

BSP AUTO GENERAL TERMS AND CONDITIONS

These general conditions apply in the absence of special conditions which will be mentioned prior to the making of the reservation, especially in the context of special offers.

BSP AUTO is located in Paris at 38, Avenue du General Michel Bizot (75012) and registered with the RCS of Paris under N ° 417 509 775.

BSP AUTO holds the licence of travel Agent No. LI 075050035 and has subscribed a financial guarantee with GROUPAMA Assurance Crédit, 8-10 rue d'Astorg 75008 Paris.

1. Terms of reservation

For any reservation you will have to send us the following information:

- Surname, first name and age of the main driver
- Phone number
- Valid email address
- Pick-up location, date and time
- Drop-off location, date and time
- Vehicle category

Once your booking has been validated, a confirmation and a voucher summarizing the various elements of your rental will be sent to you by e-mail.

2. Rental Conditions

The rental agreement will be made to the main driver name mentioned on the voucher. The booking made via BSP AUTO is personal and non-transferable.

Vehicle availability and Rental time

The vehicle is available to you in the agency, on the date and at the time mentioned on the voucher, any delay which may lead to the inability of the rental company to honor the reservation.

The reservation is made for a specified period specified on the voucher, any delay of more than 29 minutes in the return of the vehicle which can result in the invoicing of an additional day by the hirer.

Conditions to be fulfilled - Eligibility

The name of the driver mentioned in the reservation will be the one designated in the rental agreement with the rental company. He must be present at the counter of the vehicle withdrawal agency with the voucher sent by BSP AUTO, a driver's licence (if the permit is not written in Roman script, an international driver's licence must be submitted) and a valid piece of identification as well as an international credit card in its name (payment cards, including visa Electron or maestro cards are not accepted by the renters). The credit card will be used by the renter for the deposit of the vehicle.

A minimum age may be required by the renter, which varies depending on the country of rent and the type of vehicle rented. A young driver surcharge can also be applied depending on the age of the driver. This surcharge is payable on site and must be adjusted for each additional driver whose age is less than that required.

If you wish to add one or more drivers to the rental agreement, they will have to be present when the rental contract is established and a valid driver's license and ID. The addition of additional drivers gives rise to an additional charge, payable on site directly to the rental company.

The price of the various supplements mentioned above, the minimum age as well as the minimum period of detention of the driver's licence will be communicated to you during your reservation. The rates for these supplements are given as an indication and are subject to change without notice by the rental company.

The prices offered on our website are only for customers with a driver's licence issued in one of the countries of the European Union.

If one of these conditions fails when the rental contract is established, the rental company reserves the right not to honor the reservation, without the latter or BSP AUTO being liable for any compensation.

Geographic Restrictions

The territorial extent of the rental contract and the possibility of crossing a border varies depending on the renter and the country of rental. To avoid any problem during the reservation, it is strongly advisable to enquire directly with the rental company or with BSP AUTO.

Use of the vehicle

For the duration of the rental contract, the vehicle must be used with due care and diligence. The vehicle must not be used in particular to be rented, to transport people for remuneration or to participate in rallies or competitions.

3. Rates and Payment Terms

Rates

Reservation prices are effective immediately upon completion of your booking. Your official rate will be summarized in the confirmation email and voucher. Any changes on the website made after completion of your booking, upward or downward, will not affect the confirmed price of your booking.

Unless otherwise specified prior to the booking's confirmation, prices include:

- The rental for the duration specified on the voucher
- Unlimited mileage
- Collision Damage Waiver (CDW) and Theft Protection (TPC) : in the event of theft or accident caused to the vehicle, these insurances avoid you to pay the deductible corresponding to the market value of the vehicle by reducing your financial liability (for all rentals in the United States, the rates include the total redemption of the deductibles). However, damage to the upper and lower parts of the vehicle, tyres and broken glass are excluded from damage insurance;
- Liability insurance (LIS)
- Taxes (VAT, taxes)
- train stations and airports fees;
- contribution to the cost of vehicle registration;
- Booking fee

Any other item not mentioned above is not included in the price. Fuel and additional insurances offered by the rental agency, options such as child seats or additional drivers, underage driver fees and driving violations are not included in the price.

Payment terms

By default, payment is made 5 days before the vehicle is picked up for the full amount. In some cases, mentioned on the site, payment will be made on the day of booking. If the reservation is not paid in full, BSP AUTO may cancel it with the service provider without being required to pay any compensation.

4. Cancellation, modification, no show

Any cancellation or modification request must be transmitted to BSP AUTO in writing (mail or telecopy) or made on the website under the section My Account. An email confirming the cancellation or modification will be sent to you once the request has been processed.

Modification

Modifications to the vehicle type, dates of rental or pick-up/drop-off locations are free of charge. Extending the duration of the rental period will result in additional fees which are payable directly at the rental agency's counter. These fees will depend on the rental agency's availability and may be higher than those proposed by BSP AUTO. If the rental period is shortened after vehicle pick-up, unused days are not refundable. Some specific rates are subject to stricter cancellation and modification conditions, this information is indicated at the time of booking.

Cancellations, no right of withdrawal

In accordance with consumer law, the right of withdrawal does not apply to the provision of car rental services when the contract provides for a specific date or period of performance.

However, cancellations made at least 24 hours before pick-up will be 100% refunded. Cancellation made within 48 hours prior to vehicle pick-up time a penalty of 50 euros applies. If the reservation is not cancelled by the pick-up time or in case of a no-show a penalty of 95 euros applies. Some specific rates are subject to stricter cancellation and modification conditions, this information is indicated at the time of booking.

Any refund resulting from cancellation or modification will be made to the credit card used for payment.

5. Applicable law

The present general conditions of sale are subject to the French law.

6. Mediation of consumption

BSP AUTO is part of the Tourism and Travel Mediation Department, which you can contact in the event of a dispute by visiting <http://www.mtv.travel> or by writing to MTV Médiation Tourisme Voyage, BP 80 303 - 75 823 Paris Cedex 17.

The complaint to the Ombudsman must be made within one year of the consumer's written complaint to the provider. This referral may be made in the event of a negative response or absence of a response from the provider within 60 days.

7. Confidentiality, Personal data

The information that concerns you is intended for BSP AUTO (trading as BSP AUTO). In accordance with the EU General Data Protection Regulation, you have at any time a right of access, modification, rectification and deletion of the data relating to it. You can do this by going directly through customer support using your email address and password. For any request relating to the deletion of this information, you must send a letter to BSP's customer service, 38 Avenue du General Michel Bizot, 75012 Paris.