naïma.b

L'Art de Recevoir

GENERAL TERMS AND CONDITIONS OF SALE

Sole Proprietorship (EI) — SIRET 10096843700010

230 route des Noisetiers — 74410 Saint-Jorioz, France

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In force as of 14 February 2026

Preamble — These General Terms and Conditions of Sale govern the contractual relationship between Bettayeb Naima, trading under the name Naïma.b (Sole Proprietorship — Entreprise Individuelle), registered under SIRET 10096843700010, 230 route des Noisetiers, 74410 Saint-Jorioz, France — reservations@naima-b.com — +33 6 50 77 81 39 (hereinafter "Naïma.b"), and any natural or legal person (hereinafter the "Client"). Bookings are made exclusively through an authorised concierge partner of Naïma.b.

ARTICLE 1 PURPOSE

These General Terms and Conditions of Sale (hereinafter the "GTC") govern the contractual relationship between Bettayeb Naima, trading under the name Naïma.b (Sole Proprietorship — Entreprise Individuelle), registered with the French National Business Register under SIRET number 10096843700010, with registered offices at 230 route des Noisetiers, 74410 Saint-Jorioz, France — email: reservations@naima-b.com — tel: +33 6 50 77 81 39 (hereinafter "Naïma.b"), and any natural or legal person (hereinafter the "Client"). Bookings are made exclusively through a concierge partner authorised by Naïma.b.

These GTC define the conditions under which Naïma.b offers an exclusive, private experience comprising private cross-border transport (Geneva – Annecy), exclusive access to a private residence, a gourmet service, and all associated logistics. This service is subject to strict compliance with applicable customs formalities.

It is the Client's and guests' responsibility to ensure the validity of their travel documents and to comply with all customs and border regulations. Naïma.b shall under no circumstances be held liable for delays, refusals of entry, or impediments related to customs controls or the absence of valid documents. The Client undertakes to notify Naïma.b in writing, prior to booking, of any item subject to customs declaration.

Any customs duties, taxes, or additional charges related to items transported by the Client or guests that are subject to customs declaration shall be borne exclusively by the Client. Any delays caused by unforeseen customs or border controls are considered an integral part of the experience duration and shall give rise to neither a free extension of the residence experience nor any refund.

ARTICLE 2 THE EXCLUSIVE CONCEPT

Naïma.b is neither a restaurant nor a public hotel establishment. It offers an experience of total and exclusive privatisation based on exclusive enjoyment of the space, absolute privacy, and complete logistical coordination (private cross-border transport, private lake crossing, residence access, and signature gastronomy), in order to guarantee a high-end and highly personalised service.

ARTICLE 3 NATURE OF SERVICES AND LOGISTICS

The services provided include, without limitation:

- Transfers: Private transport with chauffeur pick-up from the Client's hotel or residence in Geneva, road transfer to Annecy (approximately 40 to 55 minutes depending on traffic), followed by a private lake crossing by boat to the residence (or overland transfer if navigation is not possible).
- The Villa: Exclusive access to the private residence, generally from 11:00 AM to 4:00 PM.
- Gastronomy: Signature creations by the private Chef, prepared exclusively from Halal-certified products — meats in particular — sourced directly by Naïma.b. Halal compliance certificates are available upon request. No alcohol is served during the experience.
- Prayer Space: A dedicated and properly equipped prayer space is made available to guests.
- Menu Adaptations: Only allergies or intolerances reported in writing at the time of booking will be taken into account. Any subsequent request may be declined or may result in a supplementary charge.

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Despite all precautions taken, Naïma.b cannot guarantee the total absence of allergen traces (cross-contamination) in the dishes served. Naïma.b shall not be held liable in the event of an allergic reaction. It is the Client's responsibility to ensure that guests are informed of this limitation. For reasons of hygiene, food safety, and liability, it is strictly forbidden to bring and consume outside food or beverages at the residence or in the transport vehicles, unless Naïma.b has given prior written consent.

ARTICLE 4 EXPERIENCE CRITERIA

- Participants: The number is strictly limited to a maximum of 2 to 8 persons as confirmed at booking. Any increase in the number of participants must be notified in writing at least 72 hours before the experience date, subject to availability, and may result in a supplementary charge. The full price remains due regardless of the actual attendance of guests.
- Punctuality: Adherence to the schedule is essential. Any delay by the Client at the pick-up point will be deducted from the experience time. The end time remains fixed at 4:00 PM, with no extension or refund. Any extension expressly requested by the Client shall be subject to a supplementary price adjustment agreed upon in advance.

ARTICLE 5 BOOKING AND PAYMENT CONDITIONS

Bookings are made exclusively through an authorised concierge partner.

All prices are quoted in Swiss Francs (CHF) and are net prices. In accordance with Article 293 B of the French General Tax Code (CGI), VAT does not apply.

All bookings must be made at least 72 hours before the desired experience date.

Upon receipt of the booking request, Naïma.b has 4 hours to confirm availability. Once this confirmation has been sent, the Client has 4 hours to make full payment. In the absence of payment within this period, the booking is automatically cancelled.

Payment is in full and immediately due, exclusively by bank transfer in Swiss Francs (CHF) to Naïma.b's Swiss bank account. Any international transfer charges are borne by the Client. No discount is granted.

Prices include the services described in Article 3, unless otherwise expressly stated. Any additional service shall be subject to a supplementary quotation and prior acceptance.

ARTICLE 6 CANCELLATION, MODIFICATION AND WITHDRAWAL

Any cancellation or modification request must be notified to Naïma.b in writing (by email).

- Cancellation: Due to the exclusive and private nature of the experience and the specific commitment of all service providers (chauffeur, captain, Chef, etc.), any cancellation, regardless of the date, will result in invoicing of 100% of the total amount of the service, with no refund. Any failure to appear on the day of the experience (no-show) is treated as a cancellation and results in invoicing of 100% of the total amount, with no refund.
- Date Modification: Any request to change the date is subject to the availability of Naïma.b and its partners. If this is not possible, the service will be considered cancelled and the above conditions will apply.

In accordance with Article L221-28 of the French Consumer Code, leisure service activities provided on a specific date or period do not give rise to a right of withdrawal.

ARTICLE 7 WEATHER CONDITIONS

Weather conditions do not constitute grounds for cancellation. If lake navigation is deemed dangerous by the captain, the transfer will be made by road. In this case, no refund will be made beyond the actual cost difference between the lake crossing and the road transfer.

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ARTICLE 8 LIABILITY AND PRESERVATION OF THE PREMISES

The Client is responsible, on behalf of themselves and all guests, for any damage caused to the residence, equipment, or boat. The Client shall compensate Naïma.b for the cost of repair or replacement.

The Client assumes full civil liability for themselves and all guests throughout the experience, including during transfers. Naïma.b shall not be held liable for physical or material damage resulting from the behaviour of participants towards one another.

Naïma.b reserves the right to terminate the experience in the event of behaviour incompatible with the safety or respect of the premises, without refund.

Naïma.b shall only be held liable for direct and foreseeable damages resulting from a proven breach of its obligations. It shall under no circumstances be liable for indirect damages, loss of opportunity, or non-material losses.

ARTICLE 9 CONFIDENTIALITY AND IMAGE RIGHTS

Naïma.b guarantees absolute discretion regarding the identity of the Client and guests, and all information transmitted in connection with the booking.

In return, the Client undertakes not to disclose the address of the residence, nor to publish photos or videos of the property on social media or any public platform.

No images of Clients will be taken without express, written, and prior authorisation.

ARTICLE 9 BIS INTELLECTUAL PROPERTY

All elements comprising the experience offered by Naïma.b (including, without limitation, menu concepts, recipes, specific arrangements of the residence, transport itineraries, and the general presentation of the service) are the exclusive property of Naïma.b and are protected by applicable intellectual property laws.

Any reproduction, representation, modification, publication, transmission, or distortion, in whole or in part, of the elements of the experience, by any means whatsoever, without the prior written consent of Naïma.b, is strictly prohibited and may give rise to legal proceedings.

ARTICLE 10 PERSONAL DATA

Data collected is processed confidentially solely for the purposes of booking and organising the experience, in accordance with the GDPR. Data is retained for 24 months and is not transmitted to third parties for commercial purposes.

The Client has the right of access, rectification, erasure, and other rights exercisable at: reservations@naima-b.com.

ARTICLE 11 CONSUMER MEDIATION

In accordance with Articles L.612-1 et seq. of the French Consumer Code, in the event of a dispute not resolved amicably, the Client may refer the matter free of charge to a consumer mediator.

Where the Client has submitted a written complaint to Naïma.b and has not received a satisfactory response or any response within two months, the Client may submit their complaint free of charge to the mediator. The mediator must be contacted within a maximum of one year from the initial complaint.

> *MCP MEDIATION — 12 Square Desnouettes – 75015 PARIS, France — Website: www.mcpmediation.org*

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ARTICLE 12 FORCE MAJEURE AND UNAVAILABILITY OF NAIMA.B

- Force Majeure: Unforeseeable, irresistible, and external events (extreme storms, border closures, major disasters, administrative restrictions, etc.) constitute cases of force majeure. Naïma.b will propose a rescheduling or, failing that, a full refund of amounts paid, without any additional compensation.
- Unavailability of Naïma.b: In the event of Naïma.b's unavailability on the day of the experience due to personal force majeure (illness, accident, etc.), Naïma.b will first propose rescheduling to a date agreed by both parties within 30 days. If no date can be found, a full refund will be made within 5 working days following the confirmation that rescheduling is not possible.

ARTICLE 13 INSURANCE AND SERVICE PROVIDERS

Naïma.b holds professional civil liability insurance.

Naïma.b oversees the overall coordination of the experience and carefully selects its partners. Each service provider (chauffeur, captain, Chef, etc.) is an independent professional, responsible for their own service and holding their own professional insurance covering their specific activity. Naïma.b shall not be held responsible for failures or damages arising from the individual activity of any of these providers.

The Client's personal belongings (theft, loss, deterioration) are covered neither by Naïma.b nor by its service providers. It is recommended that clients take out appropriate travel insurance.

ARTICLE 14 LOGISTICS AND SAFETY

Adherence to the schedule is essential. Any significant delay must be reported immediately.

The Client and guests must follow the safety instructions of the chauffeur and captain. Minors remain under the exclusive responsibility of their parents or legal guardians.

Smoking is prohibited inside the residence and on the boat. Pets are not permitted without express prior written consent. All illicit or dangerous items are prohibited.

ARTICLE 15 BOOKING CONFIRMATION

The booking is only confirmed upon receipt of full payment and the sending of written confirmation by Naïma.b. The Client is invited to verify the accuracy of all information submitted at the time of booking (date, number of participants, allergies, etc.).

ARTICLE 16 GOVERNING LAW AND DISPUTE RESOLUTION

These GTC are governed by French law and drafted in French. In the event of any contradiction between the French version and any translation, the French version shall prevail.

In the event of a dispute, the parties will attempt an amicable resolution. Failing this, the courts of the registered office of Naïma.b shall have sole jurisdiction.

ARTICLE 17 ACCEPTANCE OF CONDITIONS AND REVISION OF THE GTC

Payment constitutes full and unconditional acceptance of these GTC.

Naïma.b reserves the right to amend the GTC; the version applicable is the one in force at the time of booking.

Executed at Saint-Jorioz, 14 February 2026

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