



## Preamble

A public establishment under the authority of the Ministry of Transport, Voies Navigables de France is responsible for the maintenance and modernisation of 6200 km of navigable rivers and canals and over

2000 structures and 40,000 hectares of public land on the banks of the waterways.

In compliance with the provisions of articles L. 4311-1, L. 4311-2 and L. 4311-3 of the French code of Transport, Voies Navigables de France is responsible for the management, maintenance, extension and promotion of navigable waterways as well as the investigation of all issues related to inland navigation and the use of inland waterways and bodies of water.

To complete its missions, it manages and operates as a public company or via public law legal entities or companies that it controls, the State sector that it is entrusted with in compliance with article

L. 4314-1, as well as the private sector.

It provides technical support to the State's administrative authorities responsible for inland navigation and can therefore submit regulations concerning the management of the public fluvial domain, the activities or professions related to it and the policing of Inland waterways.

Voies Navigables de France contributes to the promotion of river transport and has a general observation, information and statistical mission.

The terms and conditions for the tourism toll are available on the website: [www.vnf.fr](http://www.vnf.fr)

The Voies Navigables de France head office is located 175 rue Ludovic Boutleux, CS 30820 in Béthune (62408) cedex, SIREN 552 017 303, European VAT number FR 21 552 017 303.

## Chapter I General conditions

### Definition of termes used

**Toll:** payment for service provided to be paid by all pleasure boat owners<sup>1</sup>. It is owed for all crafts over 5 metres LOA or with an 9.9 Hp (7.29 Kw) engine or more.

The toll is not owed by boats used by certain public services (are exempted from the toll, public bodies that own boats used for their function, by police officers, public officials, the fire brigade, the civil defense force, the Customs Service and public agencies stated in article L. 4462-4 of the French Code of Transport). The toll charge is payable each time the boat sails on the Inland waterways entrusted to Voies Navigables de France, in compliance with the applicable regulations. It entitles normal use of the public inland waterways. By «sail», we mean movement of the boat, whether locks are passed or not.

**Vignette:** document that certifies payment of the fixed-charge toll charge.

**Order:** all reservation made and confirmed by the user.

**Website:** The website for the public company Voies Navigables de France [www.vnf.fr](http://www.vnf.fr).

**Point of sale:** revenue collection office, accounting agency where the tourism toll can be paid (the list of offices is available on the Voies Navigables de France website).

**User:** any physical person or legal entity who wishes to use the Voies Navigables de France website.

**Boat:** term used for each river unit, no matter what the dimensions of the boat.

**Pleasure boat owner:** physical person or legal entity who owns the boat for private leisure purposes, of different capacities and standard.

**Boats powered by human power:** light craft propelled by oars, sails or another means of transmitting human power (canoes-kayaks, skiffs).

**Transport or passenger transport:** mode of transport designating a tour boat, barge hotel or river cruise boat subject to the VNF professional toll when the passengers transported, no matter how many, pay for the service or not.

**Fleet declaration:** document compulsory for the public transport of passengers, pleasure boat hire, that states the number and characteristics of boats likely to sail that year and how they will pay the toll based on the fixed or real rate, chosen for each of them.

**Navigation declaration:** declaration enabling professionals to list the days on which the boats sailed.

**Barge hotel:** passenger boats offering cruises with accommodation, with a passenger capacity of up to 50 people.

**River cruise boat:** passenger boats offering cruises with accommodation, with a passenger capacity of over 50 people.

**Touring boat:** boat transporting passengers without accommodation, with or without catering. (e.g.: taxi boats, party boats with passengers, boats offering cruises without accommodation, with or without catering).

**Boat hire (charterer):** physical person or legal entity whose professional activity is boat hire.

**Training vessels:** training establishment that prepares candidates for the motor vessel permit examination.

**Demonstration boat for sale and trade purposes:** boats exclusively used for the demonstration for sale, repairs or trade

**Private leisure boat:** boats for exclusively private use.

**Professional leisure boat:**

- passenger boat, barge hotel, river cruise boat are subject to a VNF professional toll charge as soon as the company's activity that makes use of the boat is deemed commercial (verified in any manner) or public and that the passengers transported, no matter how many, pay for the service or not;

<sup>1</sup> L4412-1 of the Code of Transport

- chartered boats, training vessels, demonstration boats for sale and trade.

## Chapter II Scope of application of terms and conditions of sale for the toll to be paid by non professional pleasure boats owners (private leisure)

The present terms and conditions of sale for the toll to be paid by owners of pleasure boats, non professional (hereafter known as «terms and conditions»), apply to «online payment» possible on the Voies Navigables de France website [www.vnf.fr](http://www.vnf.fr), in accounting agency and in offices (the list of offices can be found on the Voies Navigables de France website).

Non professional users are pleasure boat owners (excluding boat charterers, training vessel operators, demonstration boats used for sale and trade) and owners of pleasure boats running a public interest business.

Non professional users are under the remit of strictly private leisure boating.

We recommend users carefully read the present terms and conditions, referenced on the first page of the «pay online» section and also available in accounting agencies and offices.

## Chapter III Means of payment of the toll to be paid by non professional pleasure boats owners (private leisure)

### A- Price of the toll

Under Article L4412-1 of the Code of Transport, are subject to the payment of the toll charge: goods hauliers and passenger transporters as well as owners of pleasure boats when they sail on the public inland waterways entrusted to Voies Navigables de France, with the exception of the international sections of the Rhine and Moselle.

The toll charge is set following a deliberation of the Voies Navigables de France board of directors published in the official journal of the establishment's proceedings.

### B- Online payment

Transactions are secure. When paying by debit card, the user enters their card number, expiry date and the number on the back (card security number).

Authorisation servers are consulted to check the data and prevent abuse and fraud.

Servers are encrypted and all the information transferred is encoded. Nothing circulates online without being encrypted.

Debit cards may be used to make the payment (Carte Bleue, Visa, Mastercard).

### C- Payment in points-of-sale (list of accounting agencies, revenue collection offices available on the Voies Navigables de France website)

Transactions are secured for the charge owed.

You can pay the toll charge in cash, by debit card (Carte Bleue, Visa, Mastercard), bank cheque in Euros for European Union citizens.

Payment is final and definitive.

### D- Payment of the tourism toll by purchase of a vignette

Only users who have read and accepted the present terms and conditions in their entirety may pay the tourism toll by purchase of a vignette.

### D-1 General clauses

The following information is required to order a vignette:

- the name and address of the boat owner;
- the overall length and breadth of the hull. This information is required to calculate the toll charge;
- the registration number or serial number of the boat;
- the type of toll required and the navigation start dates for the fixed rates available.

### D-2 Remote toll payment

#### D2-1 Terms and conditions of the website and placement of orders

«Online payment» enables the tourism toll charge to be paid according to the different fixed rates. Toll charge prices may be consulted on the Voies Navigables de France website, in the official journal of Voies Navigables de France's proceedings, in accounting agencies and in offices.

Access to personal data is secure. Access to the user account is protected by entry of an e-mail address and a password.

The user must ensure that the information (identity, e-mail address, post address, specifications of the boat, etc) entered when ordering online or in points of sale are identical to those on the documents presented.

#### D2-2 Invoicing

When the vignette is purchased online, a payment receipt and invoice are sent directly to the user's e-mail address.

#### D2-3 Cancellation of orders - refund requests

All the conditions for cancellation, modification of orders and/or refund are listed in the present terms and conditions.

The toll charge cannot be cancelled, modified or refunded after the end of the withdrawal period stated in Article D2-5.

#### D2-4 Proof of toll payment

Receipt of the toll payment is by electronic transfer of a vignette in their user account that must be printed by the user. Printing the vignette requires «Acrobat reader».

#### D2-5 Withdrawal period (purchases on the VNF Website: [www.vnf.fr](http://www.vnf.fr))

In compliance with article L. 121-20 of the French Consumer Code and during remote sales, users have the right to a withdrawal period of 14 full days from acceptance of the payment and on the condition that the vignette validity start date has not been passed. Users can withdraw by sending a letter by registered post with acknowledgement of receipt within 14 days of acceptance with the correct vignette, to the following address: Voies Navigables de France – Agence comptable principale - 175 rue Ludovic Boutleux, - CS 30820 à Béthune (62408) cedex.

In this case, the toll charge excluding shipping costs will be reimbursed without charge by bank transfer within 30 business days.

### **D-3 Payment of the tourism toll in a point of sale (accounting agency or revenue collection office)**

During the first payment of the tourism toll, the user will tell the Voies Navigables de France staff the fixed rate they have chosen and provide the information listed in D.1.

When the user has already paid their tourism toll, the latter will inform the Voies Navigables de France staff which fixed rate they have chosen. If the information provided must be modified, the user will provide Voies Navigables de France with the new documents relating to these changes.

#### **D.3.1 Cancellation – exchange or refund of orders**

All the conditions for cancellation, modification of orders and/or refund are listed in the present terms and conditions. Payment of the toll charge cannot be cancelled, modified or refunded.

#### **D.3.2 Issue of proof of payment by vignette**

Once the user has read the present terms and conditions of sale, displayed in revenue collection offices, the vignette is handed directly to the user by the Voies Navigables de France staff.

If an order is placed in another point of sale or online, the user is required to read the present terms and conditions for online sales on the Voies Navigables de France website.

### **E- Responsibilities and guarantees**

#### **E-1 For website use**

Voies Navigables de France is not responsible for the malfunction of the website due to anomalies, errors or bugs, or due to incompatibility with equipment or a specific configuration other than those expressly stated by Voies Navigables de France.

Voies Navigables de France cannot be held liable of any predictable and unpredictable, material or intangible damage resulting from the use or total or partial inability to use the website.

The user declares that they know the specificities and limitations of Internet use, particularly the technical performances, response times to consult, search or transfer and the risks linked to communications security.

#### **E-2 For the issue of the vignette providing proof of toll payment**

With the exception of website malfunction which they are responsible for, Voies Navigables de France cannot be held liable for anomalies which may occur during orders, processing or printing of the vignette providing proof of toll payment imputable to the user, due to the unpredictable and insurmountable actions of a third party or cases of Force Majeure.

### **F- Intellectual property**

Voies Navigables de France owns all the intellectual property rights related to the Voies Navigables de France website. Voies navigables de France.

Access to the site does not transfer to the user any intellectual property rights related to the website, which remains the exclu-

sive property of Voies Navigables de France.

The information accessible on the website, specifically in text, photograph, image, icon, card, sound, video, software, database and data format are also protected by the copyright held by Voies Navigables de France.

Unless otherwise stated in the present Terms and Conditions, the user may not, in any circumstances, copy, represent, modify, transmit, publish, adapt in any format, in any way, or use in any manner, all or part of the website without the prior express authorisation of Voies Navigables de France.

## **Chapter IV Scope of the terms and conditions of the professional tourism toll**

The present terms and conditions of sale of the tourism toll (hereafter known as the «Terms and conditions»), apply to leisure boating professionals who must present a fleet declaration, i.e. public passenger transporters, boat charterers.

Users are required to carefully read the present terms and conditions attached to the fleet declaration, referenced on the VNF website, in the «professional» section, and are also available in the revenue collection offices and accounting agencies (list of offices available on the VNF website).

### **A- Payment of the tourism toll by purchase of the vignette**

#### **Toll charge**

Under Article L. 4412-1 of the Code of Transport, are subject to the payment of the toll charge: goods hauliers and passenger transporters as well as owners of pleasure boats when they sail on the public inland waterways entrusted to VNF, with the exception of the international sections of the Rhine and Moselle.

The toll charge is set following a deliberation of the Voies Navigables de France board of directors.

The tourism toll charge as well as the terms of payment can be consulted on the Voies Navigables de France website and are regularly published in the official journal of the establishment's proceedings.

Abatements applicable to passenger transporters' charges (barge hotels, tour boats, river cruise boats), charterers and boats owned or chartered to professionals running a public interest business, as well as training / trade vessels, can also be viewed on the VNF website and in the official journal of VNF proceedings.

### **B- Proof of toll payment**

On receipt of the fleet declaration and the terms and conditions of payment of the toll signed, VNF staff issues the toll payment receipt (vignette) according to the information provided by the professional.

For passenger transporters and leisure boat charterers who have chosen the fixed rate in their fleet declaration, VNF will send to the company's head office, a summary of amounts owed for the boats paying a yearly charge or a summary of amounts owed stating the fixed rate chosen and the amount paid. The vignettes (toll cards) are only issued after receipt of the payment of the 1st down payment (20% of the total) which must be made before the 31 March, the second 20% down payment must be paid by 30 June and the remaining sum on 30 September.

Vignettes from previous years attest to the payment of the tou-

rism toll for the current year until the new proof of payment is issued, at the latest on 15 April of the following year. A notice of remaining balance is then sent two weeks ahead of each payment deadline.

Each payment must be made to the VNF secondary accountant within the company's head office jurisdiction.

For professionals running a public interest business, training and trading vessel owners (single fixed rate for the calendar year), vignettes will be issued after upfront payment is made.

For passenger transporters and leisure boat charterers who have chosen to pay the actual price (tour or week) on their fleet declaration, VNF will send a summary of amounts owed, payable on receipt (under eight days) which includes all navigation declarations made during the previous invoicing period. Payment is retrospective and must be made to the VNF secondary accountant within the company's head office jurisdiction.

Payment of the toll charge cannot be cancelled, modified or refunded.

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## Chapter V Miscellaneous

### A- Information and claims

Any requests for information must be addressed to Voies Navigables de France's development department via the electronic form available on the website [contacts.vpel@vnf.fr](mailto:contacts.vpel@vnf.fr) or the relevant regional offices.

Complaints related to payments must be sent by post to the primary accountant for

Voies Navigables de France – 175 rue Ludovic Boutleux - CS 30820 - 62408 BETHUNE cedex.

### B- Protection of personal data

Personal data saved during toll payment (purchase of the vignette) is declared to the CNIL (French National Commission for Information Technology and Liberties).

In compliance with the French Information Technology and Freedom Law of 6 January 1978, the user has the right to access and correct their personal data, by contacting Voies Navigables de France.

### C- Applicable law and competent jurisdiction

The present terms and conditions are governed by French law.

In the event of a dispute related to the transaction, the user can make a written complaint by registered post with acknowledgement of receipt within 30 days maximum following the incident for which the complaint is made, to the following address:

Voies Navigables de France – Direction du Développement - 175 rue Ludovic Boutleux - CS 30820 - 62408 BETHUNE cedex.

If the dispute is not resolved, it may be brought to the competent legal jurisdiction.

The present terms and conditions can be consulted and printed from the

Voies Navigables de France website and are available in the accounting agencies, the revenue collection office and in the official journal of Voies Navigables de France proceedings.