

What is Meetch Flex, in a nutshell?

Cancel your reservation for any reason up to 2 days (48 hours) before the start of your reservation.

90% of your cancellation fees refunded (excluding the Meetch Flex fee)

- ✓
- ✓ No reason or proof required. Cancel
- ✓ in just a few clicks. Refund processed within 3 days.

This document is a presentation of the Flex service and has no contractual value. For details on how the service works, please refer to the general terms and conditions of the service.

Terms and Conditions

What is Meetch Flex, in a nutshell?

Cancel your **reservation without reason** up to 2 days (48 hours) before the start of your reservation. **90% of**

your cancellation fees refunded (excluding the Meetch Flex fee)

- No reason or proof required Cancel in just
- a few clicks

Refund processed within 3 days

You will not be eligible for this service in the following cases:

- The cancellation of your reservation is attributed **to the distributor or operator (airline, hotel, etc.)**
- Your reservation is canceled **less than 2 days (48 hours)** before the start of your reservation.

How do I use the Meetch Flex service?

- 1 Contact Meetch customer service at least 2 days before departure to cancel your reservation
- 2 Once the cancellation is confirmed, Meetch will contact you and ask for your bank details
- 3 You will receive your refund within 3 business days.

There you go—we've just summarized our Meetch Flex service in a simple and clear way. You'll find the full terms and conditions of the service below.

Article 1 – Definitions

You

The purchaser of the reservation

Cancellation Fees

Fees you are responsible for following the cancellation of your reservation. These fees do not include the cost of the Meetch Flex service or insurance products.

The distributor

The company offering the Meetch Flex service.

Meetch

The trade name of Phenomen—a simplified joint-stock company with its registered office at 141 avenue de Wagram, 75017 Paris, France—which provides the “Meetch Flex” service.

Meetch Flex

This service allows travelers to cancel their reservation up until the start of the trip, without having to provide any reason or proof.



Par exemple, si votre réservation comprend deux vols, en cas d'un départ prévu le 30 mai à 19:45, vous serez en mesure d'annuler votre réservation jusqu'à 19:45 le 28 mai. Toute annulation effectuée après le 28 mai à 19:45 ne sera pas éligible pour Meetch Flex.

You may cancel your reservation on your own initiative until May 28 at 7:45 PM. Any cancellation made after May 28 at 7:45 PM will not be eligible for Meetch Flex.

Article 2 - What the Meetch Flex service includes

If you decide to cancel your reservation on your own initiative **at least 2 days (48 hours)** before the start of your reservation, you will be reimbursed **90% of your cancellation fees**.



By using Meetch Flex, you are required to cancel the trip for all individuals included in your reservation.

Article 3 - What the Meetch Flex service does not include

The Meetch Flex service cannot be used:

- In the event of a cancellation initiated by you less than 2 days (48 hours) before the start of your reservation;
- In the event of a cancellation of your stay by the distributor

Article 4 - Cost of the Meetch Flex service

When you book on the distributor's website, you may subscribe to the Meetch Flex service for an additional fee that will be presented to you at the time of purchase.

The Meetch Flex fee is under no circumstances refundable in the cases set forth in Article 3 of these Terms and Conditions.

Article 5 - Use of the Meetch Flex service

In the event of cancellation of your reservation at your own initiative, Meetch will reimburse you **90% of your cancellation fees** (see Article 2 of these General Terms and Conditions) within 3 business days following the completion of the Meetch Flex service procedures as described below. This timeframe may vary depending on your bank.

The total refund amount for the Meetch Flex service cannot exceed €10,000 per reservation.

No reason for cancellation or supporting documentation will be required to use the Meetch Flex service.

The bank transfer will be made in euros (€). For bank accounts in currencies other than the euro, your bank's exchange rate will apply.

Meetch may request additional documentation if necessary, or in the event of suspected fraud or scams.

Comment se faire rembourser ?

- 1 Contact Meetch customer service at least 2 days before departure to cancel your reservation
- 2 Une fois l'annulation confirmée, Meetch vous contactera et vous demandera vos coordonnées bancaires
- 3 Vous recevrez le remboursement dans les 3 jours ouvrables.

Article 6 - Effective Date and Term of the Meetch Flex Service

The Meetch Flex service takes effect upon confirmation of purchase of the Meetch Flex service, subject to payment of the total price of your reservation or the first deposit required by the distributor or operator.

In the event that payment of the price of your reservation or the required initial deposit is found to be insufficient or rejected by the bank for any reason, the Meetch Flex service will not take effect.

The Meetch Flex service ends 2 days (48 hours) before the start of your reservation.

Article 7 - Exception to the Right of Withdrawal

You acknowledge that you have been previously informed, through these General Terms and Conditions of Sale, that the right of withdrawal does not apply to Meetch Flex, pursuant to Article L.221-28.1° of the French Consumer Code.

In fact, Meetch Flex begins immediately after purchase and can be fully performed immediately and before the end of the withdrawal period, thus preventing you from exercising this right.

Consequently, you waive your right of withdrawal.

Article 8 - Geographic Coverage of the Meetch Flex Service

The Meetch Flex service is available for **all reservations offered by the distributor and for all of its customers.**

Article 9 - Contact Information

If you encounter any difficulties while using the Meetch Flex service, you can contact us:

- By email at: contact@meetch.io
- By mail at: Meetch - 141 Avenue de Wagram, 75017 Paris, France

In accordance with the provisions of the French Consumer Code regarding the amicable settlement of disputes, we are registered with the CMAP mediation service, whose contact information is as follows: 39 Avenue Franklin Delano Roosevelt, 75008 Paris_- <https://www.cmap.fr>

In the event of a complaint that cannot be resolved amicably by our Customer Service department, the Mediator's Office may be contacted regarding any consumer dispute that has not been successfully resolved.

Article 10 - Important Information

The Meetch Flex Service is not travel insurance

The purpose of a trip cancellation insurance policy is to cover the reimbursement of your out-of-pocket expenses in the event of cancellation of your reservation at your initiative, solely for reasons specified in advance.

The Meetch Flex service aims to offer you the option to cancel your trip at your own initiative, regardless of the reason.

Article 11 - Personal Data

Meetch and the distributor collect and process your personal data for the purpose of providing your Meetch Flex Service and conducting statistical analyses.

You are expressly informed of this and agree to the processing of your personal data under these terms and conditions.

The processing of your personal data is necessary to provide you with the Meetch Flex Service and to manage your request. This information is intended exclusively for the distributor and Meetch (and their agents) for the purposes of managing the Meetch Flex Service and, where applicable, for the supervisory authorities.

Your data is retained for up to five (5) years after the end of the Meetch Flex contract. You have the right to access, object to, correct, and delete your personal data by sending an email to: contact@meetch.io

Any false or irregular statement may be subject to special processing intended to prevent or identify fraud. You have the right to file a complaint regarding the processing of your personal data:

- On the CNIL website by filling out an online complaint form;
- By mail by writing to: CNIL - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07

Article 12 - Competent Courts

This contract is governed exclusively by French law. Any dispute arising from the conclusion, performance, or interpretation of this contract falls under the exclusive jurisdiction of the French courts.