



TERMS AND CONDITIONS OF SALE : GUIDING TOURS - PRIVATE CUSTOMERS -

1. GENERAL INFORMATION

These Terms and Conditions of Sale ("Terms") define the conditions for organizing, booking, and carrying out the electric bike and electric mountain bike guided tours offered by Trolib (the "Organizer") to its individual customers (the "Customer"). This contract applies for the entire duration of the booked service. By booking a service, the Customer acknowledges having read these Terms and accepts them in full.

2. PRICES

Prices are listed per person and in euros, all taxes included unless otherwise stated. Current rates are available on Trolib's website and on its commercial materials. Prices may be changed at any time. The applicable rate is the one shown at the time of booking and confirmed by the Organizer.

3. BOOKING & PAYMENT

A service may be booked:

- through Trolib's website;
- by email;
- by phone;
- directly with Trolib or through a partner.

Accepted payment methods are those indicated at the time of booking. A deposit of 30% of the total service price may be requested at the time of booking. The remaining 70% is payable no later than the day of the service, according to the terms communicated by Trolib. Guided outings are subject to reaching a minimum number of participants, when this condition is specified at the time of booking. The Customer commits to the number of participants indicated at booking. A decrease in the number of participants on the day of the service does not entitle the Customer to a reduction in the amount booked or to a refund.

4. CONDITIONS OF PARTICIPATION

The Customer guarantees that all participants listed at booking are fit to practice the booked activity, taking into account their age, physical condition, and the announced difficulty of the route. Participants must be able to control their bike or mountain bike and follow the safety instructions given by the Organizer and the guide. For minor participants, the Customer or accompanying adult must have the necessary authorization from the legal guardian where required. The Customer agrees to inform the Organizer of any information that could affect a participant's safety. The Organizer reserves the right to refuse participation to any person whose condition or behavior would not guarantee their safety or that of the group.

5. EQUIPMENT AND SAFETY

The equipment necessary for the service is provided by Trolib. Bikes, electric mountain bikes, and their accessories are provided in apparent good working order. Wearing a helmet is mandatory for the entire duration of the activity. Before departure, the Organizer presents the main safety rules and equipment usage instructions. These instructions may be repeated or adapted throughout the outing depending on the route and conditions encountered. Each participant agrees to:

- comply with the Highway Code and applicable regulations;
- follow the guide's instructions;
- adapt their speed to their skill level, the terrain, and traffic conditions;
- respect other road and trail users;
- use the equipment with care;
- comply with the Trolib Code of Good Conduct.

Use of the equipment by anyone not designated at the time of booking is prohibited. Lending or subletting the equipment is strictly prohibited. In the event of a breakdown or mechanical issue, the participant must immediately inform the guide and must not attempt to repair the equipment themselves.

6. COURSE OF THE SERVICE

The Customer and participants must arrive at the time and place indicated at booking. Any delay must be reported to Trolib as soon as possible. The Organizer may adapt the route based on:

- weather conditions;
- the group's skill level;
- trail conditions;
- crowding;
- access conditions to the massifs;
- any applicable regulatory restrictions;
- or any other circumstance that could affect the safety or quality of the service.

These adjustments do not automatically entitle the Customer to a refund. The Organizer may also stop an outing if safety conditions are no longer met.

7. CANCELLATIONS & CHANGES

7.1. Cancellation by the Customer

In the event of cancellation by the Customer, the following conditions apply:

- 7 days or more before departure: refund according to the conditions specified at booking;
- less than 7 days before departure: 30% of the service price may be withheld;
- less than 24 hours before departure: 100% of the service price may be withheld.

Special conditions indicated at booking may provide for different terms and take precedence in that case.

7.2. Cancellation or change by Trolib

If the required minimum number of participants is not reached, Trolib may cancel the outing up until 6:00 p.m. the day before departure. The Customer will then be informed by email or phone. Trolib will offer, where possible:

- a new date to carry out the service;
- or an alternative solution.

If the Customer declines the new date or the alternative solution offered, the amounts paid for the cancelled service will be refunded. Trolib also reserves the right to cancel or change an outing, at no cost to the Customer, in the event of:

- weather conditions making the outing dangerous;
- force majeure;
- strikes or protests;
- an administrative decision;
- exceptional closure of a site or massif;
- fire risk or any other access restriction;
- or any circumstance beyond its control affecting participants' safety.

In these situations, Trolib may offer a new date or an alternative solution.



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8. INTERRUPTION OF THE SERVICE

Any interruption of the service at the initiative of the Customer or a participant, for personal reasons, will not entitle them to a refund. In the event of an interruption decided by the Organizer for safety reasons, refund or rescheduling terms will be assessed based on the circumstances.

9. INSURANCE & LIABILITY

Trolib has taken out professional civil liability insurance covering bodily injury and property damage that may be caused to third parties, within the limits and conditions set out in the insurance contract. Each participant remains personally responsible for their own actions and for complying with the Highway Code, safety instructions, and applicable regulations. Each participant is in particular responsible for bodily injury or property damage they may cause to a third party as a result of their behavior or failure to follow instructions. The Customer is responsible for the participants they register for the service and agrees to ensure they comply with these Terms and the Trolib Code of Good Conduct. Trolib cannot be held liable for personal belongings lost, forgotten, or damaged during the service. The Customer and participants are responsible for the equipment entrusted to them during the service. In the event of damage resulting from misuse, negligence, or failure to follow instructions, the costs of repair may be charged to the Customer. However, the Customer cannot be held liable for consequences resulting from a hidden defect or non-apparent wear of the equipment, provided proof of such defect or wear can be provided.

10. THEFT AND DAMAGE TO EQUIPMENT

In the event of theft or disappearance of equipment entrusted to the Customer or participants, they must immediately inform Trolib and file a report with the relevant authorities as soon as possible. A copy of the police report or declaration must be sent to Trolib. In the event of theft, misappropriation, or damage resulting from improper use, negligence, or failure to comply with these Terms, the Code of Good Conduct, or applicable regulations, Trolib may claim the amount of the loss suffered.

11. RETURN OF EQUIPMENT

The equipment and its accessories must be returned to Trolib at the end of the service, in the condition in which they were provided, subject to normal wear from use. Any return at a different location must be agreed in advance with Trolib. Any costs incurred by Trolib to recover the equipment may be charged to the Customer.

12. RESPECT FOR THE NATIONAL PARK AND THE ENVIRONMENT

Some of the routes offered by Trolib may cross protected natural areas, including the Calanques National Park. Each participant agrees to respect:

- the National Park's regulations;
- authorized routes;
- access restrictions to the massifs;
- wildlife and plant life;
- other users;
- the ban on littering;
- fire prevention rules.

The Trolib Code of Good Conduct, provided or presented to participants before the outing, is an integral part of the rules applicable to the service. Trolib reserves the right to change the route or replace an activity in order to comply with access restrictions and ensure participants' safety.

13. CUSTOMER CONTACT INFORMATION

The Customer must provide a valid email address and phone number at the time of booking. This contact information is essential to allow Trolib to communicate any important information regarding the service, in particular a change, postponement, or cancellation. Trolib cannot be held liable for the consequences of incorrect contact information or the Customer's failure to respond when they have not provided means of being reached.

14. GOVERNING LAW

These Terms and Conditions of Sale are governed by French law. In the event of a dispute regarding their interpretation or execution, the parties will first seek an amicable solution. Failing an amicable agreement, the dispute will be submitted to the competent courts in accordance with applicable common law rules.

15. ACCEPTANCE OF THE TERMS AND CONDITIONS

Booking a service implies full and unreserved acceptance of these Terms and Conditions of Sale. The Customer acknowledges having read these Terms as well as the Trolib Code of Good Conduct and agrees to comply with their provisions and to ensure compliance by all participants registered for the service.

TROLIB – CASSIS Electric bike rental & guided tours in the Calanques National Park Safety • Respect • Discovery