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These general terms and conditions of sale (hereinafter referred to as the "General Terms and Conditions") govern the services offered by METPARK through the website [www.mtpk.fr](http://www.mtpk.fr) (hereinafter referred to as the "Website").

### **Article 1 – Definitions**

"Buyer": designates any natural persons over the age of 18 with the capacity to enter into a contract or any legal entity wishing to purchase one or more Services offered by METPARK through the Website.

"Order": designates the Buyer's willingness to legally accept the offer of Services sold by METPARK on the Website.

"Car Park": means a car park operated by the METPARK Régie where the Buyer can benefit from one or more Services.

"Service(s)": refers to all the services which METPARK offers the Buyer on the Website, particularly in the form of taking out or renewing a subscription for the parking of light vehicles, motorised two-wheeled vehicles with a height not exceeding the height limit mentioned in the features of the car park appearing on the Website, the purchase of "Privilège METPARK" (METPARK Premium) discount cards or "Espace Deux Roues" (two-wheel spaces) parking cards for bicycles.

### **Article 2 – Purpose**

These General Terms and Conditions aim to define the contractual relationship between METPARK and the Buyer and the conditions applicable to any purchase made through the Website, whether the Buyer is a professional or a consumer.

The Service Order is reserved for Buyers who have accepted these General Terms and Conditions in their entirety without reservation prior to their Order; any Order implies full and complete acceptance of these General Terms and Conditions.

It is therefore imperative that the Buyer consults and accepts these General Terms and Conditions at the time they place their order, in particular to ensure the provisions applicable to this Order.

These General Conditions shall prevail over any other general or particular conditions of sale or purchase not expressly accepted by METPARK.

METPARK advises the Buyer to save and/or print out these General Terms and Conditions for safekeeping and storage, enabling them to consult them at any time during the execution of the contract if necessary.

These General Terms and Conditions are valid from 1 January 2011. They are applicable to any Order placed online by any Buyer



and accepted by METPARK, by acknowledgement of receipt (e-mail confirming the Order).

### **Article 3 – Capacity**

In order to benefit from the Services offered on the Website, the Buyer must, if they are a natural person acting in their own name or representing a legal entity, be of legal age, be legally capable of contracting and use the Website in accordance with these General Terms and Conditions.

The Buyer is financially responsible for the use of the Site both in their own name and on behalf of third parties, including minors. The Buyer guarantees the truthfulness and accuracy of the information provided.

A fraudulent use of the Website or which contravenes the present General Terms and Conditions may lead to METPARK's refusal, at any time, of access to the Services offered on the Website, even if the latter has confirmed the order, without prejudice to any legal action offered to METPARK before the competent courts.

### **Article 4 - Description of the Services offered on the Website**

#### **Article 4.1 Features of the Services offered**

In addition to these General Terms and Conditions, METPARK presents on the Website the particular conditions of each Service with the necessary features, in accordance with article L 111-1 of the Consumer Code, all of which allows the potential consumer to know before the validation of the Order the essential features of the Services they wish to buy.

The offers made by METPARK shall be valid only within the limits of available stocks or quotas and of the car parks that offer them.

The Services correspond to taking out a subscription or renewing an identical subscription allowing access to a given car park on which the Service is offered, for a given period and for one vehicle per means of access, Premium cards authorising hourly access to all car parks accommodating this type of customer under the tariff conditions in force in the car park of reference, "two-wheel spaces" parking cards for bicycles or hourly reservations.

The subscription or renewal of a subscription is made from a request using the forms available on the Website.

When taking out a subscription, an invoice number is issued once payment has been made, which allows the Buyer to go, with the vehicle registration document in their name and a copy of the invoice printed from the Website to the office of the person in charge of the relevant Car Park to collect a means of access to the Car Park, usually in the form of a badge.



In the case of orders placed outside the working days and hours of METPARK's Sales Department, (days and times specified on the [parcub.com](http://parcub.com) website as well as at the right of each car park control room), the means of access can only be manufactured and made available to the Buyer in the Car Park on the next working day. The Buyer must report to the office of the car park manager in the hours staff are present.

The bank, when paying online, will provide the customer with a transaction number which will be specified on the invoice. The means of access can also be sent to the Buyer by post on request previously reserved at the time of the Order on the Website. In this case, shipping costs will be charged to the Buyer at the current rate applied by METPARK.

When renewing a subscription or recharging a prepaid card, an invoice number is also issued once payment has been made, but the means of access previously given to the Buyer is validated for the renewed period without the Buyer having to go to the relevant manager's office of the Car Park again or request a new means of access.

#### **Article 4.2- Terms of use of the Services**

**4.2.a** The Services are services sold on the Website and reserved for Buyers who have created a personal account on the Website and have an e-mail address for sending the Order confirmation by e-mail.

**4.2.b** The Buyer uses the Services at their own risk and under their sole responsibility in the particular conditions of each Service.

Each Service is valid for only one vehicle and for the period or duration mentioned on the Order confirmation and/or invoice. The Buyer may not assign, in whole or in part, the rights and obligations assigned to them upon their Order.

The Buyer is obliged to use the means of access given to them by METPARK each time their vehicle enters or leaves the car park. Failing this, they must pay the current rate for hourly customers of the Car Park on the spot.

With the exception of "Permanent" and "Resident" season ticket holders, the Buyer may only park in the spaces available when their vehicle enters the Car Park and in spaces not reserved for other types of customers. The vehicle may not be parked in the car park for more than fifteen (15) days in a row, unless METPARK agrees.

Any parking done in violation of the general or special conditions applicable to each Service shall be paid for on site at the rate in force for hourly customers of the Car Park.

The Buyer undertakes to respect, and to ensure that users of the products and services respect, where applicable, these General Terms and Conditions,



the internal regulations of the Car Park, the police and safety regulations applicable to the Car Park, the signs of the Car Park, particularly with regard to speed limits, and more generally the rules of the Highway Code, as well as the instructions given by METPARK's operating staff. METPARK may move the Buyer's vehicle in the event of damage, presumed danger or after a reasoned request to the Buyer has been unsuccessful, particularly if works are being carried out in the Car Park concerned.

Without prejudice to its other rights resulting from these General Terms and Conditions, METPARK reserves the right, in the event of the Buyer failing to fulfil any of its obligations towards it, in particular payment, to terminate the contractual relations between the Parties, after a formal notice which has remained unsuccessful, in order to remedy the situation within an appropriate time frame.

**4.2.c** The means of access that has been given to the Buyer for an amount indicated, before the validation of the Order is paid by the Buyer, are mentioned in the invoice available on the Website. The Buyer remains, in all circumstances, responsible for the use that could be made by third parties of this means of access. Any loss, theft or deterioration of this means of access must be immediately reported in writing to the METPARK sales department or to the Car Park concerned. Its replacement is subject to the payment by the Buyer of a lump-sum fee of an amount fixed by the METPARK Board of Directors. If the Buyer fails to fulfil any of its obligations towards METPARK, the latter reserves the right to deny the Buyer access to the Car Park concerned with this means of access until it has been regularised.

As soon as the subscribed Service ends and whatever the cause, the means of access to the Car Park will be automatically deactivated by METPARK without the possibility of reuse.

## **Article 5 - Geographical area**

The online sale of the Services presented on the Website is valid only on the car parks operated by the METPARK management company offering these services according to the set quotas with regard to each car park as well as to current availability.

## **Article 6 - Conditions of registration – Order**

### **Article 6.1 – Conditions to register on the Website**

Use of the Website and access to the Services are reserved to Buyers who have registered by creating a Personal Account on the Website.

#### **a) Creating the personal account**

To create a personal account that allows access to the Services, the Buyer must fill out the registration form available on the Website



by clicking on the "Espace Client" (Customer Area) tab and then clicking on "Créez un compte" (Create an account).

- b)** The Buyer undertakes to fill in all the mandatory fields of the registration form and to communicate to METPARK accurate, complete and up-to-date information. Failing this, METPARK reserves the right to proceed to the deletion of the User's personal account under the conditions defined in article 6-1 c of these General Terms and Conditions.
- c)** The Buyer undertakes to inform METPARK of any change of the information communicated to them.
- d)** To create a personal account, the Buyer must provide a valid e-mail address, which will be used as an identifier, and a confidential code.

The identifiers and the confidential code thus created or communicated are strictly confidential and for personal use. Therefore, the Buyer undertakes not to disclose them to anyone in any way whatsoever. The Buyer is solely responsible for their safekeeping and must answer for the acts and actions of any person using their personal account, even without their knowledge.

In the event of loss, theft or misappropriation of their identifiers or confidential code by a third party, the Buyer undertakes to inform METPARK without delay as soon as they become aware of it on the contact section of the Website [www.mtpk.fr](http://www.mtpk.fr), confirmed by letter addressed to:

METPARK

For the attention of the Sales Department - Online Sales

9 terrasse du Front du Médoc – BP 722 – 33006 BORDEAUX CEDEX.

### ***b) Responsibility***

The Buyer is responsible for the use of their personal account. Any connection, order of Services or data transmission made from the latter is deemed to have been made by the Buyer and is their full responsibility.

### ***c) Deleting the personal account***

In case of breach by the Buyer of these General Terms and Conditions, METPARK reserves the right to proceed to the deletion of the Buyer's personal account, unilaterally and without indemnity, after formal notice sent to the Buyer by e-mail has remained unsuccessful for forty-eight (48) hours from the time it was sent.

## **Article 6.2 - Order**

The Buyer who wishes to purchase a Service must, at the time of subscription, have created a personal account on the Website allowing them to



subsequently consult their data, renew subscriptions or subscribe to new subscriptions or services following the procedure described in article 6.1.a hereof. The various stages of an Order are detailed on the Website during the Order process.

The validation of the Order can only take place if the Buyer accepts the present General Terms and Conditions, acknowledges having perfect knowledge of them and renounces to avail themselves of their own terms and conditions of purchase or other conditions, by clicking on the box "I declare to have read and accepted in their entirety the General Terms and Conditions".

Validation of the Order and payment constitute an electronic signature which has, between the Parties, the same value as a handwritten signature and constitutes an irrevocable and unreserved acceptance of the Order by the Buyer.

After payment, a payment certificate is displayed (valid as a receipt of payment by credit card) and the Buyer has a link allowing them to access the invoice corresponding to their Order.

An e-mail confirming the Order and containing the essential elements such as the identification of the Service ordered, the number, price, period of use and place of use, is sent to the Buyer at the e-mail address indicated in the subscription form.

METPARK invites the Buyer to print and/or archive on a reliable and durable medium this Order confirmation, the payment certificate and the invoice as proof if necessary.

It is the Buyer's responsibility to ensure that the contact details they provided when placing their Order are correct and that they will enable them to receive confirmation of their Order and/or to benefit from the Service ordered. In the event that the Buyer does not receive this confirmation, it is the Buyer's responsibility to contact METPARK's Sales Department on the website [www.mtpk.fr](http://www.mtpk.fr) in the contact section.

## **Article 7 - Financial conditions**

### **Article 7.1 Price**

The price of the Services is indicated in euros, all taxes included. Billing for the Service provided shall be made in accordance with the current rate at the time of subscription to the Service. The price takes into account the VAT applicable on the day of the Order. Any change in the applicable rate of VAT is automatically reflected in the price of the Services. The payment of the total amount must be made at the time of the Order. At no time can the sums paid be considered as deposits or advance payments.



METPARK reserves the right to change its prices at any time, but undertakes to apply the prices in force at the time of registration of the Order, subject to the availability of the Services on this date and as soon as the notice of price change has not been announced on the Website.

The prices do not take into account, if necessary, the delivery charges, charged in addition and indicated before the validation of the Order.

### **Article 7.2 Payment**

All purchases made on the Website are payable at the time of the Order by credit card only (Carte Bleue, Visa and MasterCard are accepted), by means of a secure transaction based on SSL security technology.

METPARK cancels any order and any possible delivery in case of refusal to authorise payment by credit card by the officially accredited bodies or in case of non-payment.

Invoices corresponding to Orders placed by the Buyer are only available in the Buyer's customer area on the Website.

### **Article 7.3 Payment security**

METPARK has entrusted the Public Treasury with the management of remote payments by the Services' bank card.

Online payment for the Services is made via the "SP PLUS V2" secure remote credit card payment system of the Public Treasury bank, which is based on the use of S.S.L. encryption and data transfer technology. All information collected during the remote payment operation is immediately encrypted and recorded on the secure payment server of the Treasury bank, 24 hours a day, 7 days a week.

The Buyer is informed that the provisions relating to the possible fraudulent use of their bank card are those resulting from the agreement concluded between the Purchaser and the bank issuing this bank card.

### **Article 8 – Withdrawal**

The Buyer, if they are a non-professional natural person, is informed that they have a right of withdrawal, in accordance with the provisions of Article L. 121-20 2 of the Consumer Code. This right may be exercised within seven (7) clear days from the date of the Buyer's Order for a Service.

When this period expires on a Saturday, Sunday or a public holiday or non-working day, it is extended to the first following working day.





In accordance with Article L. 121-20-2 of the Consumer Code, the Buyer may not make use of this right of withdrawal if the Service has been provided to them before the end of the seven (7) clear days period.

In order to ensure faster processing in the case of a withdrawal within this period, the Buyer is invited to notify the METPARK sales department on the contact section of the website [www.mtpk.fr](http://www.mtpk.fr), then by post to the following address:

METPARK

For the attention of the Sales Department - Online Sales

9 terrasse du Front du Médoc – BP 722 – 33006 BORDEAUX CEDEX.

This right to withdraw is exercised without penalties, except for the possible shipping costs of the means of access if it has already been given to the Buyer.

If the right of withdrawal is exercised, METPARK shall reimburse the Buyer within a maximum period of thirty (30) days following the date on which this right was exercised.

The Buyer is then reimbursed by re-crediting their bank account (secure transaction), or by cheque.

## ***Article 9 – Liability***

### ***Article 9.1 Use of the Website***

METPARK does not make any guarantee as to the performance of the Website and the availability of the Services.

### ***Article 9.2 Services provided by METPARK***

In accordance with the law No. 2004-575 of 21 June 2004 relating to confidence in the digital economy and with article L. 121-20-3 of the Consumer Code, METPARK is bound towards the Buyer, if they are a non-professional natural person, for the proper performance of the obligations resulting from their subscription to a Service in accordance with the conditions of this Service.

## ***Article 10 – Claims***

All requests for information, clarifications and possible complaints should be sent to the Contact section on the Website [www.mtpk.fr](http://www.mtpk.fr).

## ***Article 11 - Intellectual property***

The images, texts, programs and other components of the Website are protected by intellectual property rights. Any complete or partial representation of the Website and its contents, by any process whatsoever, without METPARK's prior and express authorisation, is prohibited and constitutes an infringement within the meaning of articles L. 335-2 and following of the Intellectual Property Code.



All the elements of the Website are and remain the intellectual and exclusive property of METPARK. No one is authorised to reproduce, exploit, rebroadcast, or use for any purpose whatsoever, even partially, elements of the Website, whether software, visual or audio.

Any single link or hypertext link is strictly prohibited without the express prior written consent of METPARK.

### ***Article 12 – Personal data***

METPARK is committed to respecting the laws and regulations in force regarding the protection of privacy.

The personal data communicated by the Buyer when creating their personal account are necessary to open their personal account and to subscribe to the Services. This personal data is confidential and will only be used for the purpose of managing this personal account.

In accordance with the Data Protection Act No. 78-17 of 6 January 1978, the Buyer has an individual right to access, rectify and delete personal data concerning them. The Buyer may exercise this right on the Contact section of the Website, [www.mtpk.fr](http://www.mtpk.fr).

The automated processing of personal information relating to the Buyers, including the management of the electronic addresses of the Buyers using the Website has been declared to the CNIL, the French Data Protection Authority.

### ***Article 13 - Archiving – Evidence***

The computerised registers, kept in the computer systems of METPARK and/or its service providers under reasonable conditions of security, are considered as proof of communications, Orders and payments between the Parties.

METPARK archives the invoices on a reliable and durable support constituting a faithful copy, in accordance with the provisions of article 1348 of the Civil Code, and which can be produced as proof during the time of the commercial guarantees of the purchases, and makes them available on the Website for one year from their issue.

### ***Article 14 - Miscellaneous provisions***

#### ***Article 14.1 Force majeure***

METPARK will not be held responsible, or considered as having failed to comply with the provisions of these General Terms and Conditions, for any delay or non-performance when the cause of the delay or non-performance results from a case of force majeure as defined by the jurisprudence of the French courts.



METPARK

**Article 14.2: Applicable law and jurisdiction**

The present General Terms and Conditions are subject to French law.

In the event of a dispute concerning the formation, interpretation and performance of their contractual relationship, the Parties agree to seek an amicable solution.

In the event of failure to resolve the dispute amicably within one month of notification of the dispute by one of the Parties to the other, the Parties shall submit this dispute to the competent courts within the jurisdiction of METPARK's registered office.



## **SPECIAL CONDITIONS OF SALE FOR SINGLE ENTRY AND SINGLE EXIT BOOKING PACKAGES**

Reservations are hourly reservations with single entry and single exit for VL vehicles whose height does not exceed 1.80m.

Reservation methods are set out below. Parking conditions are governed by the internal regulations in force in the car parks, which are displayed at the entrance to the facilities and on the website [www.mtpk.fr](http://www.mtpk.fr)

To access the booking module of the website [www.mtpk.fr](http://www.mtpk.fr), the customer must create a customer account by providing a valid email address which will be their login and by creating a password.

### **ARTICLE 1 – RESERVATION**

To make a reservation, the customer makes their request from the website [www.mtpk.fr](http://www.mtpk.fr) using a registration form.

The applicant gives information on their identity, contact details, vehicle, the name of the car park where they wish to park their car and the dates and times of arrival and departure.

The features of the car park are specified to the customer on the website [www.mtpk.fr](http://www.mtpk.fr) which they can consult before placing an order. The customer formally undertakes to read it. METPARK cannot be held responsible for any direct or indirect prejudice suffered by the customer if they have made a reservation in a car park that cannot accept their vehicle because of its height, length or width, or if they use a pass outside the conditions of use provided for this pass.

In car parks equipped with a license plate reading system, a reservation can be made at least 3 hours before the scheduled time of entry into the car park.

A reservation for a car park not equipped with a license plate reading system, requiring the use of an access code, must be registered at least the day before the planned parking before 24H00 at the latest.

### **ARTICLE 2 – PAYMENT OF THE RESERVATION**

The rates presented on the website [www.mtpk.fr](http://www.mtpk.fr) as well as at the entrance to all car parks are displayed in euros, all taxes included.



METPARK reserves the right to change prices at any time, without prior notice, it being understood that such changes will only be inapplicable to previously accepted reservations for time overruns depending on the date of use of the car park and the date of entry into force of these tariffs.

Parking fees, reservation fees, any associated services accepted by the customer, as well as taxes, are payable once in euros by credit card on the bank security system of the website [www.mtpk.fr](http://www.mtpk.fr).

The reservation of a parking space is confirmed once payment has been made. The validation by the customer of their order implies full and complete acceptance of these General Terms and Conditions of Sale and the Special Terms and Conditions of Sale.

### **ARTICLE 3 – CONFIRMATION OF RESERVATION**

Once the order has been validated, the customer receives a confirmation of payment from METPARK's bank specifying the elements of the reservation, in particular the reference of the order as well as the bank transaction:

The information required for parking, in particular the registration number of the vehicle expected or the access code to enter the car park, is specified when the reservation is confirmed and archived on the “*vos réservations*” (your reservations) page on the website [www.mtpk.fr](http://www.mtpk.fr).

The customer must carefully note down the access code that will allow them to enter the park if the selected car park is not equipped with a license plate reading system.

The invoice, which is proof of payment of the order, can be downloaded in PDF format from the METPARK website. The references of the order appear on the receipt of payment sent by the bank group and on the corresponding invoice.

The staff of the car park has a provisional schedule of reservations.

### **ARTICLE 4 – ARRIVAL AT THE CAR PARK**

There are two possible cases:

- The car park is equipped with a license plate reading system. The equipped lane, indicated at the entrance to the car park, is closed by a barrier, with an automatic time-stamped ticket issuing bollard.



The system reads the license plate and searches for its presence in the reservation file. The customer must take a ticket at the bollard that will have their booking details and can enter the car park after the barrier has been opened.

They will then use this ticket directly at the exit of the car park upon their departure.

- The car park is not equipped with a license plate reading system, the customer must enter their access code on the numerical keypad located at the "abonnés" (subscribers) entrance lane and take the time-stamped ticket issued by the bollard.

In all cases, the customer must keep the ticket on them to allow them to open the pedestrian access control systems (landing doors and lifts). Under no circumstances should the customer leave their reservation ticket or access code in their car in the parking lot.

In the event that a car park is equipped with a license plate reading system, if the system is not operational or if the license plate of the vehicle proves to be illegible, the customer will have to take a time-stamped ticket by pressing the issue button and have this ticket associated with their reservation at the end of parking at the car park's control room.

In case the customer has forgotten their access code, they can obtain this code from the control room by indicating their name and registration.

#### **ARTICLE 5 – EARLY ARRIVAL – LATE ARRIVAL**

The pass starts to run from the customer's arrival time noted on the ticket issued by the entrance bollard. This period is printed on the time-stamped ticket taken at the car park entrance and recorded by the access control system.

A pass corresponds to a period that begins at the actual time of the customer's arrival. The customer can arrive early or late within 3 hours of the time indicated on the Reservation Form. Only the actual arrival time is taken into account for the starting point of the pass.

#### **ARTICLE 6 – EARLY DEPARTURE**

If the customer decides, for whatever reason, to leave the car park before the pass expires, they will not be entitled to any reimbursement for unused parking hours. A pass that has been partly used or not used at all is not refundable.

#### **ARTICLE 7 – DELAYED DEPARTURE**



If the customer decides to extend the parking time beyond the chosen pass, before leaving the car park, they must pay the additional cost corresponding to the time over which the reservation ends in accordance with the rate displayed, either by credit card directly from the car park exit bollard, or in cash at one of the automatic cash desks in the car park or by cheque at the car park control room. The applicable rate corresponds to the rate in force at the car park.

#### **ARTICLE 8 – CANCELLATION OF A RESERVATION - NO-SHOW**

The customer can be reimbursed under the following conditions:

- If the customer cancels their reservation more than 72 hours before the scheduled arrival time, they will be refunded 70% of the total amount of their reservation.
- If the customer cancels their reservation between 48 and 72 hours before the scheduled arrival time, they will be refunded 40% of the total amount of their reservation.
- If the customer cancels their reservation between 24 and 48 hours before the scheduled arrival time, they will be refunded 25% of the total amount of their reservation.
- If the customer cancels their reservation less than 24 hours before the scheduled arrival time and day, or if they do not show up at the car park, they will not be entitled to any reimbursement or compensation, whatever the reason.

To be refunded the customer must make a request by e-mail to the following address: [contact@mtpk.fr](mailto:contact@mtpk.fr) and indicate:

- The order references,
- the full number of the bank card with which they made their purchase (16 digits),
- the expiry date (month and year) of the card.

Refunds will be made by METPARK within 30 days of the date of release provided at the time of booking.

#### **ARTICLE 9 – TERMS OF USE**

The “*Entrée et Sortie unique*” (Single Entry and Exit) passes are governed by the General Terms and Conditions of Sale, with the exception of one feature common to these passes:

- The “*Entrée et Sortie unique*” (Single Entry and Exit) ticket can only be used once. Any outing ends the reservation.
- The specific features of each “*Entrée et Sortie unique*” (Single Entry and Exit) pass, and in particular the time slots for using these passes, are described in the price lists of the car parks that offer these passes:

#### **ARTICLE 10 – APPLICABLE LAW - DISPUTES**



The customer acknowledges in their contractual relations with METPARK, the validity and the evidential value of the exchanged e-mails and the electronic records made on the website [www.mtpk.fr](http://www.mtpk.fr).

METPARK will not be held responsible, or considered as having failed to comply with the provisions of these special conditions, for any delay or non-performance when the cause of the delay or non-performance results from a case of force majeure as defined by the applicable jurisprudence.

METPARK cannot accept any claim and no reimbursement, relating to any non-performance or poor performance of the service provided to the customer, attributable either to the customer, or to a third party unrelated to the service, or to a case of force majeure.

The provision of a parking space does not constitute in any way a right of custody and supervision, but simply the price of parking the vehicle for the duration of the package subscribed by the customer plus the reservation fee. The customer remains responsible for any bodily, intangible and/or material damage caused by the vehicle being driven to the parking space or within the parking area. METPARK declines all responsibility in the event of damage to the vehicle, accident or theft of all or part of the objects or equipment contained in the vehicle.

This contract is subject to French law.

#### **ARTICLE 11 – PERSONAL DATA**

The information and data concerning the customers of the system of purchases on the Internet from the website [www.mtpk.fr](http://www.mtpk.fr) are necessary for the management of the orders. In accordance with the Data Protection Act of 6 January 1978, customers of the Central Reservation Centre [www.mtpk.fr](http://www.mtpk.fr) have the right to access and rectify any personal data concerning them.

To do so, simply write online to [contact@mtpk.fr](mailto:contact@mtpk.fr) or to the postal address METPARK, Service Commercial, 9, terrasse du Front du Médoc, BP 722 - 33006 Bordeaux Cedex, indicating your last name, first name, e-mail and contact details.