

Item Shipping Service Rules

Applicable from 1 January 2023

Article 1: Description of the service

- 1.1** The item shipping service involves sending – to Customers at their express request – a lost item, an item prohibited at the security screening checkpoints, or a left item.
- 1.2** In order to be shipped, items must meet the following conditions:
 - not exceed the size of 18 x 26 cm and the weight of 1 kg for envelope shipments;
 - not exceed the size of 30 x 20 x 10 cm and the weight of 3 kg for package shipments.
 The items must not be of a dangerous nature (hazardous, explosive or corrosive materials, etc.). Shipping of cash is only possible under the conditions provided for in article 1.5.
- 1.3** An item cannot be shipped until:
 - these rules have been signed, if the service is subscribed to on site;
 - Aéroport Toulouse-Blagnac (hereinafter referred to as “ATB”) has received an email confirming the Customer’s subscription to the service, if not on site. The Customer accepts that the item may be shipped from the time their confirmation email is sent. It is expressly specified that subscription to the service implies unreserved acceptance of these rules.
 - In the event of shipping outside of the European Union, the Customer must provide all information requested by ATB in order to fill in the shipping order. The Customer’s attention is drawn to the fact that any information not filled in carries a risk of the shipped item being returned. In this case, the service paid for by the Customer cannot be refunded.
- 1.4** For shipments within mainland France, items are shipped by registered mail (Colissimo Recommandé R2) requiring a signature, either in an envelope or a package as per the conditions set out in Article 1.2. For all other shipments, items are shipped by registered mail (Colissimo Recommandé) requiring a signature with optional insurance up to 500 euros. The invoice for the service and the inventory or left-item sheet will be enclosed with the shipment.
- 1.5** Cash is shipped through the service provided by Western Union. As this is a different service to the item shipping service, the terms and conditions as well as the applicable transfer fees are those of Western Union. The customer is responsible for the transfer fees, and these are automatically deducted from the deposited amount upon subscription to the service provided by Western Union.

Article 2: Obligations

- 2.1** ATB shall take every measure to ensure that the service is executed in optimal conditions.
- 2.2** The Customer agrees to pay ATB the amounts due under Article 3, regardless of any claim they may wish to file.
- 2.3** subscription to this service, and requesting shipping of an item, automatically and with no formalities implies acceptance of these rules and all provisions contained therein.

Article 3: Financial provisions

- 3.1** The cost of the service is specified as follows:

	Mainland France	European Union (Outside Mainland France)	Outside European Union
Envelope	€20 incl. tax	€30 incl. tax	€45 incl. tax
Package	€30 incl. tax	€45 incl. tax	€70 incl. tax

It is recalled that, with regard to the shipping of cash through the Western Union service, the customer is responsible for the transfer fees, and these are automatically deducted from the deposited amount.

- 3.2** For customers who subscribe to the service on site, the fee shall be paid by cheque, to the order of “*société Aéroport Toulouse-Blagnac*”, or in cash.
- 3.3** For Customers who have submitted a remote request for item shipping, the fee shall be paid:
 - by cheque for Customers who are in France;
 - by bank transfer for Customers who are abroad;
 ATB’s bank details will be sent to the Customer by email; the bank transfer made by the Customer must be entitled as follows: « *Expédition Objet pour M ou Mme...* » (Item shipping for Mr or Ms).

Article 4: Liability

- 4.1** The Customer is solely responsible for compliance with regulations on the entry of restricted items, notably foodstuffs, for shipments to a foreign country.
- 4.2** The Customer assumes full responsibility for the shipping of the items.
 ATB shall not be liable, in particular in the event of an item being lost, damaged, incorrectly routed or returned

Article 5: Processing of personal data

Personal data collected is processed by ATB, which is the data controller. ATB uses the personal data collected to manage the item shipping service.

ATB collects and processes, where necessary, the following data: first and last name, address, payment method and Customer’s proof of payment.

This data shall only be processed by authorized ATB employees.

The data is kept in compliance with Regulations and the applicable legal durations and is proportional to the processing objectives. At the end of the fixed duration, 5 years in this case, personal data is deleted. In accordance with the Regulations, individuals concerned can exercise their rights (access, rectification, deletion, opposition, limitation and portability where required) by email at dpo@toulouse.aeroport.fr by attaching a copy of valid personal identification and specifying the right they wish to exercise or by filling in the form <http://www.toulouse.aeroport.fr/mention-legales/contact-dpo> . The User also has the right to file a complaint with the French National Commission for Information Technology and Civil Liberties (CNIL).