MISTRAL VTC

Terms of Use

Version applicable on 8 November 2026

SASU MISTRAL VTC

Registered office: 149 Avenue du Maine, 75014 Paris, France

SIREN 850 528 985 — Paris Trade Register — Share capital €500

VTC operator registration (EVTC): EVTC091190346

Operations office: 11 Avenue des 2 Lacs, 91140 Villejust, France

Phone: +33 1 84 80 76 21 — WhatsApp: +33 6 65 39 80 59

contact@mistralvtc.com — www.mistralvtc.com

PREAMBLE

These terms of use (the « Terms of Use ») set out the conditions under which any visitor or user (the « User ») may use the website www.mistralvtc.com (the « Site »).

The Site is published by SASU Mistral VTC, a French simplified joint-stock company with a share capital of €500, registered with the Paris Trade and Companies Register under number 850 528 985, whose registered office is at 149 Avenue du Maine, 75014 Paris, France, and which is registered in the French register of VTC operators under number EVTC091190346 (« Mistral VTC » or the « Publisher »).

Accessing and using the Site implies full acceptance of these Terms of Use. Mistral VTC may amend them at any time; the applicable version is the one published on the Site when it is consulted. In the event of any discrepancy between this English version and the French version, the French version prevails.

1 / LEGAL INFORMATION

PUBLISHER

SASU Mistral VTC — Registered office: 149 Avenue du Maine, 75014 Paris, France — Operations office: 11 Avenue des 2 Lacs, 91140 Villejust, France — Share capital: €500 — SIREN 850 528 985 — Paris Trade and Companies Register — EU VAT number: FR27850528985 — EVTC number: EVTC091190346 — Phone: +33 1 84 80 76 21 — WhatsApp: +33 6 65 39 80 59 — Email: contact@mistralvtc.com.

REGULATED ACTIVITY

Mistral VTC carries out a regulated activity of private passenger transport by chauffeur-driven car (VTC), governed in particular by Articles L3120-1 et seq. and L3122-1 et seq. of the French Transport Code. The company is registered in the register of VTC operators under number EVTC091190346.

PUBLICATION DIRECTOR

Mr Abdelhamid El Haissoufi, President of SASU Mistral VTC.

HOST

Hostinger International Ltd, 61 Lordou Vironos Street, 6023 Larnaca, Cyprus — www.hostinger.com. The Site’s servers are located in France.

Further legal information (insurance, consumer mediator) is available in the legal notice: www.mistralvtc.com/en/legal-notice/.

2 / ACCESS TO THE SITE

The Site is accessible free of charge to any User with Internet access. All costs of accessing the Site (equipment, software, connection) are borne by the User.

The Site mainly offers the following services:

- Presentation of Mistral VTC’s private hire (VTC) passenger transport services;
- Online quote and booking requests for chauffeur services, with secure online payment for certain services;
- Information on vehicles, destinations served and indicative prices;
- Informative content (blog, articles, FAQ);
- Direct contact with the Mistral VTC team by phone, WhatsApp, email or form.

Mistral VTC uses reasonable means to keep the Site permanently accessible but cannot be held liable for interruptions, slowdowns or malfunctions due in particular to maintenance, technical updates or causes beyond its control.

3 / USE OF THE SITE

The User undertakes to use the Site in compliance with these Terms of Use, applicable laws and regulations and good practice for online services. The following are prohibited in particular:

- any attempt to gain unauthorised access to the Site or its computer systems;
- using the Site for unlawful or fraudulent purposes or in breach of third-party rights;
- publishing content contrary to public order, decency or the law;
- introducing viruses, malware or any code likely to disrupt the Site;
- automated scraping or mass copying of the Site's content without prior authorisation;
- identity theft or providing false information when requesting a quote or booking.

Any breach of these Terms of Use may result in access to the Site being suspended without notice or compensation and, where applicable, legal action.

4 / INTELLECTUAL PROPERTY

All elements of the Site (texts, photographs, images, graphics, videos, logos, trademarks, structure, databases, code) are the property of Mistral VTC or its partners and are protected by the French Intellectual Property Code. Photographs used under free licences remain the property of their authors.

Any reproduction, representation, modification, publication or use of all or part of the Site, by any means, without the prior written consent of Mistral VTC is prohibited and would constitute infringement punishable under Articles L335-2 et seq. of the French Intellectual Property Code. Short quotations are permitted under Article L122-5 of that Code, provided the source is cited.

5 / PERSONAL DATA

Personal data collected through the Site is processed in accordance with Regulation (EU) 2016/679 of 27 April 2016 (GDPR) and the amended French Data Protection Act of 6 January 1978. The data collected, purposes, recipients, retention periods and how to exercise your rights are described in the privacy policy: www.mistralvtc.com/en/privacy-policy/.

The User has the right to access, rectify, erase, restrict, object to and port their data, and to give instructions on what happens to it after their death. To exercise these rights: Mistral VTC, 149 Avenue du Maine, 75014 Paris, France — contact@mistralvtc.com. The User may also lodge a complaint with the French data protection authority, the CNIL (www.cnil.fr — 3 place de Fontenoy, 75007 Paris).

6 / COOKIES

The Site uses cookies and trackers that are strictly necessary for it to work (navigation, security, remembering your choices), which do not require consent. Only with the User's consent, it also uses audience measurement and advertising performance cookies (Google Analytics and Google Ads, Google Ireland Ltd).

On the first visit, the User can accept or refuse these cookies in the information banner. Until the User accepts, no audience measurement or advertising cookie is set. The User can change their choice at any time using the « Manage consent » link displayed at the bottom of the Site's pages. Details of the cookies used and how long they are kept are given in the cookie policy: www.mistralvtc.com/en/cookie-policy/.

7 / HYPERLINKS

The Site may contain links to websites published by third parties. Mistral VTC has no control over these sites and accepts no liability for their content, availability or personal data practices. Mistral VTC reserves the right to request the removal of any link to the Site that would harm its image or interests.

8 / LIABILITY

Mistral VTC uses reasonable means to ensure that the information on the Site is accurate and up to date. This information is provided for guidance only and has no contractual value unless expressly stated otherwise; only the quote or booking confirmation binds Mistral VTC. Mistral VTC cannot be held liable for:

- any errors, omissions or inaccuracies in the Site's content;
- the User's interpretation or use of the information provided;
- damage resulting from an interruption or unavailability of the Site;
- technical failures, viruses or harmful elements affecting the User's equipment;
- cases of force majeure.

Transport services booked with Mistral VTC are governed by the terms and conditions of sale: www.mistralvtc.com/en/terms-and-conditions/.

9 / GOVERNING LAW AND DISPUTES

These Terms of Use are governed by French law. Failing an amicable settlement, any dispute relating to their interpretation or performance falls within the jurisdiction of the competent French courts under ordinary rules.

Consumer Users may refer a dispute free of charge to the consumer mediator under the conditions set out in the terms and conditions of sale (article 11 « Mediation and disputes »): Médiation de la Consommation & Patrimoine (MCP), 12 Square Desnouettes, 75015 Paris, France — www.mcpmediation.org.

10 / CONTACT

For any question about these Terms of Use: Mistral VTC, 149 Avenue du Maine, 75014 Paris, France — Phone: +33 1 84 80 76 21 — WhatsApp: +33 6 65 39 80 59 — Email: contact@mistralvtc.com.