

General Terms and Conditions

Koala Flex

What is Koala Flex in a nutshell?

Cancellation of your booking for any reason up to 3 hours before the start of your booking.

90% of the ticket price refunded (excluding Koala Flex price)

- ✓ No reason or proof to provide
- ✓ Cancellation in just a few clicks
- ✓ Transfer made within 3 days

You will not benefit from the service in the following cases:

- ✗ | The cancellation of your booking is made by **Rail Europe or the train operator**
- ✗ | The cancellation of your booking is made **less than 3 hours** before the start of your booking.



How to use the Koala Flex service?

- 1 Connect on your Rail Europe account. Inside your trip details, you can be redirected to Koala portal;
- 2 Log in using your booking reference and the email address used when booking. Once logged in, you can cancel your ticket up to 3 hours before your booking departure;
- 3 Once your bank details are received, you will be refunded within 3 working days.

We have summarized for you our Koala Flex service in a simple and clear way. You will find here after the complete general conditions of the service.

Article 3 - What does Koala Flex not allow?

The Koala Flex service cannot be used:

- ✗| In case of cancellation at your initiative occurring less than 3 hours before the start of your booking.
- ✗| In case of cancellation of your booking due to Rail Europe or the operator (airline, hotel, etc);

Article 4 - Koala Flex cost

While booking on Rail Europe website, you can subscribe to the Koala Flex service for an additional fee which will be presented to you at the time of purchase.

The cost of Koala Flex is not refundable in any case in the cases stated in article 3 of these Terms and Conditions.

Article 5 - Koala Flex usage

If you cancel your booking at your own initiative, Koala will refund you **90% of the ticket price refunded** (see article 2 of these terms and conditions) within 3 working days following the completion of the Koala Flex service as described below.

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

You will not be asked to provide any reason or proof for cancellation for using the Koala Flex service.

The bank transfer will be made in the currency used for booking the train tickets.

Koala may decide to request additional documentation if necessary, or in case of suspected fraud or scam.



How to get refunded?

- 1 Connect on your Rail Europe account. Inside your trip details, you can be redirected to Koala portal;
- 2 Log in using your booking reference and the email address used when booking. Once logged in, you can cancel your ticket up to 3 hours before your booking departure;
- 3 Once your bank details are received, you will be refunded within 3 working days.

Article 6 - Start and duration of Koala Flex

The Koala Flex service takes effect upon confirmation of purchase of the Koala Flex service, subject to payment of the full price of your reservation or the first deposit required by Rail Europe.

If the full payment or the first deposit payment is refused or rejected by the bank for any reason whatsoever, the Koala Flex service will not take effect.

The Koala Flex service ends 3 hours before the start of your booking.

Article 7 - Exception to the right of withdrawal

You acknowledge that you have been informed in advance, by the present General Conditions of Sale, that the right of withdrawal cannot be applied to Koala Flex, by virtue of Article L.221-28.1° of the Consumer Code.

Indeed, Koala Flex begins immediately after its purchase and can be fully executed immediately and before the end of the withdrawal period, thus not allowing you to benefit from it.

Consequently, you waive your right of withdrawal.

Article 8 - Geographical scope of Koala Flex service

The Koala Flex service is available for all **Rail Europe bookings and all their customers**.

Article 9 - Complaint procedures

In case of any difficulty in using the Koala Flex service, you can send your complaint to:

- ✓ By email at: claim@hikoala.co
- ✓ By post by writing to: GOLAO SAS - 51 rue Lepic - 75018 Paris - France

In accordance with the provisions of the Consumer Code concerning the amicable settlement of disputes, we adhere to the service of the CMAP mediator whose contact details are as follows: 39 Avenue Franklin Delano Roosevelt, 75008 Paris - France <https://www.cmap.fr>

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

Article 10 - Important Information

The Koala Flex Service is not a travel insurance

The purpose of a cancellation insurance contract is to take charge of the reimbursement of your remaining expenses in case of cancellation of your booking on your initiative only for causes defined in advance.

The Koala Flex service aims to offer you the possibility of cancelling your booking on your own initiative regardless of the reason.

Article 11 - Personal data

Koala and Rail Europe collect and process your personal data for the execution of your Service Koala Flex and statistical studies.

You are expressly informed of the existence and declare that you agree to the processing of your personal data within the framework of these terms and conditions.

The processing of your personal data is necessary to provide you with the Service Koala Flex and to manage your claim. This information is intended exclusively for Rail Europe and Koala (and their agents) for the purposes of managing the Service Koala Flex and, where applicable, for the supervisory Authorities.

Your data is kept until five (5) years after the end of the contract Koala Flex. You have the right to access, oppose, rectify and delete any of your personal information by sending an email to: dpo@hikoala.co

Any false or irregular statement may be the subject of specific processing intended to prevent or identify fraud.

You have the right to address a complaint relating to the processing of your personal data:

- ✓ On the CNIL website by filling in an online complaint form;
- ✓ By post by writing to CNIL - 3 Place de Fontenoy - TSA 80715 - 75334 PARIS CEDEX 07 - France

Article 12 - Applicable court

The language used throughout the terms of this agreement is English. In the event of inconsistency or discrepancy between the French version and any of the other linguistic versions of this publication, the French language version shall prevail.

The contract is governed exclusively by French law. Any dispute arising from the conclusion, accomplishment or interpretation of this contract shall fall within the exclusive jurisdiction of the French courts.



How to contact us?

Please feel free to contact us at contact@hikoala.co if you have any questions. We will be happy to answer you!

Article 1 - Definitions

You

The buyer of the booking

Ticket price

Ticket price paid when booking your trip on Rail Europe. It excludes Rail Europe booking fees, any insurance fees and the cost of the Koala Flex service.

Rail Europe

Public limited company whose head office is located at 52 Rue de la Victoire – 75009 Paris - FRANCE, which is the travel agency from which you booked your tickets.

Koala

The trading name of the company GOLAO - Simplified joint-stock company with a share capital of €198,169, registered in the Strasbourg Trade and Companies under the number 843 042 433, whose head office is located at 9 allée des Marquises - 67000 Strasbourg - France, which provides the "Koala Flex" service.

Koala Flex

This service allows travellers to cancel their booking up to before the start of their booking, without having to justify any reason or provide any proof.



For instance, if your booking consists of two train tickets, with the outward departure scheduled on the 30 May at 19:45, you will be able to cancel your booking until 30 May at 16:45. Any cancellation made after 30 May at 16:45 will not be able to benefit from Koala Flex.

Article 2 - What does Koala Flex allow?

If you decide to cancel your booking at your own initiative **at least 3 hours** before the start of your booking, you will be refunded **90% of the ticket price**.



Each individual booking can be canceled by using Koala Flex.