

Terms and Conditions

1. GENERAL - DEFINITIONS

1.1. For the purposes of these Terms and Conditions, the term:

"Customer" means any natural or legal person who has entered into a contract/placed an Order with MOVEO GROUP through the app "MOVEO GROUP" and/or the website <https://moveogroup.be> and/or by email (info@moveogroup.be) and/or by telephone (+32.470.364.012);

"Services" means all the services offered by MOVEO GROUP;

The "Website" refers to the site <https://moveogroup.be> from which the services of MOVEO GROUP are available and accessible to Customers;

The "Application (under construction)" means the mobile Application (under construction) MOVEO GROUP PARTNER belonging to MOVEO GROUP. The Application (under construction) works under the iOS and Android operating systems and can be downloaded free of charge by the Customer on Smartphones and tablets. It allows the Client of the Application (under construction) to be put in contact with the Drivers for the purpose of booking a private passenger transport service;

The "Order" means the purchase and reservation of the Race by the Customer via the Application (under construction) and/or the Website and/or by Email and/or by Telephone;

The "Course" refers to the transport service requested by the Customer and carried out by MOVEO GROUP and/or its Driver, through the use of the Application (under construction) or the Website. The Race is always carried out by a Driver;

The "Driver" means the drivers of MOVEO GROUP and/or service providers with whom MOVEO GROUP has concluded – directly or indirectly or through its subsidiaries – partnership agreements. The Drivers hold a driving license, a certificate of professional competence as a Taxi driver, a valid professional card and driver of a vehicle equipped in accordance with the regulations in force, carrying out passenger transport services, for their own account and under his own responsibility, during his working hours;

"the Parties" means the Customer and MOVEO GROUP together;

1.2. These General Terms and Conditions govern all relations between MOVEO GROUP and the Customer. They are an integral part of the contract between the Parties and are applicable to all legal acts relating thereto.

1.3. Derogation from these General Conditions may only be made by special agreement signed by an authorized representative of MOVEO GROUP. The fact that a particular agreement derogates from one of the provisions of these General Conditions does not exclude the Application (under construction) of the other clauses. The fact that MOVEO GROUP does not implement one or the other clause established in its favor in these General Conditions, cannot be interpreted as a waiver on its part to avail itself of it.

1.4. Any order placed with MOVEO GROUP by the Customer implies full and unconditional acceptance of the latter to these General Conditions, without any restriction or reservation. The Customer may not, under any circumstances, rely on its own general conditions that it has signed with third parties, to which MOVEO GROUP will not have been a party and on which it will not have expressly given its agreement.

1.5. If the Customer places an order with MOVEO GROUP by providing incorrect information, MOVEO GROUP remains free to choose whether or not it agrees to change the order with a new order, in which case it may claim payment from the Customer of the additional sum of €80,00 as administrative costs.

2. DESCRIPTION SERVICES

MOVEO GROUP provides its customers with a wide range of chauffeur-driven car rental services for national and international transfers.

MOVEO GROUP notably offers its Clients Services such as:

the provision of a reservation platform via its Website, its Application (under construction), its Email address and its Telephone number(s);
support and rapid transfers from and to more than a hundred cities and airports in Belgium (Brussels, Antwerp, Charleroi and Liège airports), the Netherlands, Germany, France, United Kingdom, Luxembourg
24/24 door-to-door services;
dispatching;
VIP transfers;
group transfers;
the provision of shuttles with driver for tourist and professional purposes.
All the services of MOVEO GROUP is available and accessible on the Website and the Application (under construction) (under construction).

Use of the Services requires compatible hardware and Internet access.

3. CONCLUSION OF CONTRACT

3.1. The contract is validly formed between the Parties when the Order is validated by the Customer.

3.2. The Parties expressly acknowledge that Orders confirmed via telephone calls and/or electronic messages have the same legal value as an Order placed via the Website and/or the Application (under construction).

3.3. The Customer certifies that all information it provides to MOVEO GROUP are sincere, truthful, accurate and complete and that the communication of this information will not be likely to infringe the privacy of any other person.

3.4. It is the Customer's sole responsibility to protect the confidentiality of any user name and password that it will be required to use to access the Services.

3.5. When using the Services, the Customer agrees to comply with all applicable laws and regulations in force and (i) undertakes, under penalty of criminal prosecution, not to use the Services for fraudulent purposes. or illegal, (ii) refrain from any action that could damage the reputation of MOVEO GROUP.

3.6. MOVEO GROUP reserves the right not to provide the Services to the Customer, in particular in the following cases:

- a. non-compliance (verbal or non-verbal), by the Customer, with his obligations;
- b. inappropriate behavior of the Customer and/or his companions on board and outside the vehicles of MOVEO GROUP ;
- c. in the event of non-payment, partial payment (SumUp) or in the event of late payment of the Race by the Customer.

MOVEO GROUP may, if necessary, request the services of the order if the Customer does not respect his payment commitments to the Drivers.

4. RESERVATIONS – CANCELLATIONS

4.1. Reservations are possible 24 hours a day, 24 days a week via:

website ;

the App;

a phone call to the following numbers: 0032470364012

a telephone message to the following numbers: 0032470364012

4.2. Reservations must be made at least six hours before the required pickup time.

4.3. Order from an airport

When placing this Order, the Customer must specify the exact name of the airport, the date of the Race, as well as the number of his flight. The scheduled landing time as well as the arrival terminal, which may be modified by flight conditions and the airport authority, must also be provided to MOVEO GROUP.

The responsibility of MOVEO GROUP cannot be engaged in the event of erroneous information indicated by the Customer (incomplete flight number, date error, etc.), nor in the event of erroneous information relating to the reference flight for the Race, transmitted by the information service of the airport concerned. In such a case, the Customer may not claim any reimbursement from MOVEO GROUP.

4.4. Order in advance

The Customer can order a vehicle from MOVEO GROUP before the date and time of departure of the planned Race.

The Customer will indicate, in this case, the date, time, place of departure, any intermediate stages, the final destination, as well as any other particularities of the Race (scheduled waiting time, additional indication for the place of appointments, the number of passengers who will accompany him, etc.).

Depending on the number of Orders already registered on the chosen date and time, MOVEO GROUP reserves the right to refuse additional orders placed in advance, which cannot, in any case, be considered validated unless:

confirmation of the Race by MOVEO GROUP ;

payment, by the Customer, of the Race concerned.

4.5. Immediate/Instant/Rush Order

In the event of an Order for an immediate/instantaneous/urgent Race, the Customer will indicate the date, time, place of departure, any intermediate stages, the final destination, as well as any other specifics of the Race (time scheduled waiting time, additional indication for the meeting place, the number of passengers who will accompany him, etc.).

Upon receipt of the Order, MOVEO GROUP will confirm the Order to the Customer according to the availability of its Drivers by sending him an estimate:

the waiting time for the arrival of the vehicle at the indicated starting point;

the cost of the journey Ordered.

MOVEO GROUP cannot guarantee the Customer either the availability of a Driver or that of a vehicle.

MOVEO GROUP also reserves the right to refuse immediate, instantaneous, urgent Orders, which cannot, in any case, be considered validated except in the event of:

confirmation of the Race by MOVEO GROUP ;

payment, by the Customer, of the Race concerned.

If an immediate/instant/urgent Race is confirmed by MOVEO GROUP, the cancellation of this by the Customer will cost 100% of the price indicated for this Race.

The immediate/instantaneous/urgent Ride must be paid for in advance by the Customer.

4.6. All bookings will be treated as "booking requests" until the Customer receives, from MOVEO GROUP, a booking

confirmation in good and due form.

The Customer is required to carefully check the confirmation of his reservation and to promptly inform MOVEO GROUP of any error.

4.7. Apart from urgent Orders, the Customer may make changes to his reservation at any time, up to a maximum of twenty-four hours before the start time of the Race. The Customer may send his requests for modifications to MOVEO GROUP is :

by email to the following address: info@moveogroup.be;

by telephone messages on the following numbers: 0032470364012;

by using the contact form on the Website;

via the personal space (user account) of its Application (under construction).

4.8. Any cancellation of reservation made:

24 hours before the Race is free of charge;

less than 24 hours before the Race will be invoiced at 100% of the estimated price for the Race Ordered.

4.9. In the case where MOVEO GROUP cannot honor a planned and confirmed Order, the sums paid will be fully reimbursed to the Customer, without recourse and without compensation for any damage suffered.

If a case of force majeure or an external event beyond the control of MOVEO GROUP, occurs during the execution of its mission, MOVEO GROUP cannot be held responsible in the event of non-execution or delay of this service. Is considered as such, any external, unpredictable event (complicated traffic conditions, strikes of all kinds, weather conditions, accidents, deviations, various events) as assessed by Belgian case law.

4.10. The Customer must, within the framework of the reservations he intends to make, take into account any factor which would be likely to have an impact on the timing of the Race (for example, check-in / control time required by his airline) . MOVEO GROUP can in no way be held responsible for any delay caused by the fault / inattention / negligence of the Customer, in particular in the event of bad timing operated by the latter to reach his destination or in the event of delay during his support by MOVEO GROUP.

4.11. It is up to the Client to specify, at the time of booking, and no later than 24 hours before the Race, if:

he (or one of his companions) must be transported in a wheelchair;

a child car seat is required for the Race.

The child car seat will be invoiced to the Customer for the sum of €5,00 and can only be available/requested for a Race in a "van" and not a "sedan" vehicle.

The Customer is nevertheless authorized, by MOVEO GROUP, to use his personal car seat (if he has one) free of charge, even in the event of a Race in a "sedan" vehicle.

4.12. The Customer is required to book a vehicle size suitable for the number of passengers and luggage. MOVEO GROUP cannot guarantee the Customer the transport of excessive quantities of passengers/baggage beyond the capacity of its vehicles. All luggage is transported entirely and exclusively at the Customer's risk.

If it turns out that the luggage does not meet the standard sizes, so that it does not fit in the vehicle, the Driver cannot be forced to transport it. In this case, he will be entitled to refuse the Race, and this, without any request for reimbursement being claimed by the Customer.

Any child, regardless of age, is considered a passenger.

It is strictly forbidden to take/put a child/baby on you. A car seat suitable for the age of the child/baby must be provided for the Race.

4.13. MOVEO GROUP is entitled to assume that anyone who provides the Customer's correct account number and

name has the authority to make a reservation on behalf of that Customer.

5. PAYMENTS – PRICE

5.1. The Price of the Services are set according to the amounts listed on the Website and the Application (under construction).

5.1. All prices and tariffs are expressed in euros (€) and include, unless otherwise specified, value added tax (VAT).

5.2. Payment for the Services offered by MOVEO GROUP is made by secure electronic payment (using a bank card/electronic payment Application (under construction) such as PAYCONIQ, APPLE PAY, PAYPAL, STRIPE, SUMUP, etc.) via the system developed by MOVEO GROUP on its Website and its Application (under construction), which allow secure transactions, with an encryption system, according to the banking security standards in force.

The Customer may also make cash payments directly to the Drivers of MOVEO GROUP, provided that this payment corresponds, to the nearest penny, to the amount of the Race.

5.3. The Customer undertakes to make full payment of the Prices set for any Order/Course that has been confirmed/carried out by MOVEO GROUP.

5.4. MOVEO GROUP may modify its Prices in the event of significant modification(s), for example:

- of the original route;
- the number of passengers;
- the type/size of vehicle required;
- waiting time.

MOVEO GROUP nevertheless reserves the right to modify its prices at any time, even after confirmation of the Race, and this, in the event of subsequent and significant variations in fuel prices (petrol, diesel, LPG, etc.) and any other component influencing its cost price.

MOVEO GROUP also reserves the right to modify, at any time, the prices of its periodic Services when these Services relate to one or more contract(s) of indefinite duration.

5.5. If, at the request or with the agreement of the Customer, MOVEO GROUP has performed the Races, escaping the content or the scope of the confirmed Order, the Customer will pay the prices in accordance with the usual rates of MOVEO GROUP, unless a fixed price has been expressly agreed between the Parties.

5.6. By communicating his bank details, the Customer irrevocably and unconditionally accepts that MOVEO GROUP performs the secure transaction. The Client authorizes, therefore, MOVEO GROUP to debit his account prior to the confirmed Race.

5.7. If the Customer does not show up at the time and place indicated in his Order confirmed by MOVEO GROUP, and without having previously notified the latter according to the methods specified above, MOVEO GROUP reserves the right to invoice the Client for the full Price of the confirmed Race.

MOVEO GROUP also reserves the right to invoice the Customer in full for the Price of the confirmed Race, and not to issue any refund, if it turns out, after the arrival of his Driver, that:

- the reservation was made for the wrong date;
- the reservation was made by entering incorrect and/or misleading information (such as, in particular, an incorrect

location, an incorrect telephone number, an incorrect name, etc.;

the Customer did not show up at the starting point and/or left it without warning MOVEO GROUP according to the terms specified above.

5.8. In the event of non-payment, partial payment or in the event of late payment of the MOVEO GROUP by the Customer on its due date, fees will be charged, automatically, on all overdue balances up to an interest rate of 10% without prior notice, with a minimum of €50,00.

5.9. If an installment payment agreement or a payment installment has been granted to the Customer by MOVEO GROUP, but the Customer does not respect this payment plan, it becomes null and void, MOVEO GROUP reserving the right to demand immediate payment from the Customer for the full outstanding balance, also increased by an interest rate of 10% without prior notice.

5.10. MOVEO GROUP may suspend its services on the part of the Customer if the latter fails to honor its payment commitments. Such an interruption does not release the Customer from compliance with his obligations.

6. SUPPORTED

6.1. The Customer must report to the Driver as soon as the vehicle arrives at the starting point at the agreed time and date.

6.2. MOVEO GROUP reserves the right to replace any vehicle or Driver if it becomes necessary, without obligation, to inform the Client in advance.

6.3. The Driver's waiting time is not charged during:

the first hour following the scheduled airport pick-up time;

the first 15 minutes after the scheduled pick-up time for all other locations.

Beyond these waiting times offered, the additional wait will be invoiced at the amount of (40 EUR/30 min/van – 30 EUR/30 min/sedan) € VAT included per minute of delay, and this, from the first minute of waiting.

6.4. The Driver will drive the Customer by the most suitable route during the day, unless otherwise specified by the Customer, in which case additional charges may apply.

7. RACE TIME

7.1. The travel time estimates provided by MOVEO GROUP to the Customer during the Order/reservation are transmitted for information purposes only.

These travel times are calculated from standard time estimates, and are not contractual, so that they could not found any claim and complaint of the Customer against MOVEO GROUP and can not, in any case, engage the responsibility of the latter.

7.2. In the event of travel of particular importance to the Customer and/or subject to time constraints, it is the Customer's responsibility to take a precautionary margin in terms of sufficient time to overcome any difficulty related to traffic or other incident.

MOVEO GROUP recommends, in particular, that the Customer provide an additional margin of 45 minutes in the

event of a journey to stations and 1 hour in the event of a journey to airports under normal traffic conditions.

MOVEO GROUP can in no way be held responsible for any delay caused by the fault / inattention / negligence of the Customer, in particular in the event of bad timing operated by the latter to reach his destination or in the event of delay during his support by MOVEO GROUP.

8. CUSTOMER RESPONSIBILITY

8.1. The Customer undertakes, under penalty of legal proceedings, to treat the Drivers and the staff of MOVEO GROUP with respect and not to engage in illegal, threatening, harassing or abusive behavior or activity during the Race.

8.2. The Customer undertakes not to damage the vehicles of MOVEO GROUP and/or its Drivers.

In the event of damage to the equipment or the vehicle attributable to the Customer, MOVEO GROUP will re-invoice him the costs of repairing the vehicle or changing equipment as well as the duration of the mobilization of the damaged vehicle.

8.3. Passengers (adults and children) are required to fasten their seat belts. If a fine is awarded to the Customers and/or their companions by the police in the absence of the wearing of the seat belt, the Customer will bear the full payment, including the costs and increases that this fine would be likely to generate in the event of late payment.

8.4. For safety reasons, it is forbidden to smoke and to transport illegal, flammable, explosive, corrosive or toxic substances on board vehicles. MOVEO GROUP and/or its Drivers. Failure to comply with this stipulation engages the responsibility of the Customer and his companions, MOVEO GROUP reserving the right to take any action against them before the competent courts.

8.5. The Customer's luggage must be placed in the trunk of the vehicle. Baggage remains the sole responsibility of the Customer. No luggage can be entrusted to the Driver. The Driver may refuse baggage whose weight or dimensions are excessive, as well as those which he considers detrimental to the safety of transport.

8.6. MOVEO GROUP reserves the right to refuse to take charge of the Customer and/or his companions, suspected of being under the influence of alcohol or drugs and/or whose behavior constitutes a threat to the safety of the Driver, the vehicle, or other passengers inside the vehicle.

8.7. MOVEO GROUP also reserves the right to end any Race due to unreasonable or inappropriate behavior by the Client and/or one of his companions.

8.8. If the Customer has damaged the vehicle MOVEO GROUP and/or its Driver, requiring special cleaning, MOVEO GROUP reserves the right to invoice the Customer for the costs of this cleaning.

9. COMPLAINTS – CANCELLATIONS

9.1. The Customer must call MOVEO GROUP, immediately and at the latest within 2 days of the completed Race, of any claim whatsoever relating to the Driver's mission, the provision of Services, any delays caused by the Driver... Failing to respect this deadline, the Customer will be barred from (i) claiming any breach on the part of MOVEO

GROUP and consequently to (ii) suspend its obligation to pay or to claim reimbursement.

9.2. In the event of cancellation or request for reimbursement, by the Customer, of his Order on the basis of unfounded justifications and/or justly contested by MOVEO GROUP, the latter will be indebted, in favor of MOVEO GROUP, administrative costs incurred by its cancellation or its request for reimbursement up to 50% of the amount of the Order with a minimum of €25,00.

9.3. Any cancellation automatically entails on the part of the Customer, the perception, by MOVEO GROUP, 5% of the Price of the Race.

9.4. The introduction of a complaint does not in any way release the Customer from his payment obligations.

10. PROCESSING OF PERSONAL DATA – CONFIDENTIALITY

10.1. As part of its activities, MOVEO GROUP processes the Customer's personal data (such as identification data, data on the use that the Customer makes of the Website, the Application (under construction) and the Services of MOVEO GROUP, Customer traffic data, billing and payment data, and technical data), in accordance with the law of 8 December 1992 relating to the protection of privacy and the General Data Protection Regulations (RGPD) 2016/679 of April 27, 2016. All personal data provided by the Customer will be treated with the strictest confidentiality by MOVEO GROUP.

10.2. MOVEO GROUP only processes the personal data that the Customer voluntarily entrusts to it within the framework of their contractual relations. The communication of confidential data by the Client which concerns him or which the Client considers as such, is carried out at his own risk. The Customer gives his authorization to MOVEO GROUP to record their personal data during the term of the contract, in particular for:

- a. the management and administrative follow-up of Customers (invoicing, communications, disputes, etc.);
- b. execution of the Order;
- c. carrying out information or promotional operations on the Services offered by MOVEO GROUP, by mail, SMS or email;
- d. the establishment of user profiles for marketing purposes based on the Customer's use of the Website, the Application (under construction) and the Services of MOVEO GROUP ;
- e. the fight against fraud and offenses against MOVEO GROUP, its employees, partners, Customers or suppliers;
- f. quality control of services;
- g. market studies;
- h. carrying out information or promotional campaigns for the Services MOVEO GROUP.

10.3. In accordance with the requirements of the GDPR, MOVEO GROUP hereby informs that the Customer has the right to access, erasure, rectification, limitation, opposition and portability of his data. If the Customer decides to use this right, he can send an e-mail to the following contact address: info@moveogroup.be. The Customer may also notify MOVEO GROUP, through this address, his wish not to receive commercial information about the Services of MOVEO GROUP.

10.4. The Customer's data is kept for a maximum of ten (10) years from the termination of the contractual relationship between the Parties. Other storage periods apply for certain categories of data, such as traffic data, which are only kept for a period of twelve (12) months.

10.5. Credentials and user profiles may be shared with affiliates of MOVEO GROUP and are made accessible to third parties who work in the name and/or on behalf of MOVEO GROUP. In any case, their access is limited to the data they need for the performance of their contract with MOVEO GROUP. The Customer's data may also be

communicated to the competent authorities in the cases provided for by law.

10.6. The Customer is informed that all telephone calls made (received or dialed) between the Parties may be recorded/listened to:

- a. in order to serve as proof in the event of a dispute/complaint by the Customer;
- b. for quality control purposes;
- c. for the purpose of training and supervising the personnel of MOVEO GROUP.

The Customer accepts these recordings and gives his consent to them while having the possibility of opposing these recordings and listening during each telephone conversation, by notifying beforehand MOVEO GROUP of this intention.

10.7. The Customer undertakes not to use or reveal to a third party the confidential information, as well as the technical or commercial secrets relating to the activity and the Services of MOVEO GROUP and to take all possible measures to adequately protect said confidential information against any access not expressly authorized by MOVEO GROUP.

11. INTELLECTUAL PROPERTY

11.1. All elements of the Website and the Application (under construction) (graphics, images, texts, logos, databases, programs) including their accessories, are the full property of MOVEO GROUP.

11.2. The Customer undertakes not, except with the express and explicit authorization of MOVEO GROUP, copy, totally or partially, in any way or on any medium whatsoever, the properties of MOVEO GROUP, nor to adapt them, to translate them, to sell them, to rent them, to lend them, to disclose them to the public, nor to create works derived from the aforementioned elements and more generally to do any act in violation of copyright of MOVEO GROUP protected by the law of June 6, 1994 on copyright and related rights.

11.3. The Customer is advised that any redistribution, reproduction or total or partial commercialization in any form whatsoever is strictly prohibited, under penalty of legal proceedings.

12. CHANGES TO TERMS AND CONDITIONS

12.1. MOVEO GROUP reserves the right to modify the General Conditions of Use of its Services by publishing a new version of these on its Website and/or its Application (under construction)

12.2. The applicable General Conditions are those in force on the date of use of the service.

13. DISPUTES

13.1. MOVEO GROUP undertakes, as far as possible, to resolve the problems of which it is informed and which it can

remedy. If the Customer is not satisfied with the response or the solution proposed, he can contact the administrative department of MOVEO GROUP. Only written complaints sent to the contact address of MOVEO GROUP are taken into consideration. Failing this, it cannot be held responsible for not having acted on it.

13.2. These General Conditions are governed by Belgian law.

13.3. Any dispute relating to these General Conditions, including their existence, their conclusion, their validity, their interpretation or their execution, will be the exclusive competence of the French-speaking courts of Brussels, which will have sole jurisdiction to hear them.