



Internal Rules of Procedure of Thalys Lounge&More

These Internal Rules of Procedure, to which you adhere to when entering the Thalys Lounge&More, is available on demand at the reception.

o **Opening hours:**

- Brussels-South Lounge— Rue de l'Instruction 158-160, 1060 Brussels
- from Monday to Thursday: from 6 a.m. till 9.30 p.m.
- from Friday to Sunday and official holidays: from 6 a.m. till 10 p.m.

- Paris-Nord Lounge—22 rue de Dunkerque, 75010 Paris
- from Monday to Friday : from 6 a.m. till 10 p.m.
- Saturday : from 6 a.m. till 8.30 p.m.
- Sunday : from 7 a.m. till 10 p.m.

Thalys1 cannot be held liable for a change in opening hours of the Thalys Lounge&More in case of force majeure, or in a more general sense in case of unforeseeable circumstances or circumstances outside of its will. No compensation will be payable for any change in opening hours.

o **Access conditions:**

- The access to the Thalys Lounge&More is restricted to the people mentioned in the list below who meet the conditions mentioned therein:
- Thalys TheCard Silver, and proof of Thalys travel on the same day
- Thalys TheCard Gold, no proof of travel (accompanied by up to one person)
- Thalys TheCard Platinum / Platinum+, no proof of travel (accompanied by up to four people)
- Thalys B2B, and proof of Thalys travel on the same day, in Comfort 1
- Passenger of Railteam, proof of international travel on the same day and one of the following cards (Bahn Comfort Card, NS Business Card, OEBB Card, SBB General Abonnement 1st Class, Eurostar Carte Blanche, Grand Voyageur Le Club)
- Invitation Air France
- Mastercard World, World Elite, Platinum, and a proof of Thalys travel on the same day in Comfort 1

o **Capacity of the Lounges :**

- The Brussels-South Lounge has a capacity of 109 people (of which 75 seats).
 - The Paris-Nord Lounge has a capacity of 80 people (of which 60 seats).
- For security reasons, Thalys reserves the right to deny access if maximum capacity has been reached.

o **Available services:**

- **Meeting rooms :** every Thalys Lounge disposes of a meeting room for 6 people, which can be reserved free of charge (maximum 2 hours) at Services Thalys TheCard2, or directly with the reception staff of the concerned Thalys Lounge.
- **Reading space:** Thalys offers books and magazines at your disposal, which can be consulted on the spot, but not taken outside. Thalys can under no circumstances be held liable for a lack of service in the Thalys Lounge (for example drinks, Wi-Fi, papers).

o **Unwanted behaviour :**

- The Lounges are non-smoking areas. It is strictly forbidden to smoke or to vape, including in the toilets.
- Theft or damage to material property of the Thalys Lounge can lead to prosecution on behalf of Thalys. Video surveillance is present in the Brussels-South Thalys Lounge.
- Aggressive and/or insulting behaviour will automatically result in denial of access to the Thalys Lounge, regardless of any possible prosecution.
- Thalys denies any responsibility in case of loss or theft of objects and/or luggage brought into the Thalys Lounge.

In case of a fire alarm, we kindly ask you to go to the nearest emergency exit.

To ensure comfort for all, please respect the peace and quiet of other clients, especially during your telephone calls.

In order to respect boarding times, we kindly ask you to leave the Lounge at least 25 minutes before the departure of your train.

The Thalys staff is at your disposal and wishes you a pleasant time in our Thalys Lounge&More!

1 THI FACTORY, N.V., Marcel Broodthaersplein 4, 1060 Brussels, Belgium (VAT number: BE0541.696.005).

2 By telephone, 7d/7, from 7.30 a.m. till 8.30 p.m., from France : +33 (0)892 23 50 50 (0,34€/min), from Belgium: +32 (0)70 35 50 50 (0,17€/min)
From the Netherlands: +31 (0)900 100 50 50 (0,50€/min), from Germany : +49 (0)1807 77 07 57 (first 30 seconds free of charge, then 0,14€/min)