

Terms and Conditions of Sale and Use for Gift Sets and Gift Cards

Updated on June 1st, 2026

PREAMBLE

For the purposes of the general terms and conditions set forth herein, the following terms shall have the meanings set forth below:

- **Logis International Services (LIS):** a legal entity offering services under the Logis Hotels, Cit'Hotel, Urban Style, Demeures & Châteaux, and Singuliers Hôtels brands
- **Customer:** a natural or legal person making a purchase from LIS
- **Beneficiary:** refers to the individual or legal entity that receives and uses the service sold by LIS
- **MyBeezBox:** software enabling TV to market gift boxes and e-gift boxes. MyBeezBox does not act as a seller.
- **E-gift box:** a commercial offer allowing the customer to give a predefined service to the recipient of their choice, sold in digital format.
- **E-gift card:** a commercial offer allowing the customer to give a predefined amount to the recipient of their choice, sold in digital format.
- **Voucher:** refers to a purchase confirmation summarizing all terms of use for the offer by the recipient, received via email in PDF format.

- **Establishment:** A company operating one of the Logis Hôtels Group's brands
- **The website:** refers to all websites reselling the e-gift boxes marketed by LIS:

<https://logishotels.bonkdo.com/fr/networkvouchers/>

<https://demeureschateauxhotels.bonkdo.com/fr/networkvouchers/>

<https://singuliershotels.bonkdo.com/fr/networkvouchers/>

These General Terms and Conditions of Sale (GTC) are entered into between:

- On the one hand, the company LOGIS INTERNATIONAL SERVICES, with a share capital of €7,623, whose registered office is located at 83 avenue d'Italie, 75013 Paris, registered with the Paris Trade and Companies Register under number B345210058; legally represented by Maria Lourdes Lopez, duly authorized for these purposes.

- And on the other hand, the customer,

LOGIS INTERNATIONAL SERVICES uses the MyBeezBox solution to offer e-gift boxes and e-gift cards sold online and available via the websites mentioned in the preamble.

In this case, MyBeezBox is the provider of the IT solution; LIS alone carries out the sale.

By proceeding with the purchase, you certify that you have read these General Terms and Conditions of Sale and Use and accept them without reservation.

ARTICLE 1: GENERAL PROVISIONS

These terms apply to the online sale of e-gift boxes and e-gift cards by LIS and to their use. LIS reserves the right to modify the Terms and Conditions, although such modifications shall not apply to contracts

entered into prior to such changes, which shall remain subject to the Terms and Conditions applicable to those sales.

ARTICLE 2: SERVICES OFFERED AND ONLINE CONTRACTS

Article 2.1

E-gift boxes and gift cards are available on the website mentioned in the preamble, where the seller is LIS.

The e-gift boxes and e-gift cards take the form of specific services detailed on the website and on the gift certificate for the box received by mail or the e-gift box received by email.

The photos and videos illustrating the contents of the various e-gift boxes and e-gift cards are for illustrative purposes only.

Section 2.2

E-gift boxes and e-gift cards are available for purchase online on the website mentioned in the preamble.

LIS will process this purchase upon receipt of full payment for the service.

When purchasing online, the customer is redirected to a secure platform managed by MyBeezBox and its banking partner HomelocPay, the latter being a partner of Mangopay Advent International.

The purchase of the e-gift box or e-gift card is made by the customer, who is not necessarily the recipient. If the customer is not the recipient of the offer, the recipient will be automatically notified of the purchase via email.

At the time of payment, LIS certifies that it will provide the customer with a link to access these Terms and Conditions.

ARTICLE 3: PRICES

The prices listed on the websites mentioned in the preamble are inclusive of all taxes (VAT included), excluding the tourist tax, which will be billed on site.

No claims regarding services not included in the offer will be accepted.

LIS reserves the right to modify prices, without retroactive application to sales concluded prior to such modification.

ARTICLE 4: TERMS OF USE

Article 4.1: List of Participating Establishments

LIS offers:

- e-gift boxes redeemable at a selection of Logis Hôtels Group establishments and viewable via the link provided on the voucher; it is the recipient's responsibility to select from this list the establishment where they wish to redeem their e-gift box
- e-gift cards redeemable at all Logis Hôtels Group establishments and accessible via the link provided on the voucher

It is the recipient's responsibility to choose the establishment where they wish to redeem their e-gift box or e-gift card.

Article 4.2: Validity

The e-gift box is valid for a period of 18 months.

The e-gift card is valid for a period of 24 months.

The validity period begins on the date of purchase. The validity period of e-gift boxes and e-gift cards is indicated in the product description on the website and also on the voucher received by the recipient.

The e-gift box must be used in a single transaction. The e-gift box is the sole responsibility of the holder, particularly in the event of loss or theft.

If not used within the validity period, the e-gift box or e-gift card cannot be extended, replaced, or refunded.

LIS cannot be held liable if an establishment listed in the e-gift box or e-gift card at the time of purchase is no longer available at the time of booking the service.

Article 4.3: Booking with the establishment

A reservation must be made after purchase in order to use the e-gift box or e-gift card. LIS is in no way responsible for making reservations for services.

Reservations must be made directly with the establishment during the offer's validity period indicated on the voucher. The date of service must also fall within this validity period.

The list of establishments participating in an e-gift box or e-gift card can be viewed via a link provided on the voucher and also on the website in the "Use your gift box or card" section.

The recipient must provide the establishment with their e-gift box or e-gift card number to confirm their reservation. If any of the services included in the gift box are unavailable, the establishment may substitute them with an equivalent service.

The booking and cancellation terms are those of the establishment where the recipient chooses to use their e-gift box or e-gift card. At the time of booking, the recipient will be informed by the establishment of the booking and cancellation terms in effect for the selected period. Restrictions on the use of the e-gift box can be viewed via the link provided in the voucher; the establishment reserves the right to set the dates of availability for the services.

The establishment may refuse a reservation if the stock and availability specifically allocated to e-gift boxes for the period are exhausted, even if it has overall availability.

In the event that the Recipient holds multiple e-gift boxes, the Establishment is free to accept or decline a reservation for multiple rooms or consecutive nights using multiple e-gift boxes.

The e-gift box is considered used as of the date of reservation with the establishment, unless specific cancellation terms are provided by said establishment.

Regarding payment by e-gift card, it is strongly recommended that you inform the establishment in advance of your arrival that you wish to pay all or part of the bill with an e-gift card, as this will facilitate check-in on the day of your stay.

4.4: ETIK Loyalty Program

The amount of the e-gift box or e-gift card is not eligible for the ETIK loyalty program, either at the time of purchase or when the service is provided at an establishment, with the exception of additional services that may be paid for directly to the establishment.

ARTICLE 5: PROCEDURES FOR RECEIVING AN E-GIFT BOX OR E-GIFT CARD

The customer may choose from several delivery options for the purchase. Confirmation of the purchase of the e-gift box or e-gift card is sent immediately upon payment confirmation

First, if the customer is the recipient of the offer:

- The purchase confirmation for the offer is sent to the customer via email. The voucher will be accessible via this email through a hyperlink. The customer can then download the voucher in PDF format by clicking on the link. They may then print it if necessary.

On the other hand, if the customer is not the recipient of the offer:

- Send the customer an email confirming the purchase of the offer. The voucher will be accessible via this email via a hyperlink. The customer can then download the voucher in PDF format by clicking on the link. They can then print it if necessary.
- Send the recipient an email informing them of the purchase of an e-gift box on their behalf. Since the email address is provided by the purchaser, the voucher will be accessible via that email using a hyperlink. The recipient can then download the voucher in PDF format by clicking on the link. They may then print it if necessary.

In the event that the customer or the recipient encounters difficulties regarding the receipt of the gift certificate, please contact LIS for any complaints. See Article 7 for details regarding complaints.

If the customer makes an error that prevents or delays receipt of the voucher, LIS cannot be held liable. Complaints will then be handled on a case-by-case basis.

ARTICLE 6: PAYMENT

Digital gift boxes can only be purchased using a Visa, Mastercard, or Carte Bleue credit card.

Payment security is guaranteed by MangoPay, a subsidiary of Mangopay Advent International. Your banking information is entered only within this encrypted system.

E-gift boxes cannot be paid for using a Teritoria or Logis Hotels e-gift card or an ETIK loyalty voucher.

In the event of an error or payment refusal, the transaction is considered unsuccessful, and the purchase is then suspended.

ARTICLE 7: CANCELLATION AND COMPLAINTS

In accordance with applicable legal provisions, the customer has a period of 14 days from receipt of their e-gift box to exercise their right of withdrawal.

In the event of a cancellation or a complaint regarding the purchase of an e-gift box or the receipt of the voucher, you may contact LIS – Logis International Services by:

- **Mail**, at 83 avenue d'Italie, 75013 Paris
- **Email**, at centralegis@logishotels.com
- **Phone**, at +33(0)1 45 84 83 84

In the event of an error in the delivery or content of the gift certificate, or if the gift certificate is damaged during shipping, you have 14 days from the date of receipt to notify LIS.

In the event of loss or theft of your voucher, you must notify LIS within 14 days of discovering the incident.

If the e-gift box has been used to book a service prior to the expiration of the 14-day withdrawal period, such use shall be deemed immediate use and a waiver of the Customer's right of withdrawal.

ARTICLE 8: WARRANTIES

As established in Article L.211-4 of the French Consumer Code, the seller undertakes to comply with the various contractual warranties specified therein. LIS certifies that it holds liability insurance appropriate to the activity carried out.

This provision applies to the beneficiary, who is required to have sufficient liability insurance when engaging in a sporting activity, whether or not it is considered "high-risk."

ARTICLE 9: AMENDMENT AND VOIDITY OF THE CONTRACT Article 9.1

Any clause of the purchase contract may be amended with the written consent of both parties.

Article 9.2

The fact that LIS does not invoke one of the clauses of these General Terms and Conditions of Sale does not constitute a waiver of its right to enforce that clause at a later date.

The invalidity of any provision of these General Terms and Conditions of Sale shall not render the remaining provisions invalid.

ARTICLE 10: INTELLECTUAL PROPERTY RIGHTS

LIS distributes its e-gift boxes and e-gift cards on websites; their content (photos, videos, etc.) is the property of TV and may not be reproduced without prior authorization.

If necessary, LIS reserves the right to take legal action against the individual or entity responsible for such infringement.

ARTICLE 11: PROTECTION OF PERSONAL DATA

INFORMATION COLLECTED:

When you use MyBeezBox

When you visit websites using the technology provided by the MyBeezBox solution or when you sign up for one of our services, we ask you to provide personal information about yourself.

We automatically collect information about your computer's hardware and software. This information may include your IP address, browser type, domain names, Internet service provider, files accessed on our site (HTML pages, graphics, etc.), operating system, clickstream data, and access times. This information is used by MyBeezBox to operate its services, maintain service quality, and provide general statistics regarding the use of our services.

When you make a transaction via MyBeezBox

The transmission of banking information such as your credit card number and the CCV/CVV code is carried out securely by MangoPay, our PCI DSS-certified banking partner, to ensure the proper processing of this transaction.

HOW DO WE USE THE INFORMATION WE COLLECT?

All customers who sign a contract with LIS agree to comply with the terms of the contract as well as the provisions of the GDPR regarding the use, collection, and processing of personal data. No information is sold to third parties.

We use a third-party service provider named MangoPay to manage credit card processing. This service provider is not authorized to store, retain, or use the information you provide, except for the sole purpose of processing credit cards on our behalf. We use various security technologies and procedures to protect your personal information from unauthorized access, use, or disclosure. We secure the personal information you provide on computer servers in a controlled and secure environment, protected against unauthorized access, use, or disclosure. All personal information is protected using appropriate physical, technical, and organizational measures.

RETENTION PERIOD FOR PERSONAL INFORMATION

The retention period for the information we collect about you depends on the type of information.

We will delete or anonymize your information or, if that is not possible, we will store your information securely and isolate it from any further use until deletion is possible.

We retain the personal information you provide to us when we have a legitimate business need to do so (for example, for as long as necessary to contact you regarding your contract for the Service or our other services, or as necessary to comply with our legal obligations, resolve disputes, and enforce our agreements). When we no longer have a legitimate business need to process your personal information, we securely delete or anonymize it; or, if that is not possible, we securely store your personal information and isolate it from further processing until it can be deleted.

If a customer terminates their use of all services offered by MyBeezBox, we will provide the customer with access to all information stored for the customer by the subscription service upon request, including the personal information provided, for export by the customer in accordance with our

commitments outlined above. After termination, we may, unless prohibited by law, delete all information pertaining to the customer in question.

HOW TO ACCESS AND CONTROL YOUR PERSONAL DATA

- In accordance with the amended French Data Protection Act of January 6, 1978, and European Regulation 2016/679 of April 27, 2016, on the protection of natural persons with regard to the processing of personal data, you have the right to access and correct information concerning you, as well as the right to withdraw your consent, the right to restrict processing, the right to data portability, and the right to erasure within the scope permitted by the European Regulation and in accordance with the legal basis for the processing. In accordance with Article 85 of the French Data Protection Act, you may also establish guidelines regarding the handling of your personal data after your death.

Please note that the exercise of these rights is not absolute and may be limited for legitimate interests (such as customer disputes) or legal reasons.

You may exercise these rights by contacting MyBeezbox at:

- at the following email address: contact@mybeezbox.com
- by sending a letter to: MY SELLING TOOLS, MyBeezBox Department, 6 traverse Jules Guesde, 92100 BOULOGNE-BILLANCOURT.

We reserve the right to ask you to verify your identity in cases of serious doubt.

Individuals may, if they deem it necessary and after contacting us, file a complaint with the French Data Protection Authority (Commission Nationale de l'Informatique et des Libertés).

ARTICLE 12: FORCE MAJEURE

The service will be suspended in the event of force majeure preventing LIS from fulfilling its contractual obligations; if the force majeure persists for more than 3 months, the suspension of the contract may be considered permanent.

In such cases, LIS has 14 days from the time it becomes aware of the situation to notify the client.

Refund terms will be assessed at a later date and on a case-by-case basis at LIS's discretion.

ARTICLE 13: GOVERNING LAW

These General Terms and Conditions of Sale are governed by French law, as are the terms of performance, termination, and evaluation of the contract, as well as the resolution of disputes.