditions described in Article 4.

Users are therefore prohibited from lending, hiring or transferring their Access Codes associated with the Service.

Users are authorised to use the bicycle according to these terms and conditions, which exclude the following in particular:

- Any use contrary to the provisions of the applicable highway regulations, particularly the provisions of the French Highway Code;
- any use on land or under conditions likely to damage the bicycle;
- Carrying any passenger whatsoever in any manner whatsoever;
- carrying a load of more than 10kg in the front basket;
- Any use of the Bicycle that places the User or third parties in danger;
- any dismantling or attempted dismantling of all or part of the bicycle;
- the simultaneous use of several bicycles;
- the use of the same bicycle for a maximum of three consecutive hires per 24-hour period;
- the use of the service for rental purposes or for regular commercial deliveries;
- And more generally any irregular use of a Bicycle.

The Bicycle may not bear a total load of more than 120kg.

In case of suspected fraud, the Operator reserves the right to temporarily suspend User's access to the Service for up to one month.

In fact, a suspension notice is sent to the User and the Operator suspends access to the Service until the User's situation is rectified.

At the end of this period and if the User fails to rectify the situation, the User's Subscription will be terminated for fault.

During the suspension of access to the Service, the Subscriber remains liable for the instalments of their Subscription and/or paid uses as well as any penalty(ies), if applicable.

The Operator reserves the right to cancel the User's subscription automatically and without compensation under the conditions defined in Article 4.5.3 if the User fails to rectify their situation or to comply with the conditions set out in this Article, and in particular in the event of theft, vandalism or endangerment of others.

#### **ARTICLE 8 – USER'S RESPONSIBILITY AND DECLARATIONS**

The User declares that they are able to use a bicycle and are physically fit for such use (sufficient size, good health, etc.).

Since the Bicycle is placed under the User's responsibility, they are advised, before actually using the bicycle picked up, to carry out a basic check of its main apparent functional elements:

- the proper securing of the saddle, pedals and basket;
- The proper functioning of the bell, the brake system and the front and rear lights;
- The general good condition of the frame and tyres.

If this is not the case, the User must report any incident via their Account or to Customer Services.

The User declares that he/she has arranged and is the holder of a current third party liability insurance covering the consequences of use of the Bicycle.

The User is also advised:

- To adapt braking distance in the event of bad weather;
- To adjust the saddle height to suit his/her own height;
- To wear an approved helmet and suitable clothing.

Regardless of the bicycle sanitation measures taken by the Operator during maintenance operations (by disinfecting parts that come into contact with Users and may have been handled), Users are responsible for complying with the health recommendations issued by public authorities for all their journeys.

Except in cases of force majeure, the User shall be solely and fully liable for any damage caused by the use of the bicycle throughout the Period of Use, including when this exceeds the Authorised Continuous Period of Use in the event of late return by the User.

Except in the case of force majeure or fault on the part of the victim, the legal guardian of any minor who subscribes to the Service will be held responsible for any damage caused directly by the minor as a result of a fault on their part in using the Service.

Any loan for a period of more than 12 hours shall be deemed to be a case of disappearance of the bicycle until it is found, which may give rise to penalties under the conditions laid down in Article 9.

In the event of the disappearance of the bicycle for which the User is responsible, they are required to report such disappearance to Customer Services within 24 hours of the initial loan and to file a complaint for theft of the bicycle with the police within 48 hours, the bicycle remaining under the User's full responsibility until a copy of the aforesaid complaint is submitted to Customer Services.

In the event of an accident and/or incident involving the Bicycle, the User is required to report the event to Customer

Service as soon as possible. The Bicycle shall remain under the User's responsibility, either until it is locked at a Docking Station or, failing this, the User must secure the Bicycle using the cable incorporated into the Bicycle handlebars.

For the creation of their Account, the User has sole responsibility for the choice of log-on details in respect of third-party rights, particularly with regard to identity theft or theft of intellectual property rights, as well as maintenance of the confidential nature of the information. If the login details are lost or forgotten, the User must contact Customer Service.

The User is responsible for maintaining the security and confidentiality of their username and password.

#### **ARTICLE 9 – PENALTIES**

The Deposit paid by the User when subscribing to the Service may be used by the Operator to deduct any sums due as penalties in the event of the User's failure to use the Service.

The nature of the breaches and the amount of the associated penalties are as follows:

- theft of the bicycle by force: €100 for a mechanical bicycle and €150 for an electrically-assisted bicycle (the receipt of the report made to the police station is taken as full and final evidence);
- disappearance of the bicycle without justification from the start of hire, full debit of the deposit: €200 for a mechanical bicycle and €300 for an electrically- assisted bicycle;
- damage sustained by the bicycle attributable to the User: fixed amount of €100 per bicycle.

#### **ARTICLE 10 – PERSONAL DATA**

The Local Authority and the Operator are jointly responsible for processing the data collected as part of the Service within the meaning of the General Data Protection Regulation (GDPR).

Pursuant to the GDPR, the respective responsibilities of the Operator and the Local Authority have been determined by means of an agreement, the main points of which are as follows:

- The data processing register shall be kept and updated by the Operator until the completion of Public Contract No. VM201701-1;
- The Operator is responsible for choosing its partners and subcontractors in the context of the above-mentioned contract and for ensuring that they comply with the provisions of the GDPR ;
- The Operator is responsible for the security of the personal data collected and for reporting to the CNIL any attempted fraudulent use of the data or any possible breach of such data;
- Throughout the duration of Public Contract No. VM201701-1, the Operator shall be responsible for responding to any requests from the User concerning the processing of his or her personal data;
- The Local Authority may at any time have access to information enabling it to carry out any useful verification concerning compliance with GDPR obligations, data security and confidentiality;
- On the expiry of Public Contract No. VM201701-1, the Local Authority or any third party designated by it shall be transferred the personal data processing files necessary for the service.

Personal data is kept for the time strictly necessary to achieve the objective pursued at the time of collection for each of the processing operations carried out within the framework of the Service. The retention periods are defined by processing operation in the register kept by the Operator.

The User has the rights of access, rectification, erasure, limitation of the processing of personal data concerning him or her and the rights of data portability and opposition to the processing of his or her personal data. To exercise these right, Users simply need to make a request directly to Customer Services by email to: [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr) or by post to: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX, or to the Data Protection Officer (DPO) by email to: [dpo@smovengo.fr](mailto:dpo@smovengo.fr).

For more information on the use of their personal data in the context of the Service and on their rights, Users are invited to refer to the privacy policy of the Service on the Site, the App and the Terminal.

#### **ARTICLE 11 – SETTLEMENT OF DISPUTES**

The GCAU and the relationship between the User and the Operator are subject to French law.

In the event of a complaint, the User may contact Customer Services either by using the form provided for this purpose on the Website or by sending an email to [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr), or by sending a letter to Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

The User must do so within 6 months of the event disputed. In accordance with Article L612-1 of the French Consumer Code, in the event of a dispute, the User is aware of the possibility of having recourse to conventional mediation or to any other alternative form of settling disputes.

The User must first have submitted a written complaint to Customer Service.

The User shall submit such a claim to the Operator's mediator, the details and terms of application of which are available on its website at the following address: [www.mediateur-cnpa.fr/](http://www.mediateur-cnpa.fr/), subject to observance of the conditions of admissibility of the User's claim and within a period of less than 1 year from the submission of the written complaint to Customer Services.

Failing an amicable settlement to any dispute arising from the interpretation, execution or termination of these GCAU, shall be referred to the competent French Courts, notwithstanding multiple defendants and/or third party proceedings, even for emergency procedures or protective measures in summary or ex parte proceedings.

#### **ARTICLE 12 - APPLICATION AND ENFORCEABILITY OF THE GENERAL CONDITIONS**

These General Conditions of Access to and Use of the Velib' system shall apply to any use of the Service by a User and are available at [www.velib-metropole.fr](http://www.velib-metropole.fr) at any time.

The User undertakes to read and understand the GCAU and to accept them before making first use of the Service by ticking the relevant box. The User declares full awareness of the fact that his/her consent to the content of the GCAU does not require any handwritten or electronic signature of a document.

The Operator reserves the right to amend the GCAU at any time, without notice, it being understood that such amendments shall only apply to subscriptions and use made after such amendments. It is therefore essential that the User reads and accepts the GCAU at the time of subscribing to and using the Service via the App, Website or Terminal, to check the provisions that apply.

The fact that the Operator fails to invoke any one of the provisions of these GCAU at a given time may not be interpreted as waiver of making subsequent use thereof.

If any one of the clauses of these GCAU should be declared null, illegal or unenforceable, either in full or in part, the other clauses shall remain in force and shall continue to have full effect.

In the event the Local Authority chooses to assign the Service to a company other than the Operator, the User agrees that their Subscription and these GCAU shall automatically be transferred to the new Operator.

**GENERAL CONDITIONS OF ACCESS AND USE OF  
THE VELIB' SYSTEM BY LONG-TERM USERS -  
INDIVIDUALS**

**DATE OF LAST UPDATE: 08 June 2023**

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**ARTICLE 1– PURPOSE**

The Velib' system is a self-service bicycle system (the "Service") offered by the joint association Autolib' et Velib' Métropole (the "Public Authority") and entrusted to the company Smovengo (the "Operator"). The company Smovengo acts in the name and on behalf of the joint association Autolib' and Velib' Métropole for the operation of the Velib' public service.

The purpose of these GCAU is to define the terms and conditions for the provision of the Service to natural persons (the "User(s)"), for their personal use, under the conditions defined below.

**1.1. Customer Service contact details**

- [www.velib-metropole.fr](http://www.velib-metropole.fr)
- Email via the contact form on the site [www.velib-metropole.fr](http://www.velib-metropole.fr)
- 01 76 49 1234 (cost of a local call and cost of the free service).
- Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

Customer Service opening hours are as follows:

- Interactive Voice Server: 24 hours, 7 days a week
- Advisers at your service: Monday to Friday from 8am to 10pm, Saturday 9am to 10pm, Sunday 9am to 7pm.

**1.2. Operator's contact details:**

SMOVENGO  
10 rue du Commandant d'Estienne d'Orves  
92390 Villeneuve-la-Garenne, France

**ARTICLE 2 – DEFINITIONS**

Subscription: refers to the V-Plus, V-Max and V-Libre Long Term Subscriptions available with a fixed annual commitment period.

App: designates a free downloadable programme executable on a smartphone or tablet operating system (iOS or Android). It allows any Service User to find a Vélib' or a station nearby but also to choose a route suitable for cyclists, to check the number of km travelled, to subscribe to the Service or to change subscription, contact Customer Services and report an incident.

Terminal: refers to street furniture allowing the User to sign in and access the information present on their Account, to check the status of Stations situated nearby, to obtain information on the Service, to obtain a receipt for return to the Terminals equipped with means of payment and to contact Customer Services.

Docking Station: designates the docking points situated at the Stations allowing the pickup and return of Bicycles securely by the User.

Card: designates the cards that may be used on the Vélib' V-Box in order to pick up, secure and return a bicycle. Authorised cards are the Velib' Métropole card and partner cards.

Deposit (or security deposit): refers to the pre-authorisation on the bank card, made at the time of subscription allowing the Operator to deduct the penalties provided for in Article 9 in case of any breach by the User in using the Service.

Customer: refers to any individual with the right to contract, purchasing one or more Services on their behalf or on behalf of a minor as legal guardian.

Temporary Access PIN: 8-digit personal PIN allocated to the User at the end of the subscription process and valid for 30 days. This code must be entered on the V-Box in order to access a Bicycle.

Promotional Code: means the code that allows the Customer to obtain a discount on the amount of the Subscription or additional Bonus Minutes.

Temporary Secret PIN: refers to the 4-digit personal PIN assigned to the User at the end of the subscription process.

This PIN must be entered on the V-Box after the 8-digit Temporary Access PIN has been entered

Account: refers to the customer account created by the User allowing them to access the Service.

Continuous Period of Authorised Use: means the period of 24 consecutive hours from the time of collection of the bicycle which no rental may exceed.

Package: refers to all the long-term subscription options offered to Users of the Velib' Métropole service, namely the V-Libre, V-Plus and V-Max options.

Île-de-France Mobilités: refers to the Mobility Organising Authority for the Île-de-France region, formerly known as STIF - Syndicat des Transports d'Ile-de-France.

IDFM Connect: refers to the authentication service allowing secure access to the services of Ile-de-France Mobilités and some of its partners.

Bonus Minutes: means the time credit granted to the User according to the management rules defined in Article 5.3.

Navigo : refers to the brand that owns Île-de-France Mobility.

Parties: refers to the Operator, the User and the Customer who has subscribed to the present GCAU on their behalf or on behalf of a minor in the case of a legal guardian.

Station: refers to the Velib' parking area equipped with a Terminal, Docking station and specific padlock cables in the case of stations equipped with Station +

Station+: refers to the system formerly known as Park+ which allows Users to secure their bicycle in a Station where there are no available Docking Stations. This device consists of attaching one's bicycle between two bicycles by means of a specific padlock cable present on a Docking station according to the method described in article 4.2.4. In each equipped station, the number of bicycles that can be returned in Station + corresponds to the number of lock cables made available on the Docking stations.

Service: designates the self-service Bicycle service offered by the Operator.

Website: refers to the [www.velib-metropole.fr](http://www.velib-metropole.fr) website made available to Users, Customers and people wishing to obtain information on the Service, subscribe to the Service, contact Customer Services, locate a station or consult the GCAU.

User: refers to any individual over the age of 14 using the Service with a Subscription.

Bicycle: refers to both the Mechanical bicycles and the Electrically-Assisted bicycles used as part of the Service offered by Velib' Métropole.

Electrically Assisted Bicycle: refers to the electrically assisted bicycles used as part of the Service offered by Velib' Métropole.

V-Box: refers to the electronic box, built into the handlebars, which allows direct access to the bicycle either by entering a Temporary Access PIN, or by passing the card over the screen, or via a compatible smartphone with the NFC function activated. Other functionalities will be incorporated as the Service is developed.

## ARTICLE 3 – DESCRIPTION OF THE SERVICE

### 3.1 Presentation of the Service

The Service allows the User, after creating an account on the Website or App, to borrow a Bicycle according to the terms described below.

The Service comprises Stations including a Terminal and Docking Stations allowing the hire and return of Bicycles used within the scope of the Service.

The Terminal allows the User to:

- log in and access the information in their Account;
- To check the status of Stations situated nearby;
- To obtain information on the Service;
- obtain a receipt of return from Terminals equipped with a method of payment;
- To contact Customer Service;

The Bicycle is fitted with a V-Box allowing the User:

- To provide identification;

- borrow, use and return a bicycle;
- To access journey information such as speed, duration of use, etc.

### 3.2 Presentation of the Subscriptions

Subscriptions are strictly personal to the person indicated as the User at the time of subscription.

Subscriptions are valid for 12 full calendar months from the date of receipt of the subscription confirmation email.

The Subscriptions offered as part of the Service are as follows:

Subscription	Description
V-Libre	<ul style="list-style-type: none"><li>• bicycle hire;</li><li>• access to the Station+ system to pick up and return a bicycle;</li><li>• usage billing from the first minute of use;</li><li>• possible earning and consumption of Bonus Minutes;</li></ul>
V-Plus	<ul style="list-style-type: none"><li>• bicycle hire;</li><li>• access to the Station+ system to pick up and return a bicycle;</li></ul>
V-Max	<ul style="list-style-type: none"><li>• possible earning and consumption of Bonus Minutes;</li><li>• subscriptions available at reduced rate and concession rate</li></ul>

### 3.3 Service Availability

Once the User has a Subscription, they can rent a bicycle for an unlimited number of times during the period of validity of their Subscription.

The User's Subscription excludes the simultaneous use of several bicycles. It excludes the use of the same bicycle within the limit of three consecutive rentals per 24-hour period. The subscription also excludes the use of the service for rental purposes or for regular commercial delivery.

For all hires lasting at least 3 minutes, and in order to avoid any privatisation of a Bicycle, a waiting period of between 3

and 5 minutes must be respected between two hires of the same Bicycle.

No rental shall exceed the Authorised Continuous Use Period.

After the Authorised Period of Continuous Use and except in cases of circumstances beyond the Operator's control or fault, the bicycle shall be deemed not to have been returned and the Operator reserves the right to deduct the amount of the Deposit, in accordance with the provisions of Article 9.

The Service is accessible within the limit of the Bicycles available at each Station, 7 days a week, 24 hours a day, uninterrupted, except in the event of force majeure or decree by the competent authorities of a temporary or permanent, total or partial restriction on the use of one or more Stations or of cycle travel over the area of the Service.

The Operator shall use its best endeavours to inform the User in real time of the conditions of availability of the Service via the Website or App.

## ARTICLE 4 – TERMS OF ACCESS TO THE SERVICE

### 4.1. Subscription to the Service

#### 4.1.1 Creating an Account

To be able to subscribe to and use the Service, the User is invited to create an Account by completing the registration form available on the Website or App. The User is informed that the process of subscribing to the Service requires verification via SMS of the validity of the User's telephone number.

The User selects:

- their Subscription and the terms of payment of their Subscription - payment of the Subscription on a monthly basis or a single payment;

- the means of access: Velib' Métropole card or Navigo card or NFC compatible smartphone;
- their login (email) and password; which then enable access to Account information;

Then:

- they enter their contact details;
- they must also accept these GCAU by ticking the box provided for this purpose and, in particular, authorise the Operator to deduct up to €300 per bicycle as a Deposit, according to the terms set out in Article 5.4;
- finally, the Subscriber is invited to choose to renew the Subscription by automatic renewal by ticking the box provided for this purpose; the Subscriber may activate or deactivate this renewal at any time from their account as stipulated in Article 4.4.

The holder of a Reduced Rate or Concession Rate Subscription must also provide all the required documents as defined in Article 5.1 when subscribing on the [www.velib-metropole.fr](http://www.velib-metropole.fr) website, bearing in mind that the allocation of these charges is conditional upon the said documents being uploaded to the Site during the subscription procedure.

If a Subscription is taken out on behalf of a minor aged between 14 and 18, the legal guardian must also provide an identity document and a parental authorisation duly signed by them.

The holder of a Reduced Fare or Concession rate Subscription cannot claim automatic renewal of their subscription, given the necessary annual verification of their supporting documents.

If it appears, on checking the supporting documents, that the holder is not eligible for a reduced or concessionary rate, the User's account will be suspended. From then on, they can no longer use the Service.

Once the documents have been checked, 2 cases may arise:

- either there are problems associated with the eligibility of the documents forwarded: the User is then asked to send acceptable documents to Customer Services as soon as possible;
- or they are not eligible for the reduced or concessionary rate following an examination of the

documents, and are then given the option of a Subscription at the standard V-Plus or V-Max rate.

If, 3 months after subscribing, the User has still not sent acceptable documents, the Subscription shall be cancelled "free of charge":

- if the User has chosen monthly payment: direct debits for the monthly payment of the Subscription are blocked as soon as the Subscription is suspended. No reimbursement is made, the first month's Subscription and any consumption remaining due on the basis of the corresponding V-Plus or V-Max tariff.
- if the User has chosen to pay in a single payment, a pro rata refund of the number of whole months remaining until the expiry date of the Subscription is made, with any usage deducted from the amount refunded on the basis of the corresponding V-Plus or V-Max rate.

In order to finalise the subscription to the Service, the User must register a valid bank card number whatever the type of Subscription or/and the method of payment chosen (whether it is payment by bank card or via a promotional code for all or part of the Subscription):

- the User authorises the Operator to debit the outstanding amount for the Subscription and/or paid uses as well as the Deposit, if applicable, to the bank card registered on the Account. In this case, the details of the User's bank card are registered via an online payment protection system at the company INGENICO ECS under the conditions provided for in Article 5.4; Only bank cards of the Carte Bleue, Visa, MasterCard and American Express networks are accepted. As of 11 October 2021, prepaid bank cards, so-called "virtual" bank cards and systematic authorisation bank cards are not accepted as a means of payment for a new subscription or renewal, for any modification of the Subscription or for any modification of bank card details.

To confirm the subscription, the User is asked to choose a 4-digit Temporary Secret PIN and is then allocated an 8-digit Temporary Access PIN. These 2 PINs are requested one after the other to access the bicycle.

The Temporary Access PIN and the Temporary Secret PIN are sent by email and are also available on the User's Account.

For security reasons, the User has a maximum of 30 days to activate their Card on the V-Box or to link their compatible NFC smartphone powered by Android with their Temporary Access PIN by following the instructions displayed on their smartphone, before their Temporary Access PIN and their Temporary Secret PIN are deactivated.

Once the subscription has been finalised, a statement is sent to the User by email and is also available on their Account under the heading "Payment Receipts".

The Operator reserves the right to refuse or cancel the creation of an Account or access to the Service for any User failing to satisfy the conditions required in these GCAU.

In accordance with Article L. 223-2 of the French Consumer Code, the User is informed that they may refuse to be contacted by telephone by registering on the telephone marketing opposition list on the website <https://www.bloctel.gouv.fr/>.

#### 4.1.2 Description of the means of access to Bicycles

Once a Subscriber, the User can access the bicycles by the following means:

- Vélip' Métropole Card: this is sent to them following Subscription to the address specifically indicated at the time the Account was created. This card is sent within 10 working days. Postage costs will be billed if the card is sent outside France;
- the Navigo Card;
- a compatible NFC smartphone powered by Android; this NFC access will only be available after downloading the App.

Once they have subscribed, the User can use the Service immediately by entering their 8-digit Temporary Access PIN plus the 4-digit Temporary Secret PIN on the V-Box of the bicycle. The User can then use the Service at will while waiting for the reception of their new Card, if they do not already have one.

### 4.1.3 How to Withdraw

In the event of a remote subscription, the User shall be entitled, without having to provide justification or to pay any penalties, to exercise a right to cancel the Subscription arranged within a period of 14 calendar days from the date of receipt of the subscription confirmation.

In this case, the User shall inform Customer Services of their decision to withdraw by returning, before the expiry of the aforementioned period, the withdrawal form available on the website [www.velib-metropole.fr](http://www.velib-metropole.fr), duly completed, or any other unambiguous statement expressing their wish to withdraw, either by e-mail to the following address: [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr), or by post with acknowledgement of receipt to the following address: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

If the Service has not started at the time the User exercises their right of withdrawal, the User will receive a full refund of the amounts paid; with the exception of the part paid via Promotional Code

If the Service has begun before the expiry of the withdrawal period, in which case:

- if the User has chosen monthly payment, they will be charged the full amount of the Subscription for the current month as well as any additional usage costs and/or penalties;
- if the User has chosen to pay in a single payment, a pro rata refund of the number of whole months remaining until the expiry date of the Subscription is made, with the exception of the part paid via the Promotional Code; the current month as well as any additional usage costs and/or penalties remain due.

## 4.2 Terms of use of the Bicycle

### 4.2.1 Procedure for borrowing Bicycles at the Station at the start of the hire period

When first hiring a Bicycle, the User must:

- go to a Station directly in front of the bicycle of their choice and press the "V" button on the V-Box to activate it;
- present their Card in front of the V-Box reader;

- enter the 8-digit Temporary Access PIN on the V-Box keyboard and press the "V" button on the V-Box again;
- enter the 4-digit Temporary Secret PIN;
- finally present the Card in front of the reader again.

The User may then remove the bicycle from its Docking Station when the message "GO" appears on the V-Box screen.

For Electrically-Assisted Bicycles, electrical assistance switches on automatically as soon as the User starts to pedal. By default, the level of assistance is set at the minimum. It may be changed by the User directly on the V-Box to level 2 or 3. For safety reasons, this operation must be performed while stationary.

### 4.2.2 Securing a Bicycle outside a Station during the hire period

It is possible to lock the bicycle during the hire period outside a Station. The User is informed that in this case, the hire period continues to be recorded as normal.

To lock a Bicycle outside a Station, the User must:

- Stop and press the "V" key on the Bicycle V-Box;
- scan their Card or Smartphone on the V-Box;
- Follow the V-Box instructions to confirm that the User is taking a break.

The Bicycle's steering is locked automatically.

It is also essential, however, to take the cable incorporated into the bicycle handlebars out from the right and, after passing it around a fixed structure, to insert the end into the hole in the lock, behind the front light, to attach the bicycle to a fixed structure.

To unlock the bicycle, the User must:

- press the "V" button on the Bicycle V-Box;
- then tap their Card or Smartphone on the V-Box.

The Bicycle steering unlocks automatically. The User must then manually remove the lock cable and place it back in its original place in the Bicycle handlebars before continuing his/her journey.

### 4.2.3 Procedure for returning the Bicycle to the station at the end of the hire period

To return a bicycle following hire, the User must go to any Station with at least one Docking Station free and place the front wheel in one of the free Docking Stations until the bicycle is engaged and check:

- that the V-Box screen is switched on; if it is not, the User must press "V";
- And that the Bicycle cannot be removed.

As a result of these actions:

- a "STOP" message from the V-Box confirms that the bicycle is correctly docked marking the end of the hire period, the amount payable for use of the Service shall be charged according to the hire time and the charges defined in the User's Package;

Any other message from the V-Box indicates that the bicycle is not properly locked. The User must then reposition the bicycle and carry out the return process again according to the procedure defined above, either at the same Docking Station or another available Docking Station, or otherwise press the V button after correctly repositioning the Bicycle in its Docking Station.

If the Bicycle is still not returned after these measures, the User must:

- either contact Customer Service as soon as possible (by telephone or from the dedicated menu on the Terminal) to identify the cause of the incident;
- or login at a Terminal equipped with a payment terminal to make a manual declaration of return of the bicycle enabling them to confirm the return time of the bicycle following the technical problem encountered.

If an error is recognised, the amount charged for the journey shall be calculated on a *pro rata* basis from the time the User informs Customer Services.

If no error is recognised or if the User does not notify Customer Services, and except in cases of force majeure or fault on the part of the Operator, the amount of the journey will be due in full, with the bicycle remaining under the Operator's responsibility. In addition, the provisions of Article 9 shall apply without prejudice to any recourse by the User.

#### **4.2.4 Procedure for borrowing and returning to a Station equipped with the Station + feature which no longer has a free Docking station**

Any User may return and borrow a bicycle secured by the Station+ system.

As soon as the station is full, the Station + device is activated on all the Docking stations equipped with a Station cable.

The activated Station+ system is only available in the Stations indicated on the Website and the App and when the V-Box offers it at the time of return.

The list of Stations equipped with the Station + device is available on the Site and on the App in the "Station + feature" section of the "Velib' News" section.

A Station with the Station + system activated is indicated to Users by a yellow light at the top of the Terminal.

To return a bicycle to a Station+, simply:

- press the "V" button on the V-Box to activate it and then press the "2" button to activate the Station+ return system;
- insert the bicycle between two secure bicycles in the Docking Stations;
- press the "V" button on the V-Box to confirm that the bicycle is correctly positioned between the two bicycles secured in the Docking Stations and thus activate the automatic handlebar and steering lock;
- then pull the cable attached to the right-hand terminal and insert it into the hole behind the headlight of the bicycle to be returned, press "V" to confirm the locking of the anti-theft cable.
- Enter the 4 digits of the cable indicated on the yellow background of the cable and press "V" to confirm the entry.

The V-Box then displays the message "STOP" which marks the end of the hire period.

#### **4.3 Change of Subscription by the User**

The User may change their Subscription at any time:

- either to switch from a V-Libre Subscription to a V-Plus or V-Max Subscription;
- or to switch from a V-Plus Subscription to a V-Max Subscription.

The user can make this change from their account until the day before the expiry date of their current subscription.

The user benefits from the conditions of their new Subscription as soon as they receive the email confirming that their new subscription is active. The user re-subscribes for a period of one year: their new subscription is valid for 12 full calendar months from the day the request is taken into account.

The user is also able to change their Subscription on each anniversary date of the subscription, in order to switch to a V-Plus or V-Libre Subscription.

#### **4.4 Subscription Renewal**

When subscribing, the User is invited to choose to renew their Subscription by automatic agreement, with the exception of recipients of reduced or concession rates and recipients of a Subscription purchased via a Promotional Code.

However, the User may activate renewal automatically from their Account at any time up to the day before the Subscription expires.

The User is informed 45 days before the Subscription expires by email that it will be automatically renewed or that it will expire.

In accordance with the provisions of Article L.215-4 of the French Consumer Code, the provisions of Articles L. 215-1 and L. 241-3 of the same Code are reproduced below:

Article L.215-1 of the French Consumer Code

*"For service contracts concluded for a fixed period with an automatic renewal clause, the supplier providing the service shall inform the consumer in writing, by a dedicated letter or e-mail, no earlier than three months and no later than one*

*month before the end of the period authorising the rejection of renewal, of the possibility of not renewing the contract they have concluded with an automatic renewal clause. This information shall be given in clear and comprehensible terms and shall mention, in a visible box, the deadline for non-renewal.*

*Where this information has not been sent to the consumer in accordance with the first paragraph, the consumer may terminate the contract free of charge at any time after the renewal date.*

*Advances made after the last renewal date or, in the case of open-ended contracts, after the date of conversion of the initial fixed-term contract, shall in this case be reimbursed within thirty days of the date of termination, after deduction of the sums corresponding, up to that date, to the performance of the contract.*

*The provisions of this Article shall apply without prejudice to those which make certain contracts subject by law to special rules on consumer information. "*

Article L.241-3 of the French Consumer Code

*"Where the supplier has not made the reimbursement under the conditions laid down in Article L. 215-1, the sums due shall bear interest at the legal rate. "*

#### **4.5 Cancellation of Subscription**

The period of any Subscription is 12 months. It may be cancelled early, however, under the conditions listed below.

In all cases, termination results in the deactivation of the Means of Access defined in 4.1.2.

In the event of cancellation, the amount corresponding to use outside the package shall remain payable.

#### **4.5.1 Cancellation on legitimate grounds**

The User may cancel their Subscription at any time, solely in the cases listed below, and must provide the relevant supporting documents with their cancellation request:

- change of the User's main residence to a town where the Service is not available (signed statement and evidence of residence);
- death of the User (death certificate);
- loss of employment under a permanent contract excluding the trial period (employment centre certificate);
- pregnancy (medical certificate of pregnancy);
- physical incapacity to ride a bicycle, either temporarily for more than 4 months or permanently (medical proof);
- modification of essential clauses of the GCAU by the Operator.

A cancellation request for legitimate reasons must be sent by standard post to: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX., France or by email to [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr) with the supporting documents corresponding to the event in question.

The cancellation is effective within 10 working days from the date of receipt of the request by the Customer Services, as evidenced by the postmark.

In this case:

- if the User has selected monthly payments, any month commenced shall be payable;
- if the User has selected to pay in a single instalment, a refund shall be made prorata temporis for the number of whole months remaining until the Subscription expiry date.

#### 4.5.2 Cancellation at the User's request

Apart from cases of legitimate reasons, if the User wishes to cancel before their annual Subscription expires, they must send a cancellation request by standard post to Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

The cancellation is effective within 10 working days from the date of receipt of the request by the Customer Services, as evidenced by the postmark.

In this case:

- if the User has selected monthly payments, they will be charged for the instalments remaining payable up to the expiry date of their Subscription;

- if the User has elected to pay in a single instalment, no refund shall be made.

#### 4.5.3 Cancellation for fault

Access to the Service shall be suspended and the Subscription subsequently cancelled by the Operator automatically in the event of fault on the part of the User. The following in particular shall be deemed to be the fault of the User:

- expired or invalid bank card/direct debit authorisation;
- partial or total non-payment of a monthly instalment or of any amount payable under the Subscription. And/or uses;
- Use of the service in a manner that fails to comply with these GCAU;
- Any false declaration relating to the subscription and/or use of the service.

In fact, a suspension notice is sent to the User and the Operator suspends access to the Service until the User's situation is rectified.

While access to the Service is suspended, the User shall nevertheless continue to pay the instalments of their Subscription.

If, after a period of 3 months from suspension of access to the Service, the User has not rectified their situation, the Subscription shall be cancelled automatically.

The Operator reserves the right to terminate the User's Account and Subscription by operation of law and without compensation, if the User fails to rectify their situation.

The Subscription shall be cancelled immediately by the Operator in the event of fraud or malicious intent.

In all cases of cancellation indicated above, if the User has not completed the annual commitment period, they owe the full amount of the outstanding instalments.

In the event of non-payment of invoices, collection charges may apply.

The Operator reserves the right to recover amounts owed through legal channels.

The Operator reserves the right to refuse any new Subscription request from the User for a period of 3 years

as from the end of the previous Subscription, including from any subscription cancelled due to non-payments not rectified.

## ARTICLE 5 – CHARGING CONDITIONS

The Service allows access to the bicycles, charging for use shall only change based on the use of a Mechanical bicycle or an Electrically-Assisted bicycle.

The price of the Service includes: the price of accessing the Service subscribed by the User (the V-Plus and V-Max Subscription price) and the price of use which varies depending on the type of Subscription arranged, the type of bicycle hired and the period of use of the Service.

Each journey may be checked under the heading "My Account" available on the Website, App and Terminals.

In the event of a complaint relating to one of his/her routes, the User shall provide the number of the corresponding route in order to be able to identify the times of pickup and return of the Bicycle.

In the case of a V-Plus or V-Max subscription, the amount of the Subscription remaining payable by the User is due:

- each month, on the anniversary day of the subscription, for Users choosing to pay for the Subscription in 12 monthly instalments;
- each year, on the anniversary date of the subscription, for Users choosing to pay in a single instalment.

For all Users, the amount corresponding to usage outside the package is payable each month on the anniversary day of the subscription.

As of 1 August 2021, for all Users, the amount corresponding to out-of-plan usage will be immediately invoiced and debited as soon as it exceeds the threshold of 10 euros.

In the event of non-payment of any amount due for the service, the Operator shall suspend access to the Service until the User rectifies the situation.

The charges and conditions relating to each Package and out-of-package usage may be reviewed by the Operator after deliberation by the Local Authority.

They may also be subject to commercial discounts during periods set by decision of the Local Authority or to reductions obtained through the use of Promotional Codes.

The Operator reserves the right to modify the charges at any time, subject to one month's notice; if this is not accepted, the User may request termination for legitimate reasons "modification of the essential clauses of the GCAU" as provided and described in Article 4.5.1.

In the event of loss or theft of the Velib' Métropole Card, the amount due for its replacement is 8 euros.

### 5.1 Charges

As of 1 August 2021, the applicable Subscription rates are those that can be consulted in the "Rates" section of the Site as well as in the description of each Subscription appearing in the "Subscribe to a package" section of the App, the terms of application of which are reproduced below.

Subscription	Mechanical bicycle	Electric bicycle
V-Libre	The first 30 minutes are charged from the first minute <sup>1</sup>	The first 45 minutes are charged from the first minute <sup>2</sup>
	Beyond that, charging by 30-minute increments <sup>1</sup>	
V-Plus	The first 30 minutes are free of charge <sup>2</sup>	The first 45 minutes are charged from the first minute <sup>2</sup>
	Beyond that, charging by 30-minute increments <sup>1</sup>	

<sup>1</sup> The first 30 minutes are for hires lasting 29 min 59 seconds or less.

V-Max	The first 60 minutes are free of charge <sup>3</sup>	The first 45 minutes <sup>2</sup> are free of charge within the limit of two hires per calendar day from the time of pick-up. Beyond that: any additional hire over the same 24-hour period from the 1 <sup>st</sup> minute is charged
	Beyond that, charging by 30-minute increments <sup>1</sup>	

The User pays the price of use in proportion to the period of use of the service. Any 30 or 45-minute period commenced is, as applicable, charged in full.

Reduced rate or concessionary rate subscriptions shall be offered and activated provided that the User can prove their status when subscribing:

- Reduced rate: the various recipients mentioned below must provide documents to prove their status as follows:
  - ✓ young people under 27 years of age must provide a photocopy of both sides of a valid identity document; it being understood that in the case of a Subscription taken out on behalf of a minor between the ages of 14 and 18, the legal guardian will also have to provide an identity document as well as a parental authorisation duly stamped by them;
  - ✓ adults aged 60 and over provide a photocopy of both sides of a valid identity document.
- Concessionary rate: the various recipients shall provide documents allowing their status to be demonstrated, i.e. for:

<sup>2</sup> The first 45 minutes are for hires lasting 44 minutes and 59 seconds or less.

- ✓ individuals involved in the work integration process (16-25 years inclusive): a photocopy of the front and back of a currently valid identity document and a certificate of registration for one of the corresponding systems;
- ✓ grant holders (14-26 years inclusive): a photocopy of the front and back of a currently valid identity document and a specific certificate of the assistance received as an education grant holder;
- ✓ recipients of free transport from Ile-de-France Mobilités: a photocopy of the front and back of a currently valid identity document and the "Gratuité solidarité transport" certificate provided by the Agence Solidarité transport Ile-De-France (this certificate may be downloaded from the website <https://www.solidaritetransport.fr/>)

### 5.2 Promotional Codes

The User can benefit from promotional codes that allow them to obtain a discount on the subscription amount or additional Bonus Minutes. They enter these promotional codes either at the time of subscription (for subscription discounts) or at any time for Bonus Minutes.

The Operator may create Promotional Codes at its sole discretion. Users who benefit from these codes accept the terms of use of these Promotional Codes which provide for:

- use in a lawful manner for the target public and the purposes defined by the promotion concerned and in compliance with the specific conditions set by the Operator for each Promotional Code;

<sup>3</sup> The first 60 minutes are for hires lasting 59 min 59 seconds or less.

- may not be duplicated, sold or transferred, in any manner whatsoever, or made available to the public (whether posted on a public forum or otherwise) unless expressly authorised by the Operator;
- can be deactivated at any time by the Operator, if obtaining and/or using the Promotional Code proves to be fraudulent;
- cannot be exchanged or refunded;
- a period of validity which, beyond that, no longer allows their use.

If the Operator finds that the use or refund of this Promotional Code has been made in error, fraudulently, unlawfully or in breach of the terms applicable to the Promotional Code or of the Terms and Conditions hereto, the Operator reserves the right to suspend the User and to deduct the unduly acquired amounts.

### 5.3 Bonus Minutes

#### 5.3.1 Provisions applicable from 08 June 2023

Any User with a V-Libre, V-Plus or V-Max Subscription is eligible to earn Bonus Minutes in the form of free travel minutes under the following conditions:

- when returning a Bicycle to an empty Station, defined as including a maximum of one available Bicycle displayed on the application, in compliance with the Velib' information system;
- when returning a mechanical Bicycle to a Station designated as being at uphill on the App by a pictogram and appearing on the list available on the Site and on the App within the "uphill stations" in the "Vélib News" section, provided that the Station from which the journey concerned starts is not itself an uphill Station;
- when picking up a Bicycle parked in a Station with a cable as part of the Station+ device;

In the context of specific promotional operations and under conditions defined by the Contracting Authority, the User is also eligible for:

- the acquisition of Bonus Minutes as part of the sponsorship of a third party by a V-Plus or V-Max User with a view to subscribing to a V-Plus or V-Max Subscription.
  - The amount of Bonus Minutes credited to the sponsor and the sponsored person is identical and depends on the

offer subscribed to by the sponsored person.

- the use, for any User holding a V-Libre or V-Plus Subscription, of Bonus Minutes in the context of a Subscription modification in accordance with the provisions of Article 4.3 of these GCAU.

Bonus Minutes can be accumulated if several of the above conditions are met during the same journey.

The Bonus Minutes acquired or consumed in application of these provisions are described in the "Rates" section on the Site. The User can also consult the rules applicable to the acquisition of Bonus Minutes in the description of each Subscription in the "Subscribe to a package" section of the App.

To use their Bonus Minutes, the User must have accumulated at least 15 Bonus Minutes on their account.

Once earned, Bonus Minutes are automatically used, subject to a sufficient provision, under the following conditions:

- If the User makes a journey not included in their Package, the Bonus Minutes are then consumed in increments corresponding to the applicable fixed journey times (i.e. 30 minutes for a mechanical Bicycle and 45 minutes for an Electrically-Assisted Bicycle);
- if the duration of the journey exceeds the applicable fixed duration (i.e. 30 minutes for a mechanical Bicycle, 45 minutes for an Electrically-Assisted Bicycle and more than 60 minutes for a journey by mechanical Bicycle in the context of a V-Max Subscription), the Bonus Minutes are then consumed in indivisible 15-minute increments;

As soon as the total number of Bonus Minutes in the User's Account reaches the fixed duration of a journey applicable to each Subscription (i.e. 30 or 40 minutes depending on the type of Bicycle), the whole of the first increment is deducted in Bonus Minutes.

If, on the other hand, the total number of Bonus Minutes in the User's Account is insufficient to cover the first increment

or if there a balance of Bonus Minutes remains in the Account after the first increment has been deducted, all or part of the Bonus Minutes may be used for the following increments depending on the duration of the journey. These Bonus Minutes will then be deducted in indivisible 15-minute increments.

Bonus Minutes are neither transferable nor refundable.

They are kept if the User re-subscribes on the expiry date or at the latest within 30 days of the expiry date of the previous Subscription.

After this period, they are definitively lost.

Bonus Minutes can be used until midnight on 31 December of the calendar year following the calendar year in which they were earned, without the expiry date of the Bonus Minutes being earlier than midnight on 31 December 2024.

#### 5.3.2 Provisions applicable until 9 January 2023

Any User of the Service holding a V-Plus or V-Max offer who takes a Bicycle from a full station, where no Docking Station is available and/or who returns it to an empty station, acquires Bonus Minutes in the form of free travel minutes. The Bonus Minutes are described in the "Rates" section on the Site and in the description of each Subscription in the "Subscribe to a package" section of the App.

Once earned, Bonus Minutes are automatically used if a journey lasts more than 30 minutes (or more than 60 minutes for a journey by mechanical Bicycle and a V-Max Subscription).

Bonus Minutes are consumed in indivisible 30-minute increments.

Bonus Minutes may be accumulated. The User may use several Bonus Minutes during the same journey.

Bonus Minutes are neither transferable nor refundable. They are retained if the User re-subscribes at the end of their Subscription.

#### 5.4 Payments and Deposit

The User is hereby informed that when they register their bank card on the Website or the App via the services of the Operator's payment provider, INGENICO ECS, by entering their valid bank card details on the subscription form screens (card number, expiry date and CVV code), the User authorises the following payments to be made via their bank card to the Operator:

- I. recurring payment of the amount of each monthly Subscription if the User has opted for monthly payment or payment of the annual amount of the Subscription if the User has opted for annual payment;
- II. payment of the annual amount of the automatically renewed Subscription if the User has opted for annual payment and automatic renewal;
- III. recurrent payment of the amount of each monthly instalment of the automatically renewed Subscription if the User has opted for monthly payment and automatic renewal;
- IV. recurring payment of any out-of-plan usage on the anniversary date, it being remembered that if the amount corresponding to out-of-plan usage exceeds the threshold of 10 euros, it is immediately presented for payment;
- V. payment via the Deposit of any applicable penalties in accordance with article 9 of these GCAU.

For foreign bank cards, the attached bank account may be temporarily debited by the User's bank with the fixed amount of 300 euros.

The amount of the Deposit is 300 euros for each use of the Bicycle.

If the User does not provide valid bank card details, they cannot access the Service.

The Operator reserves the right to deduct the deposit in full or in part, particularly in the cases indicated in Article 9. In application of the foregoing and in accordance with Article 9 of the GCAU, the User hereby authorises the Operator to deduct the sums owed by the User by way of penalties in the event of the User's failure to fulfil their obligations in the use of the Service and except in cases of force majeure or the Operator's fault. The User may also be exempted from payment of penalties by proving that the breach is not due to their fault, their negligence nor the violation of one of their contractual obligations.

#### 5.5 Payment Protection

The Operator uses the services of INGENICO ECS, a specialist company, to protect online payments made by bank card.

Payments are made via a secure and PCI-DSS certified payment interface. The service provider undertakes to maintain such certification (or any equivalent certification, howsoever named in the future) and shall be responsible for the security of data on bank card holders it collects or howsoever stores, processes or transmits for and on behalf of the Operator.

The Operator applies the 3D Secure standards and complies with all developments of the security standards in force.

The User is informed that the provisions on the possible fraudulent use of his/her bank card are those stipulated in the agreement concluded between the User and the bank issuing the bank card.

Since the Operator is not required to check the identity of each User, it shall not be responsible in the event of fraudulent use of a User's means of payment.

#### ARTICLE 6 – USER'S OBLIGATIONS

The User undertakes to make normal use of the Service. In this respect, the User undertakes to use the Service personally in a prudent, diligent and sensible manner, observing these GCAU and the French Highway Code.

The User shall take care of the Bicycle taken. They must avoid damage, destruction or disappearance of the bicycle. The User must systematically lock the bicycle with the anti-theft device at a fixed structure whenever they stop away from a station.

The User undertakes to pick up and return the Bicycle within the Authorised Continuous Period of Use.

The User accepts that any breach of this obligation shall entitle the Operator, except in the case of fault on the part of the latter or force majeure, to the payment of a fixed penalty, the final amount of which shall be determined in accordance with the terms and conditions set out in Article 9, without prejudice to any recourse by the User.

If a Bicycle is found to have been used contrary to the provisions of these GCAU, the User undertakes to return the Bicycle at any time at the request of the Operator or its representatives.

The User undertakes to notify Customer Services of the loss or theft of the bicycle, or any other problem relating to the Bicycle or to the use of its Access Code, as soon as they become aware of the event in question and at the latest within 24 hours of becoming aware of the event.

Users shall be the sole parties responsible for updating their personal details and for any harmful consequences that could result from the failure to report any change relating thereto.

To maintain access to the Service, the User undertakes to keep a bank card valid for the duration of the Subscription. If necessary, the User will update their details and the validity date of their bank card directly from the User Account.

## ARTICLE 7 – RESTRICTIONS TO USE OF THE SERVICE

Access to the service is prohibited to children under 14 years of age, accompanied or otherwise.

The Service is accessible to children aged between 14 and 18 years of age; Subscriptions may be purchased by the legal guardian and/or under their responsibility.

The legal guardian of any minor who subscribes to the Service will be held responsible for any damage caused directly by the minor as a result of a fault on their part in using the Service.

As with all Users, minors over the age of 14 must have a Temporary Access Code and a Temporary Secret Code to activate their Card and access the Bicycles.

It is stipulated that Subscriptions and Access Codes are strictly personal and allow the User to pick up, use and return a Bicycle at any time, according to the conditions described in Article 4.

Users are therefore prohibited from lending, hiring or transferring their Access Codes associated with the Service.

Users are authorised to use the bicycle according to these terms and conditions, which exclude the following in particular:

- Any use contrary to the provisions of the applicable highway regulations, particularly the provisions of the French Highway Code;
- any use on land or under conditions likely to damage the bicycle;
- Carrying any passenger whatsoever in any manner whatsoever;
- carrying a load of more than 10kg in the front basket;
- Any use of the Bicycle that places the User or third parties in danger;
- any dismantling or attempted dismantling of all or part of the bicycle;
- the simultaneous use of several bicycles;
- the use of the same bicycle for a maximum of three consecutive hires per 24-hour period;
- the use of the service for rental purposes or for regular commercial deliveries;
- And more generally any irregular use of a Bicycle.

The Bicycle may not bear a total load of more than 120kg.

In case of suspected fraud, the Operator reserves the right to temporarily suspend User's access to the Service for up to one month.

In fact, a suspension notice is sent to the User and the Operator suspends access to the Service until the User's situation is rectified.

At the end of this period and if the User fails to rectify the situation, the User's Subscription will be terminated for fault.

During the suspension of access to the Service, the Subscriber remains liable for the instalments of their Subscription and/or paid uses as well as any penalty(ies), if applicable.

The Operator reserves the right to cancel the User's subscription automatically and without compensation under the conditions defined in Article 4.5.3 if the User fails to rectify their situation or to comply with the conditions set out in this Article, and in particular in the event of theft, vandalism or endangerment of others.

## ARTICLE 8 – USER'S RESPONSIBILITY AND DECLARATIONS

The User declares that they are able to use a bicycle and are physically fit for such use (sufficient size, good health, etc.).

Since the Bicycle is placed under the User's responsibility, they are advised, before actually using the bicycle picked up, to carry out a basic check of its main apparent functional elements:

- the proper securing of the saddle, pedals and basket;
- The proper functioning of the bell, the brake system and the front and rear lights;
- The general good condition of the frame and tyres.

If this is not the case, the User must report any incident via their Account or to Customer Services.

The User declares that he/she has arranged and is the holder of a current third party liability insurance covering the consequences of use of the Bicycle.

The User is also advised:

- To adapt braking distance in the event of bad weather;
- To adjust the saddle height to suit his/her own height;
- To wear an approved helmet and suitable clothing.

Aside from the provisions for the sanitation of the Bicycles taken by the Operator during its maintenance operations (by disinfecting parts in contact with Users that may have been handled), Users are responsible for complying with the health recommendations issued by the public authorities for all their journeys.

Except in cases of force majeure, the User shall be solely and fully liable for any damage caused by the use of the bicycle throughout the Period of Use, including when this exceeds the Authorised Continuous Period of Use in the event of late return by the User.

Except in the case of force majeure or fault on the part of the victim, the legal guardian of any minor who subscribes to the Service will be held responsible for any damage caused directly by the minor as a result of a fault on their part in using the Service.

Any loan for a period of more than 24 hours shall be deemed to be a case of disappearance of the bicycle until it is found, which may give rise to penalties under the conditions laid down in Article 9.

In the event of the disappearance of the bicycle for which the User is responsible, they are required to report such disappearance to Customer Services within 24 hours of the initial loan and to file a complaint for theft of the bicycle with the police within 48 hours, the bicycle remaining under the User's full responsibility until a copy of the aforesaid complaint is submitted to Customer Services.

In the event of an accident and/or incident involving the Bicycle, the User is required to report the event to Customer Service as soon as possible. The Bicycle shall remain under the User's responsibility, either until it is locked at a Docking Station or, failing this, the User must secure the Bicycle using the cable incorporated into the Bicycle handlebars.

For the creation of their Account, the User has sole responsibility for the choice of log-on details in respect of third-party rights, particularly with regard to identity theft or theft of intellectual property rights, as well as maintenance of the confidential nature of the information. If the login details are lost or forgotten, the User must contact Customer Service.

The User is responsible for maintaining the security and confidentiality of their username and password.

#### **ARTICLE 9 – PENALTIES**

The Deposit paid by the User when subscribing to the Service may be used by the Operator to deduct any sums due as penalties in the event of the User's failure to use the Service.

The nature of the breaches and the amount of the associated penalties are as follows:

- theft of the bicycle by force: €100 for a mechanical bicycle and €150 for an electrically-assisted bicycle (the receipt of the report made to the police station is taken as full and final evidence);
- disappearance of the bicycle without justification from the start of hire, full debit of the deposit: €200 for a mechanical bicycle and €300 for an electrically-assisted bicycle;
- damage sustained by the bicycle attributable to the User: fixed amount of €100 per bicycle.

#### **ARTICLE 10 – PERSONAL DATA**

The Local Authority and the Operator are jointly responsible for processing the data collected as part of the Service within the meaning of the General Data Protection Regulation (GDPR).

Pursuant to the GDPR, the respective responsibilities of the Operator and the Local Authority have been determined by means of an agreement, the main points of which are as follows:

- The data processing register shall be kept and updated by the Operator until the completion of Public Contract No. VM201701-1;
- The Operator is responsible for choosing its partners and subcontractors in the context of the

above-mentioned contract and for ensuring that they comply with the provisions of the GDPR;

- The Operator is responsible for the security of the personal data collected and for reporting to the CNIL any attempted fraudulent use of the data or any possible breach of such data;
- Throughout the duration of Public Contract No. VM201701-1, the Operator shall be responsible for responding to any requests from the User concerning the processing of his or her personal data;
- The Local Authority may at any time have access to information enabling it to carry out any useful verification concerning compliance with GDPR obligations, data security and confidentiality;
- On the expiry of Public Contract No. VM201701-1, the Local Authority or any third party designated by it shall be transferred the personal data processing files necessary for the service.

Personal data is kept for the time strictly necessary to achieve the objective pursued at the time of collection for each of the processing operations carried out within the framework of the Service. The retention periods are defined by processing operation in the register kept by the Operator.

The User has the rights of access, rectification, erasure, limitation of the processing of personal data concerning him or her and the rights of data portability and opposition to the processing of his or her personal data. To exercise these right, Users simply need to make a request directly to Customer Services by email to: [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr) or by post to: Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX, France, or to the Data Protection Officer (DPO) by email to: [dpo@smovengo.fr](mailto:dpo@smovengo.fr).

For more information on the use of their personal data in the context of the Service and on their rights, Users are invited to refer to the privacy policy of the Service on the Site, the App and the Terminal.

#### **ARTICLE 11 – SETTLEMENT OF DISPUTES**

The GCAU and the relationship between the User and the Operator are subject to French law.

In the event of a complaint, the User may contact Customer Services either by using the form provided for this purpose on the Website or by sending an email to [service-client@velib-metropole.fr](mailto:service-client@velib-metropole.fr), or by sending a letter to Service Clients Velib' Métropole - TSA 10036 - 92395 VILLENEUVE LA GARENNE CEDEX.

The User must do so within 6 months of the event disputed.

In accordance with Article L612-1 of the French Consumer Code, in the event of a dispute, the User is aware of the possibility of having recourse to conventional mediation or to any other alternative form of settling disputes.

The User must first have submitted a written complaint to Customer Service.

The User shall submit such a claim to the Operator's mediator, the details and terms of application of which are available on its website at the following address: [www.mediateur-cnpa.fr/](http://www.mediateur-cnpa.fr/), subject to observance of the conditions of admissibility of the User's claim and within a period of less than 1 year from the submission of the written complaint to Customer Services.

Failing an amicable settlement to any dispute arising from the interpretation, execution or termination of these GCAU, shall be referred to the competent French Courts, notwithstanding multiple defendants and/or third party proceedings, even for emergency procedures or protective measures in summary or *ex parte* proceedings.

## **ARTICLE 12 – APPLICATION AND ENFORCEABILITY OF THE GENERAL CONDITIONS**

These General Conditions of Access to and Use of the Velib' system shall apply to any use of the Service by a User and are available at [www.velib-metropole.fr](http://www.velib-metropole.fr) at any time.

The User undertakes to read and understand the GCAU and to accept them before making first use of the Service by ticking the relevant box. The User declares full awareness of the fact that his/her consent to the content of the GCAU does not require any handwritten or electronic signature of a document.

The Operator reserves the right to amend the GCAU at any time, without notice, it being understood that such amendments shall only apply to subscriptions and use made after such amendments. It is therefore essential that the User reads and accepts the GCAU at the time of subscribing to and using the Service via the App, Website or Terminal, to check the provisions that apply.

The fact that the Operator fails to invoke any one of the provisions of these GCAU at a given time may not be interpreted as waiver of making subsequent use thereof.

If any one of the clauses of these GCAU should be declared null, illegal or unenforceable, either in full or in part, the other clauses shall remain in force and shall continue to have full effect.

In the event the Local Authority chooses to assign the Service to a company other than the Operator, the User agrees that their Subscription and these GCAU shall automatically be transferred to the new Operator.