



General terms and conditions for the #CarcaMiles loyalty programme

The loyalty programme #CarcaMiles (hereafter referred to as the "Programme") is established and managed by Transdev Aéroport Carcassonne, a simplified joint-stock company with a share capital of €37,000, Route de Montréal, 11000 CARCASSONNE (France), Carcassonne RCS No. 517.484.184.

These General terms and conditions define the conditions for participation in the Programme, which enables a holder of the #CarcaMiles card (hereafter referred to as the "Member") to collect points and benefits when travelling via Carcassonne Airport.

The use of the #CarcaMiles loyalty card constitutes the Member's awareness and acceptance of these general conditions, which are available online at www.aeroport-carcassonne.com/en or upon request at the airport reception desk.

The card is only accepted at Carcassonne Airport, route de Montréal, 11000 Carcassonne, France.

Article 1 — Membership of the loyalty programme

Membership of the Programme is open to any natural person online or upon request at the airport reception desk.

The #CarcaMiles loyalty card is personal.

Membership of the Programme can only be registered and confirmed if the information given by the Member on the membership form is complete, legible and useable. Once the membership has been confirmed, the Member will receive his/her free #CarcaMiles card.

Membership of the Programme is for a fixed period, subject to the provisions of articles 6 and 7.

The #CarcaMiles loyalty card is not a payment card; it is a means of awarding points, called #CarcaMiles, to Members of the Programme according to a predefined scale. Once points have been accumulated, they are converted into benefits (listed below).

Article 2 — Obtaining points and benefits

2.1 In order to receive points, every time he/she passes through the airport and **before** boarding his/her flight, the Member must systematically swipe his/her #CarcaMiles loyalty card on the machine located in the departure lounge.

The Member will also receive points when they make a purchase in the Trib's shop in the airport.

The points balance is reset to 0 after 12 months of inactivity.

2.2 Points are awarded as follows:

- Upon subscription: 100 #CarcaMiles and a free coffee
- Upon swiping the card on one of the machines in the airport departure lounge: 100 #CarcaMiles per day
- Upon swiping the card at Trib's: 10 #CarcaMiles per day
- Upon referring a new Member: 50 #CarcaMiles per Member
- Points collected in the Member's birthday month are doubled.

Article 3 — Using points and benefits

3.1 The points collected entitle the Member to the following benefits, separated into levels:

100 #CarcaMiles	A #CarcaLondres phone screen wiper
200 #CarcaMiles	A coffee
400 #CarcaMiles	A #CarcaLondres case for iPhone 6/6s or 5/5s
700 #CarcaMiles	A €25 voucher valid on the Ryanair website
800 #CarcaMiles	Free parking for one day
1100 #CarcaMiles	Free parking per week
2000 #CarcaMiles	A free three-month parking season ticket

3.2 The Member will be notified by email or SMS of the number of points that he/she has collected. To redeem his/her benefits at the airport, the Member must book them in advance on his/her online customer area. Benefits awarded to the Member are subject to availability.

The 'coffee' reward can be redeemed directly from the Trib's shop at Carcassonne Airport.

Vouchers are valid for 6 months from the date of booking in the online customer area.

Carcassonne Airport may occasionally offer Members other benefits.

Article 4 — Personal data protection

The personal information collected about Members of the loyalty programme via the membership form is recorded in a computerised file by Carcassonne Airport. This information is necessary for Programme and Member account management purposes as well as for the contractual relationship with Members.

Fields marked as mandatory in the membership form denote information that is necessary for the subscription of Members to the loyalty programme. Subscription to the loyalty programme cannot be completed if the mandatory information requested is not provided.

The information collected is kept for three (3) years from the end of the Programme membership.

The information collected is used by Carcassonne Airport and may be shared with service providers and partners selected by Carcassonne Airport.

In accordance with the Loi Informatique et Libertés (the French data protection law) of 6 January 1978, every Member of the Programme holds the right to access, change or remove the information held about him/her, and to object to his/her information being processed, upon request sent to Aéroport Sud de France Carcassonne, Route de Montréal, 11000 Carcassonne, France. Such requests should state the Member's first name, surname, address and email address in order to accelerate processing.

Article 5 — Loss or theft

In the event of loss or theft of the loyalty card, another loyalty card can be requested from the airport reception desk. The points collected will be transferred onto the new card.

Carcassonne Airport holds no responsibility for any loss or theft of the #CarcaMiles loyalty card, including the fraudulent use of points and benefits by a third party.

Article 6 — Responsibility

Taking into account the free and optional nature of the #CarcaMiles loyalty card, Carcassonne Airport holds no responsibility for the direct or indirect consequences of



any potential faults or malfunctions of the #CarcaMiles loyalty card, regardless of their cause.

In the event of any disputes relating to the points collected, only the information contained in the Carcassonne Airport database will be valid.

Any deliberate breach of these General terms and conditions, any abusive or fraudulent use of the benefits awarded by the Programme, any behaviour that is detrimental to the interests of Carcassonne Airport, any falsification of the information given by a Member or by a third party acting on behalf of a Member, will result in the cancellation of the associated membership and of the points and benefits that the said Member has been awarded, without notice and with no compensation of any kind.

Carcassonne Airport cannot be held responsible in the event of fraudulent use of the #CarcaMiles loyalty card by the Member or a third party.

Article 7 — Modification/suspension/closure of the Programme

The #CarcaMiles loyalty card remains the property of Carcassonne Airport, which reserves the right to modify the Programme at any time, including modifying the number of points required to be awarded benefits, as well as the established scale and the various benefits.

Carcassonne Airport may suspend the loyalty programme at any time. Cardholders will be given one month's notice of this in the form of notices displayed in the airport and will be able to use any points collected prior to the date of suspension of the Programme for a period of three months.

The Member may also cancel their membership at any time upon request sent to Aéroport Sud de France Carcassonne, Route de Montréal, 11000 Carcassonne, France. In the event of cancellation of the membership, all points collected and benefits outstanding on the date of cancellation will be lost.

Article 8 — Governing law

Any dispute that may arise during the use of the loyalty programme offered by Carcassonne Airport will be subject to French law.

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www.aeroport-carcassonne.com/en

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