

TERMS OF USE

Last updated: May 25, 2026

ARTICLE 1: PURPOSE

The website <https://joinsezame.com/> is published and operated by SEZAME, a simplified joint-stock company (SAS) with a share capital of 1,000 euros, registered office at 10, rue Blacas, NICE (06000), registered with the Nice Trade and Companies Register under SIREN number 914 716 220.

Intra-community VAT number: FR48914716220

Email address: contact@joinsezame.com

These terms of use ("Terms") govern the use of the website and apply to any use of the website by a User for the purpose of booking Experiences.

Browsing the website and/or booking an Experience constitutes full and unreserved acceptance of these Terms by the user.

SEZAME reserves the right to modify, delete or update all or part of these Terms at any time and without notice, in particular to comply with any legislative changes.

The Terms applicable to the user are those in force on the day of browsing the website.

ARTICLE 2: DEFINITIONS

The capitalised terms used in these Terms, whether in the singular or plural, shall have the meanings set out below.

Customer: refers to the person who books an Experience on the website <https://joinsezame.com/>, it being understood that a Customer will inevitably also be considered a User.

Experiences: refers to the offers, excluding accommodation, proposed by Partner Hotels on the website.

Partner Hotel: refers to a SEZAME partner hotel whose offers are published on the website.

User: refers to any person browsing the website, who is not necessarily a Customer.

Website: refers to all content and services offered by SEZAME on the website accessible at <https://joinsezame.com/>

ARTICLE 3: ACCESS TO THE WEBSITE

The website allows Users to consult content and information available on the website free of charge.

SEZAME provides free access to the content it publishes for adult Users with internet access.

Users are not required to register in order to access the website's content; however, they may log in to their personal account and browse the website.

When creating a personal account, the User undertakes to provide accurate and truthful information. Registration is strictly personal; it cannot be opened on behalf of a third party and is non-transferable.

Creating a SEZAME account requires providing the following information:

- A valid email address,
- a password,
- a last name,
- a first name,
- title,

SEZAME reserves the right to refuse registration of a User whose information proves to be inaccurate, incomplete or not in accordance with the procedure described above and these Terms.

Clicking the confirmation button creates the account and constitutes acceptance of these Terms. Confirmation is provided by sending a confirmation email to the User.

SEZAME cannot be held liable for any direct or indirect damage suffered by the User or by third parties resulting from fraudulent access to the User's account following disclosure of their login credentials.

In the event of non-compliance with the Terms or abusive or fraudulent use of the website, SEZAME may refuse a User access to the website.

ARTICLE 4: MODIFICATION OF THE WEBSITE

SEZAME regularly updates the content of the website in order to offer new Experiences to Users and to provide accurate and complete information at the time of browsing.

ARTICLE 5: WEBSITE AVAILABILITY

The website is in principle accessible 24/7, except for interruptions, whether scheduled or not, required for maintenance purposes or in cases of force majeure. Being subject to a best-efforts obligation, SEZAME shall not be held liable for any damage of any nature resulting from unavailability of the website or any of its services, or from the presence of viruses on the website.

ARTICLE 6: INTELLECTUAL PROPERTY

All elements contained on the website, including elements protected by copyright, trademarks, logos, graphic elements, photographs, databases, software, text and videos, are the exclusive property of SEZAME or the Partner Hotels.

Reproduction, use, distribution and/or representation, in whole or in part, of any element(s) on the website for commercial or advertising purposes constitutes an infringement, except with the express prior authorisation of SEZAME.

Reproduction, use, distribution and/or representation, in whole or in part, of any element(s) on the website without express authorisation constitutes a violation of third-party rights and may give rise to civil and/or criminal liability.

SEZAME and the Partner Hotels reserve the right to take all available legal action against a User who fails to comply with this article.

ARTICLE 7: LIABILITY

SEZAME will take all measures to ensure the proper functioning of the website, its accessibility, security and confidentiality of data exchanged. However, the obligation to provide the website and its services is limited to a best-efforts obligation.

SEZAME makes every effort to ensure the accuracy and currency of information provided on the website, although such information may contain errors.

SEZAME shall not be held liable for website malfunctions caused by force majeure or an unforeseeable and insurmountable act by a third party, for damages resulting from viruses, fraudulent intrusion by a third party resulting in modification of data, bugs in any program or application incompatible with the User's hardware or software, or for damages suffered by the User due to their own negligence or fault or that of a third party.

SEZAME shall not be held liable if data relating to a Customer's booking fails to reach it for any reason beyond its control (including internet connection issues on the Customer's side, temporary server failure for any reason, etc.) or arrives unreadable or impossible to process (in particular if the Customer uses hardware or software inadequate for booking).

Photographs and texts illustrating the Experiences presented on the website are not contractual. Accordingly, SEZAME shall not be held liable for any errors in such photographs or texts.

ARTICLE 8: CONTACT

Users may contact SEZAME with any questions or requests for information about the website, or to report any illegal content or activities, by email at: contact@joinsezame.com.

SEZAME will endeavour to respond to User requests and complaints as promptly as possible.

ARTICLE 9: LINKS TO AND FROM OTHER WEBSITES

Hypertext links may be present on the website. By clicking on them, the User will be redirected to another page. SEZAME has no control over and cannot be held responsible for the content of the web pages associated with these links.

ARTICLE 10: PERSONAL DATA PROTECTION

Users will find all information regarding the processing of their personal data in SEZAME's privacy policy.

ARTICLE 11: MARKETING COMMUNICATIONS AND LOYALTY PROGRAMME

Marketing communications

By creating a SEZAME account, the User is informed that they may receive marketing communications from SEZAME relating to the Experiences and services offered on the website. These communications are sent within the framework of the commercial relationship established at the time of account creation and are based on SEZAME's legitimate interest in keeping its members informed of its offers.

The User may unsubscribe from these communications at any time:

- via the unsubscribe link included in every email received,
- directly from their "My Account" space under "Communication Preferences".

Unsubscribing does not affect the validity of the registration or access to SEZAME's services.

Sezame Loyalty Programme

By creating a SEZAME account, the User automatically becomes a member of the Sezame loyalty programme. This programme allows the User to accumulate points on each Experience purchase made on the website, according to the terms displayed on the website.

SEZAME reserves the right to modify the terms of the loyalty programme. Users will be notified by email with reasonable prior notice.

ARTICLE 12: GOVERNING LAW – DISPUTES

These Terms of Use are governed by French law. In the event of a dispute, the French courts shall have exclusive jurisdiction.