

This contract has been concluded between:

- **"THI FACTORY"** - a 'Societe Anonyme' [Public limited company] set up under Belgian law, whose Head Office is situated at: place Stephanie, 20 - 1050 Brussels, Belgium, registered at the Banque Carrefour des Entreprises au Registre des Personnes Morales [Belgian National Data Centre for Companies, Registry for Legal Entities] in Brussels, under Company number TVA BE 0541.696.005.

And

- **"The Responsible Adult"** - Parent or legal guardian certified as having parental authority over the child.

### 1. KIDS CONNECTION SERVICE

The *Kids Connection* Service combines both the journey and the service for children between 4 and 14 on the day of departure, between Paris and Brussels. This service is available on Fridays and Sundays, with a return journey in both directions. One ticket is issued to cover both the journey and the service.

### 2. THE ADULT RESPONSIBLE FOR THE CHILD

The adult responsible for the child hereby guarantees that:

- He/she is over the age of legal majority
- He/she has parental authority over the child
- He/she has given his/her consent to the child being taken into charge at the station of departure or arrival, by the adult persons mentioned on the *Fact Sheet*.

### 3. RESERVATION

3.1. If the child is in a wheelchair, the Responsible Adult must inform the Kids Connection Service about this fact in order to ensure that a place can be reserved on board for the wheelchair. A member of our team will be specially allocated to help this child for the entire journey.

3.2. The Responsible Adult hereby confirms that the child does not require any special needs, such as the taking of medication or medical assistance, during this journey.

**The Responsible Adult is required to inform the Kids Connection Service of any particularities relating to the health of the child that could affect the conditions required for the journey.**

3.3. The Digital Homeprint ticket will be sent out by Thalys Customer services once the attendant contract and the Fact Sheet have been received and validated by the Kids Connection Service.

**If the Unaccompanied Minor Contract and the Fact Sheet are not properly filled out and sent within the given deadline, THI Factory reserves the right to cancel the child's journey, without any possible refund of the price of the ticket.**

3.4. **The ticket is not exchangeable and it is refundable only 50% until 14 days (D-14) prior to departure.**

3.5. The *Kids Connection Service* offers an After Sales Service reachable at the same telephone number as for the reservation.

*In the event of any problems with the reservation and progress follow-up, please contact Kids Connection Service by email on: [kidsconnection@thalys.com](mailto:kidsconnection@thalys.com)*

#### 4. RECEPTION BY OUR STAFF

4.1. The minor is accompanied by our professional team specifically trained on the special requirements of child travel and on first aid adapted to children's needs.

4.2. Our team can be recognised by their coloured waistcoats and the identification badge that they wear.

#### 5. JOURNEY

##### *For departure*

5.1. The person specified in the Fact Sheet as the individual who will be accompanying the child to the station of departure, will be expected at the Thalys Information Point at Brussels-Midi Station or opposite to platform 7 at Paris-Nord Station, **at the latest, 30 minutes before the train is due to leave**. In the event of late arrival, the Thalys Personnel reserve the right to reject responsibility for the child.

**The person accompanying the child to the station of departure must wait until the train has departed.**

**On the day of departure, the child must have the following in his/her possession.**

- His/her valid identity document
- His/her printed train ticket (Digital Home Print)
- Any document required by the national competent authorities to authorise the minor to cross the borders.

##### *During the journey*

5.2. The Responsible Adult is advised to provide an appropriate snack and a drink if needed - the Thalys personnel will not provide the child with any kind of meal or drink, during the journey.

5.3. THI Factory does not accept responsibility for any item(s) stolen or lost by the child, nor for any damage caused to such item(s) by a third party.

5.4. The child's luggage must not exceed 10kg.

##### *For arrival*

5.5. The person specified in the Fact Sheet (Contact No.1 or Contact No.2) must be present at the arrival platform (*the platform shown on the arrivals board*) **at the level of carriage no. 7. Or no.1 if the child is in a wheelchair, and must present a valid identity document as specified in the Fact Sheet (Identity Card or Passport - driving licence NOT accepted)**. The child will not be allowed to leave with this person unless his/her identity Complies with the details given on the Fact Sheet and this person signs the Attendance Form given to our personnel.

5.6. If the person responsible for collecting the child is more than 10 minutes late, then the meeting point is set as the Thalys Information Point at Brussels-Midi and at Paris-Nord stations

**5.7. The person(s) specified in the Fact Sheet to be present at the arrival shall be notified by telephone in the event of any delay greater than 75 minutes.**

## Declaration by the Responsible Adult

The Responsible Adult hereby declares on his/her word of honour that

- ✓ He/she has read and understood these Kids Connection Service conditions, as well as Thalys's relevant General Terms and Conditions of Transport, available on their website [www.thalys.com](http://www.thalys.com), and accepts them unconditionally;
- ✓ He/she has read all the details given in the Fact Sheet and has ensured that they are all correct;
- ✓ He/she certifies that the child has in his/her possession all the documents necessary for travelling from One Country to another, in compliance with the applicable legal requirements currently in force;
- ✓ He/she confirms that the child does not require any special care or medical treatment during the journey and that he/she exonerates THI Factory from any responsibility whatsoever, within the limits allowed by law:
- ✓ He/she guarantees that the person(s) specified in the Fact Sheet:
  - *as accompanying the child to the station of departure will* present himself/herself/themselves, at the very latest, 30 minutes before the time that the train is due to leave, at the Thalys Information Point and that they will remain until the train has left.
  - *to collect the child at the station of arrival:* will present himself/herself/themselves at the anticipated arrival time, on the platform, at the level of carriage no.7 (or no.1 if the child is in a wheelchair) and will present a valid identity document (Identity Card or Passport - driving licence NOT accepted), as specified in the Fact Sheet, to the Thalys Personnel.