

TERMS AND CONDITIONS **on the ZOU ! transport network**

Effective from 16 July 2026

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GLOSSARY AND LIST OF TERMS USED

Customer / Passenger	Refers to the purchaser of a ticket and the user of the transport network
Seller	Refers to the Région, the points of sale or the transport operators duly authorised to resell tickets on behalf of the Région
Ticket	Constitutes a contract between the customer/user and the ZOU ! transport network. It consists of one of the tickets defined in these terms and conditions.
Express network	Defines the network comprising trains and buses connecting major urban areas - All bus lines numbered 1 to 99.
Proximité network	Defines the network comprising buses providing detailed coverage of the municipalities and school buses - All lines numbered 100 and above.
CP	Refers to the Chemins de fer de Provence railway line
EXPRESS BUS	Refers to Express bus lines (e.g. Regional Express Lines)
ODT	On-demand transport requiring advance booking
O/D	Origin and Destination of a journey on the express network
PZE	PASS ZOU ! Études
Multivalidation (multivalidable ticket)	Option to travel with others by validating the ticket as many times as there are passengers. For example, with a 10-ticket pack: it deducts as many tickets from the pack as there are passengers.
ZOU ! website	ZOU ! website accessible via the URL https://www.zou.maregionsud.fr
ZOU ! app	Mobile app, available to download from Google Play or the App Store
ZOU ! customer service	ZOU ! customer service centre, available by phone: 04 13 94 30 50
BUS ZOU ! sales point	Physical point of sale distributing ZOU ! tickets for EXPRESS or PROXIMITÉ bus lines and Chemin de Fer de Provence railway lines in the Région Provence-Alpes-Côte d'Azur
Trains ZOU ! sales point	Physical point of sale distributing ZOU ! tickets for ZOU ! Trains (excluding the CP line).
Authorised ZOU ! distributor	Third parties under contract with SMT to distribute ZOU ! Train tickets ZOU ! Bus lines (EXPRESS, PROXIMITÉ) or CP
Service provider in the Région Provence-Alpes-Côte d'Azur	Service provider (ZOU ! Covoit, Résalp, Skibus)
ZOU ! Train ticket agents	Third-party distributors of the ZOU ! Train service (e.g. tobacconists, tourist offices, La Poste)
TRSI	Transdev Rail Sud Inter-Métropole
TER	Transport Express Régional

Smart card	A personalised, registered card that can hold tickets and travel plans from the ZOU ! range
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TERMS AND CONDITIONS FOR THE PROXIMITÉ, EXPRESS AND CHEMINS DE FER DE PROVENCE BUS LINES

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CONTEXT AND SCOPE OF APPLICATION

These Terms and Conditions (T&Cs) set out the conditions of sale (including fares) and use of tickets, as well as the conditions of application relating to regional transport services in the Région Provence-Alpes-Côte d'Azur.

These Terms and Conditions are available on the ZOU ! website.

These Terms and Conditions of tickets have been drawn up in accordance with the relevant laws and regulations, including in particular:

- Transport Code;
- Article 17(4) of Decree No. 2016-327 of 17 March 2016 on the organisation of passenger rail transport and containing various provisions relating to the financial and accounting management of SNCF Mobilités;
- Law No. 85-1407 of 30 December 1985 containing various provisions on criminal procedure and criminal law,
- Ordinances of 2 July 1982 and 3 August 2007 relating to public passenger transport,
- Articles L 529-3 et seq. and R 49 of the Code of Criminal Procedure.

The Région is the organising authority for transport within its territory. It bears the costs of this organisation. This is a mandatory responsibility of the Région in accordance with the provisions of Articles L3111-1 and L1230-1 of the Transport Code. This responsibility includes the organisation of regional passenger rail services and road services provided as a substitute for these rail services in accordance with Article L2121-3 of the Transport Code.

In this regard, the Régions determine the scope of the regional public passenger transport service, including routes, service quality, passenger information, and the fare policy for services of regional interest, with a view to ensuring the most effective economic and social use of the transport system. The Région's remit covers services whose origin or destination lies outside an urban area and within communities of municipalities that have not assumed responsibility for transport.

The T&Cs apply across the regional network to all users, distributors and transport operators commissioned by the Région.

The T&Cs supersede and replace all previous provisions adopted by the Région regarding the organisation and financing of transport services under its responsibility, with the exception of the regional regulations on school transport and the T&Cs relating to the PASS ZOU ! Études (PZE). Regarding the PASS ZOU ! Études, in the event of any provisions in the PZE T&Cs that conflict with these T&Cs, the PZE T&Cs shall apply to PZE holders.

These T&Cs shall prevail in the event of any conflict with the T&Cs of agencies, points of sale or transport operators authorised to resell tickets on behalf of the Région.

It is the responsibility of the user/customer to read these Terms and Conditions prior to each purchase. The Région reserves the right to amend these Terms and Conditions. In such cases, the new Terms and Conditions will be brought to the attention of users through publication in the Région's compendium of administrative acts, as well as by posting on the website zou.maregionsud.fr. Users are therefore responsible for regularly referring to the latest version of the Terms and Conditions available online on the ZOU ! website.

1. Scope of application

These terms and conditions apply to the Proximité and Express bus lines and to the Chemins de Fer de Provence railway line. These terms and conditions do not apply to holders of a PASS ZOU ! Études, which is subject to specific T&Cs.

2. Conditions of access to the ZOU ! regional network

2.1 Terms and conditions

Terms and conditions applicable to the entire network

To access the ZOU ! regional network, all passengers must hold a valid ticket that meets the conditions of these T&Cs, supplemented where necessary by actions required of the passenger, such as ticket validation.

Any passenger on board a vehicle on the regional network accepts these T&Cs.

Groups of passengers

Group transport is accepted for groups of up to 9 people, subject to availability. On lines where bookings are available, it is strongly recommended that you book your seat. If no seats are available and no booking has been made, part of the group may be refused access and will not be entitled to a refund if the ticket is used, even partially.

The regional road network (Express lines, Proximité lines and On-demand transport) is not intended for the occasional transport of groups of more than 9 people. They may be refused access to the public transport vehicle.

Purchase of a ticket

Passengers must pay the fare before travelling.

When purchasing tickets on board, in accordance with Article L. 112-5 of the Monetary and Financial Code, users are asked to have the exact change ready for their ticket before boarding the vehicle. Banknotes of a value exceeding €20 are not accepted on board.

Luggage

The following items of luggage are accepted free of charge:

- One piece of hand luggage or parcel weighing less than 10 kg, with the largest dimension being less than 45 cm, and which can be carried on the owner's lap. A pet carrier or bag containing a pet is not considered luggage and must be carried on the owner's lap.
- One piece of luggage, such as a suitcase or travel bag, with a maximum dimension of less than 100 cm, or ski equipment carried in a cover, which must be checked in or placed in the racks provided for this purpose.
- For bicycles, a transport cover is recommended if the bicycle is likely to damage or soil other luggage. Scooters must be stowed in the hold and folded during transport; the battery must be switched off.
- Pushchairs must be folded for carriage in the hold.
- A second item of luggage, such as a suitcase or travel bag with a maximum dimension of less than 100 cm, or ski equipment carried in a cover, which must be carried in the hold or in the racks provided for this purpose, is accepted subject to payment of the applicable "luggage" fee sold on board.

Any other type of luggage will be refused (for further information on the regulations in force regarding luggage on ZOU ! transport services, please consult the terms and conditions of your mode of transport).

The EXPRESS lines No. 80, 81, 82 and 90 serving the airports allow passengers to carry luggage free of charge, up to a maximum of two items per passenger.

Boarding school pupils may carry luggage free of charge, up to a maximum of two items, such as suitcases or travel bags, provided that each item's largest dimension is less than 100 cm.

Animals

Animals are not permitted on board vehicles, with the exception of the following animals, which are allowed on board free of charge:

- Guide dogs or assistance dogs, which are exempt from the requirement to wear a muzzle, in accordance with the provisions of Articles 53 and 54 of Law No. 2005-102 of 11 February 2005. They must travel under the owner's seat. In this case, the user must hold a specific card or a disability card. On-board staff may request to see this card.
- Service dogs used by law enforcement agencies, accompanied by their handler who holds a PASS SÛRETÉ.
- Service dogs from a canine unit assisting in sea or mountain rescue operations, upon presentation by their handler of:
 - a professional card or accreditation from a rescue organisation;
 - an official certificate of the dog's qualification, specifying its speciality.

The following animals are permitted on board, provided that an "Animal journey" ticket is purchased at the current fare and sold on board:

- Other dogs assisting with rescue and security operations, kept on a lead and muzzled, upon presentation of a professional dog handler's licence,
- Small, harmless domestic animals weighing less than 10 kg, provided that:
 - For dogs: they are kept on a lead (and muzzled on the Chemins de Fer de Provence network), or are secured in a properly closed cage or travel bag,
 - For other pets: they must be kept in a properly secured cage or travel bag,
 - And for all animals: they must travel under the seat or on their owner's lap for the duration of the journey.

2.2 Specific conditions of access

Specific conditions of access for the EXPRESS network (Express Bus/CP)

All journeys must be made in the direction indicated on the ticket (regardless of the format), except for ticket packs, monthly subscriptions, FLEX monthly subscriptions and yearly subscriptions, where the ticket may be used in either direction.

An online booking system is available for certain lines; any reserved seat takes priority.

Specific conditions of access for the PROXIMITÉ network

An online booking system is available for certain lines; any reserved seat takes priority.

Specific conditions of access for school lines on the Proximité network

The conditions governing the opening of specific school lines to the public are set out in the regional school transport regulations. These conditions apply to users who do not hold a PASS ZOU ! Études travelling on a school line. The conditions of access to these lines are specified in the current school transport regulations.

3. Sales channels and ticket formats

3.1 Sales channels

Sales at ZOU ! BUS sales points

A list of sales points is available on the ZOU ! website

On-board sales

Certain tickets are available for purchase on board vehicles. This on-board sale is subject to a surcharge of €0.40 (including VAT) on the price of a 1 Journey ticket. This surcharge does not apply to tickets sold on board the Ligne des Chemins de fer de Provence, nor to ZOU ! Malin 1 Journey tickets, nor to tickets purchased via the Open Payment service or by text message.

For the Mini-group fare on board, the surcharge is calculated according to the following formula:

On-board Mini-group fare = (Number of passengers × On-board ticket price) × applicable Mini-group discount rate

E.g. for a Mini-group of 3 people: $_{3ppl}Mini_{group}$ fare = $[3 \times (\text{€}2.20 + \text{€}0.40) \times 70\%] = \text{€}5.50$

Online sales

Online sales refer to any purchase made online, for example on the website or via the ZOU ! app.

Some EXPRESS or PROXIMITÉ bus lines offer their own online booking and sales services on authorised websites (ZOU !-approved transport operators or distributors), accessible via the ZOU ! website. :

- [Line 50 Marseille-Provence Airport > Aix-TGV > to the ski resorts of the Hautes-Alpes](#)
- [Line 55 Grenoble-Briançon](#)
- [Line 76 Serre-Chevalier<>Montgenèvre<>Oulx](#)
- [Line 83 Nice-Valberg](#)
- [Seasonal access lines to ski resorts in the Hautes-Alpes](#)

3.2 Ticket formats

Carte ZOU !

The Carte ZOU ! is a physical smart card onto which tickets are loaded. It is personalised with the holder's photograph, surname, first name and card number. It can be topped up with any type of fare product from the range, depending on the user's profile. The card is personal and unique. It can only be used by its holder. The card's expiry date is shown on the card. You can create a Carte ZOU ! on the ZOU ! website or at ZOU ! BUS sales points: it is free to create. If created at a ZOU ! BUS sales point: to be able to top up tickets online onto their personalised smart card, the user must create a personal account on the ZOU ! website and register their card to link it to their account.

Smart cards issued by other networks

Some cards from the Région's partner transport networks can be used on the regional network, provided they are interoperable and have a valid ticket. Tickets for the ZOU ! regional network can be topped up on certain other smart cards, provided that the user creates a personal account on the ZOU ! website and registers their card so that it is linked to that account.

The digital ticket on a smartphone

On the ZOU ! app, the digital ticket on a smartphone, known as an M-ticket, is no longer available on the ZOU ! mobile app from the launch date of its new version. It has been replaced by a QR code ticket displayed on the ZOU ! app. .

Any unused digital tickets on smartphones (known as M-tickets) at the time the new version of the app is launched may be eligible for a refund under the terms of Article 7.1.

Electronic tickets are available for purchase at authorised ZOU ! ticket machines. The ticket is valid on the date chosen by the user. It does not constitute a seat booking (booking is strongly recommended on certain Express lines; please refer to Article 3.1).

Open Payment: On certain lines, you can purchase and validate a ticket using a contactless payment card. The 1 Journey ticket is then purchased directly at a dedicated validator on board using the "contactless" function and stored on the bank card, with no surcharge on board. Customer support for this service is available via the link <https://zou.easyticketing.it>

Tickets via SMS: On certain lines, it is possible to purchase a ticket via SMS. The 1 Journey ticket is presented to the driver. Customer support for SMS tickets is available from Keolis Alpes-Maritimes by email at the following address: contactazur@keolis.com

Paper tickets

Paper tickets are available for certain one-off tickets sold at ZOU ! BUS sales points and on board vehicles.

4. Tickets and fares applicable on the network

4.1 Fares

Information on fares can be obtained from:

- The ZOU ! website and app
- ZOU ! customer service On 04 86 88 50 50 or via the contact form available on the ZOU ! website
- BUS ZOU ! sales points
- Authorised ZOU ! ticket vendors
- Guides and leaflets made available to users

Free travel:

Children aged 0 to under 4 (up to the day before their 4th birthday) travel free of charge.

A companion accompanying a person with reduced mobility ("PMR" in French) travels free of charge upon presentation of their disability card, which must state "needs a companion". The PMR passenger pays the standard fare.

Free travel across the entire ZOU ! regional transport network applies to all journeys within the Région Provence-Alpes-Côte d'Azur for Ukrainian refugees who hold an identity document proving their nationality and a personalised document confirming their refugee status. Accepted forms of proof include a residence permit bearing the word "refugee", or a temporary residence permit bearing the designation 'beneficiary of temporary protection', or a certificate confirming the extension of the processing period for an application bearing the designation 'refugee'. Temporary favourable decisions issued by OFPRA or the CNDA in connection with an ongoing refugee asylum application are also accepted.

Passengers entitled to a free ticket will be issued with a voucher by the on-board staff.

Free tickets are not eligible for a refund as provided for in Articles 7.1 and 7.2.

Child fares

A 50% discount is available on 1 Journey tickets – exclusively on EXPRESS lines (EXPRESS BUS and CP networks) – for children aged 4 to under 12 (up to the day before their 12th birthday).

Express network

Fares on the express network lines depend on the journey made (distance travelled between the point of departure and the destination). Fares may change following a decision by the Assemblée Régionale; information will be displayed at BUS ZOU ! ticket offices and on the ZOU ! website. Fares are quoted in euros (€), inclusive of VAT, and are rounded up to the nearest tenth.

Proximité network

Fares for Proximité lines are fixed and specific to each ticket type, as described in the specific terms and conditions. Fares are quoted in euros (€) inclusive of VAT. Fares may change following a decision by the Assemblée Régionale; information will be displayed at BUS ZOU ! ticket offices and on the ZOU ! website

Event-related initiatives

As part of event-related initiatives organised by the Région SUD Provence-Alpes-Côte d'Azur, the Région reserves the right to offer a ticket from the current fare range. The terms and conditions of participation will be set out in the specific rules for each initiative. These rules are separate from these Terms and Conditions.

4.2 The General Public range

Features of General Public tickets

The features of tickets in the General Public range are set out below (terms of use and validity).

General Public tickets for EXPRESS and PROXIMITÉ lines:

		Express network	Proximité network
Ticket type		Usage and validity	Usage and validity
One-off tickets	1 Journey	Valid for a single journey on an O/D determined at the time of purchase. Connections not permitted Validity period before validation: 90 days from the date of purchase Validity period after validation: 180 minutes.	Entitles the holder to travel on any line within the Proximité network **. Connections permitted, Validity period before validation: 90 days from the date of purchase. Validity period after validation: 90 minutes.
	10 journeys	Ticket pack valid on an O/D determined at the time of purchase. Connections not permitted 10 journeys can be made in either direction (outward or return). Ticket pack validity period: one year from the date of purchase. Validity period of each journey: 180 minutes. No multivalidation.	10 journeys available on the Proximité network **. Each journey: same conditions of use as the single ticket mentioned above. Ticket pack validity period: one year from the date of purchase. Validity period of each journey: 90 minutes. No multivalidation.
	1 Mini-group Journey (3 to 9 people)	Valid for one journey for 3 to 9 people (number of passengers to be determined at the time of purchase) on a specified day, on an O/D specified at the time of purchase. Connections not permitted A single ticket issued for the group Validity period before validation: 90 days from the date of purchase Validity period after validation: 180 minutes.	Valid for a journey for 3 to 9 people (number of passengers to be specified at the time of purchase), on a Proximité line **, for 90 minutes. Transfers permitted. A single ticket is issued for the group. Validity period before validation: 90 days from the date of purchase. Validity period after validation: 90 minutes.
Subscriptions	FLEX Monthly (10, 20 or 30 journeys)	Personalised. Valid for 10, 20 or 30 journeys (depending on the ticket), on an O/D determined at the time of purchase. Journeys can be made in either direction (outward or return).	Personalised. Valid for 10, 20 or 30 journeys (depending on the ticket chosen) on the Proximité network **. Each journey: same conditions of use as the single ticket mentioned above.

	Subscription validity period: 1 month from the date selected at the time of purchase. Validity period for each journey: 180 minutes. No multivalidation.	Subscription validity period: 1 month from the date selected at the time of purchase. Validity period for each journey: 90 minutes. No multivalidation.
Monthly	Personalised. Unlimited use on an O/D in both directions*. Validity period: 1 month from the date selected at the time of purchase.	Personalised. Unlimited use across the entire Proximité network **/***. Validity period: 1 month from the date selected at the time of purchase.
Yearly	Personalised. Unlimited use on an O/D in both directions*. Validity period: 1 year. Valid from the first day of the month if purchased by the 19 th of the current month, and from the first day of the following month if purchased on or after the 20 th of the current month.	Personalised. Unlimited use across the entire Proximité network **/***. Validity period: 1 year. Valid from the 1 st of the month if purchased by the 19 th of the current month, and from the 1 st of the following month if purchased on or after the 20 th of the current month.

*Unlimited monthly and yearly subscriptions for the ZOU ! EXPRESS Nos. 52, 65, 66, 68 and 69, as well as the Marseille-Briançon, Marseille-Veynes and Veynes-Briançon railway lines, where the journey begins and ends between Marseille and Briançon (excluding journeys made entirely within the Aix-Marseille-Provence metropolitan area), provide access to the ZOU ! Proximité 04 and ZOU ! Proximité 05 networks.

**Tickets for the ZOU ! Proximité bus lines are valid on the ZOU ! Express bus lines on the following routes:

- L52: all origins/destinations between Digne and Serres
- L65: all origins/destinations between Manosque and Forcalquier
- L66: all origins/destinations between Manosque and Digne
- L68: all origins/destinations between Manosque and Barcelonnette
- L69: all origins/destinations between Manosque and Peyruis, as well as between Peyruis and Sisteron.

*** ZOU ! Proximité monthly and yearly subscriptions provide access to the daily ZOU ! COVOIT' carpool line between Toulon and Cuers. You can subscribe to this service directly on the website of the service provider for the Région Provence-Alpes-Côte d'Azur below: <https://zou.maregionsud.fr/en/zou-covoit-ligne-de-covoiturage-en-region-sud/>

Special "Pollution Peak" tickets:

Ticket type	Usage and validity
Pollution Peak ZOU ! Proximité Departmental Day Ticket	Ticket sold at a flat rate of €1 per day, for unlimited travel on the ZOU ! Proximité bus network (excluding airport lines) within the department experiencing a persistent episode of air pollution. Available via the ZOU ! website and the ZOU ! app, at BUS ZOU ! sales points or on board, and valid on the day of purchase only. Tickets are non-exchangeable and non-refundable.
Pollution Peak ZOU ! Express	Ticket sold at a flat rate of €5 per day, valid from 5:00am until the end of service on the lines, for unlimited travel on ZOU ! Express bus lines and the Chemins de Fer de Provence railway line (excluding airport lines) within the department experiencing a persistent air pollution episode.

Departmental Day Ticket	Available via the ZOU ! website and the ZOU ! app, at BUS ZOU ! sales points or on board, and valid on the day of purchase only. Tickets are non-exchangeable and non-refundable.
Pollution Peak ZOU ! Express Regional Day Ticket	Tickets are sold at a flat rate of €20 per day, valid from 5:00am until the end of service, for unlimited travel within the region on ZOU ! Express bus lines and the Chemins de Fer de Provence railway line whenever a department is experiencing a persistent episode of air pollution. Available via the ZOU ! website and ZOU ! app, at BUS ZOU ! sales points or on board, and valid on the day of purchase only. Tickets are non-exchangeable and non-refundable.

Special tickets: animals and luggage:

Ticket type	Usage and validity
Animal	Entitles the holder to transport an animal under the conditions set out in Article 2.1 during a journey. Does not constitute a ticket for the passenger transporting the animal.
Additional luggage	Entitles the holder to transport one additional piece of luggage under the conditions set out in Article 2.1 during a journey. Does not constitute a ticket for the passenger transporting the luggage.

Other tickets

Ticket type	Usage and validity
PASS Résilience	An annual subscription allowing free use of ZOU ! Buses and Trains, including the Chemins de fer de Provence railway line. Eligibility: Victims, widows, widowers and dependants of the Nice attacks who are registered with the ONACCVG (National Office for Veterans and War Victims) and reside in the Région PACA. (Decision No. 16-866 of 03/11/16). Eligible persons must apply by contacting ZOU ! customer service or at Bus ZOU ! sales points. The pass is valid for 1 year, from date to date, and is renewable under the same conditions.
PASS Intégral	Monthly or annual subscription or 3-day or 7-day subscription offering unlimited access to all public transport networks in the Aix-Marseille Provence metropolitan area, including ZOU ! Train.
PASS Sud Azur	Monthly or annual subscription or 3-day, 7-day or 14-day subscription offering unlimited access to all public transport networks in the Région Alpes-Maritimes and the Principality of Monaco.

4.3 Distribution channels and ticket formats for General Public tickets

The distribution channels and ticket formats for General Public tickets are provided here for information purposes only.

	Ticket type	Distribution channels	Ticket formats available via this channel
One-off tickets	1 Journey	Sales at BUS ZOU ! sales points	Paper tickets Personalised ZOU ! smart card
		On-board sales	Paper ticket (credit card receipt format)
		Online sales	QR code ticket displayed on the mobile app QR code ticket (printable PDF, downloadable, sent by email) Personalised ZOU ! smart card
		-	
	10 journeys	Sales at BUS ZOU ! sales points	Personalised ZOU ! smart card
		Online sales	Personalised ZOU ! smart card
	1 Mini-group Journey (3 to 9 people)	Sales at BUS ZOU ! sales points	Paper tickets Personalised ZOU ! smart card
		On-board sales	Paper ticket (credit card receipt format)
		Online sales	QR code ticket displayed on the mobile app QR code ticket (printable PDF, downloadable, sent by email) Personalised ZOU ! smart card
Subscriptions	FLEX Monthly (10, 20 or 30 journeys)	Sales at BUS ZOU ! sales points	Personalised ZOU ! smart card
		Online sales	
	Monthly	Sales at BUS ZOU ! sales points	Personalised ZOU ! smart card
		Online sales	
	Yearly	Sales at BUS ZOU ! sales points	Personalised ZOU ! smart card
		Online sales	

On the Chemins de fer de Provence railway line, 10-ticket packs and monthly subscriptions are available for purchase on board.

4.4 The ZOU ! Malin range

The Carte ZOU ! Malin is a discount card valid for one year, offering a 30% discount on 1 journey tickets to the holder and one companion per journey.

This card entitles the holder to purchase tickets from the ZOU ! Malin range, which are:

- The 1 ZOU ! Malin journey ticket,
- The 1 ZOU ! Malin Companion journey ticket.

Unless exceptional measures are in place, these tickets have the same uses, validity periods, distribution channels and format as the “General Public Single Journey” tickets mentioned above.

For further information, please refer to the “TERMS AND CONDITIONS OF THE CARTE ZOU ! MALIN AND 1 JOURNEY TICKETS”

4.5 The ZOU ! Solidaire range

[The ZOU ! Solidaire / ZOU ! Solidaire + discount cards](#)

The ZOU ! Solidaire and ZOU ! Solidaire+ discount cards are valid for one year and offer a 50% or 90% discount on the fares of most regional transport tickets. They take the form of a personalised ZOU ! smart card. These discount cards are issued subject to means testing.

[ZOU ! Solidaire / ZOU ! Solidaire + Solidaire +](#)

The tickets in the ZOU ! Solidaire range available on the regional network are as follows:

Category	Ticket type	Network
One-off tickets	1 ZOU ! Solidaire journey	EXPRESS and PROXIMITÉ
	1 ZOU ! Solidaire + journey	
	ZOU ! Solidaire 10-ticket pack	
	ZOU ! Solidaire + 10-ticket pack	
	1 ZOU ! Solidaire Ages 4-11 journey	EXPRESS
	1 ZOU ! Solidaire + Ages 4-11 journey	
Subscriptions	ZOU ! Solidaire Flex Monthly (10, 20 or 30 journeys)	EXPRESS and PROXIMITÉ
	ZOU ! Solidaire Monthly	
	ZOU ! Solidaire Yearly	
	ZOU ! Solidaire + Flex Monthly (10, 20 or 30 journeys)	
	ZOU ! Solidaire + Monthly	
	ZOU ! Solidaire + Yearly	

For further details on these discount cards (eligibility criteria, application process, etc.) and the distribution of the associated ZOU ! Solidaire tickets, please refer to the T&Cs for ZOU ! discount entitlements available on the ZOU ! website.

4.6 The ZOU ! Sûreté range

ZOU ! Sûreté profiles are discount rights intended for officers in certain law enforcement roles. Depending on the applicant's profile, they entitle the holder to free annual subscriptions for the home-to-work journey, or also to free leisure travel.

For further details on these profiles (eligibility criteria, subscription process, etc.) and the associated tickets, please refer to the ZOU ! Sûreté T&Cs available on the ZOU ! website.

5. Payment and billing

5.1 Payment methods

By credit card

We accept French credit cards bearing the CB logo (national or international VISA or MASTERCARD cards) or foreign cards bearing the VISA or MASTERCARD logo that are accepted in France.

For online purchases (on the website or the ZOU ! mobile app), only credit card payment is available, including for the purchase of an annual subscription (payable in full only). Payment is made via a secure connection and customers' payment details are not stored on the ZOU ! website or mobile app.

Credit card payment is also available at BUS ZOU ! sales points equipped with an Electronic Payment Terminal.

Open Payment

On certain lines, you can purchase and validate a ticket using a contactless payment card. The 1 Journey ticket is then purchased directly at a dedicated validator on board using the "contactless" function and stored on the bank card, with no surcharge on board. Customer Support is available via the link <https://zou.easyticketing.it>

Tickets via SMS

On certain lines, it is possible to purchase a ticket via SMS. The 1 Journey ticket is presented to the driver. Customer support for SMS tickets is available from Keolis Alpes-Maritimes by email at the following address: contactazur@keolis.com

By cheque

Payment by cheque for ticket purchases is only possible at the ticket offices of sales outlets or when purchasing tickets on board the Chemins de fer de Provence railway line. The procedures for cashing cheques vary by retailer. The cheque must be issued by a bank domiciled in France and the issuer must complete the cheque correctly, without omitting any mandatory details (amount in figures and words, signature, payee, date and place of payment).

In cash

Cash payment is only possible at BUS ZOU ! sales points and directly to the driver on board when purchasing a ticket sold on the bus.

When paying the driver, passengers must have the exact change ready before boarding. Banknotes with a value of more than €20 are not accepted (Article L.112.5 of Order No. 2000-1223 of 14 October 2000 of the Monetary and Financial Code).

By holiday vouchers

Payment by holiday vouchers is accepted at stations and on board Chemins de fer de Provence trains only.

5.2 Invoicing, proof of purchase

Proof of purchase may be provided to the user on request at the time of purchasing a ticket. In the event of a customer service enquiry or a claim for reimbursement by an employer, users are advised to keep this document as no replacement will be issued.

6. Travelling in compliance with the rules: validation, checks, offences and penalties

6.1 Validation of tickets

Passengers are required to validate their ticket in accordance with the applicable procedures, including when changing services on the regional network and on partner networks.

Failure to validate a ticket constitutes an irregularity and is liable to a fine during a ticket inspection.

The ticket is only valid once the passenger has carried out the mandatory validation and provided the ticket has not been tampered with or forged.

To be in compliance, passengers must present a valid and undamaged ticket. If this is not the case, they must pay the full fare. If their ticket is illegible or damaged, users are advised to make a customer service enquiry via their point of purchase.

[On board ZOU ! Buses](#)

Personalised ZOU ! smart cards or interoperable cards, as well as QR code tickets on smartphones or printed tickets issued by ZOU ! distribution channels, must be scanned on the ZOU ! validators installed in the vehicles. Validation is carried out by holding the ticket against the reader; an audible signal indicates that it has been validated.

E-tickets issued by ticket machines approved by the Région Provence-Alpes-Côte d'Azur are valid on the date chosen by the user. The user must present their e-ticket to the driver for a visual check of the validation.

[On the Chemins de fer de Provence network](#)

If there is no ticket validator, the passenger must have their ticket validated by the train conductor.

6.2 Ticket inspections, irregularities

[General provisions](#)

In the event of an inspection, passengers must present their ticket and, where applicable, proof of entitlement to a discount. Users must therefore retain their ticket throughout the journey and keep it in good condition to facilitate the inspections provided for in these regulations. Any ticket that is illegible will be considered invalid.

The specific conditions governing the purchase of certain tickets may be checked at the point of sale or at a later date. In the event of fraudulent purchase of a ticket, it will be confiscated immediately and no refund will be payable.

Furthermore, the use of tickets under conditions other than those of their regular and normal use and/or beyond their validity period will result in a fine.

[Subscriptions](#)

Passengers holding a ticket loaded onto their personalised smart card must be able to provide proof of identity. As the ticket is registered to a specific person, personal and non-transferable, the passenger

may be required to present, upon request by any ticket inspector, a valid original photo ID (identity card, passport or residence permit), or a travel log for PASS ZOU ! Études subscriptions, in addition to their ticket. Copies of identity documents (paper, scanned documents, etc.) other than those issued by France Identité are not accepted.

Failing this, the passenger will be considered to be in breach of the rules and will be issued with a fine. They will be refused access to the vehicle or will be required to purchase a single ticket for their intended destination.

Entitlement to discounts (Carte ZOU ! Malin, Carte ZOU ! Solidaire/Solidaire +, PASS Sûreté)

Any user holding a discounted ticket must be able to prove their entitlement to the discount to the conductor or ticket inspector, failing which they may be refused access to the vehicle. They may also be asked to prove their identity by presenting a valid original official photo ID. Copies of identity documents (paper, scanned documents, etc.) other than those issued by France Identité are not accepted.

Should a user be unable to prove their entitlement to a reduced fare when boarding the vehicle, they shall be required to purchase a full-price ticket on board.

Irregular situations

Any passenger travelling without a ticket, presenting an invalid ticket, or failing to comply with the regulations governing the use of their ticket is considered to be in an irregular situation.

Irregular situations include, in particular (non-exhaustive list):

- travelling without a ticket;
- using a ticket after its expiry date, beyond the stop specified at the time of purchase, or where the number of journeys, value or connection options have been exhausted;
- travelling with a number of passengers together on the same ticket exceeding the number of journeys provided for;
- using a reduced-fare ticket without a personalised card proving entitlement to the discount;
- falsifying the ticket or the personalised card proving entitlement to a discount;
- using a ticket by a third party;
- using an unvalidated ticket.

Report

In the event of an irregularity, the ticket inspector may confiscate the passenger's ticket and issue a report, in accordance with the provisions set out in the internal regulations of the ZOU ! EXPRESS and ZOU ! PROXIMITÉ bus lines.

7. After-sales service: refunds, replacements and cancellation

7.1 Refunds prior to travel

The refund requests referred to in this section relate to tickets that have not been used or started prior to travel. All refund requests must be made within a maximum of 14 working days from the date of purchase (excluding annual passes – Article 7.4). After this period, refund requests will not be accepted.

Tickets with a monetary value of €2.20 or less are non-refundable.

Refunds involve the full cancellation of a ticket.

Refund requests can be made through the retailer or directly online via the ZOU ! website using the contact form and selecting the relevant reason. If the ticket was purchased online, the refund request must be made online via the contact form above.

The request must be accompanied by a copy of the ticket and proof of purchase.

No refund or compensation will be provided following the exclusion of a user who has failed to comply with the rules and regulations governing access to ZOU ! EXPRESS or ZOU ! PROXIMITÉ services.

[Refunds for the PASS ZOU ! Études](#)

Refer to the PASS ZOU ! Études T&Cs

[Refunds for the Carte ZOU ! Malin](#)

Refer to the Carte ZOU ! Malin T&Cs

7.2 Refunds after travel

In certain specific cases listed below, a refund request may be made within a maximum of 14 working days from the date of travel. After this period, refund requests will not be accepted.

When making a claim, the user must provide all the information necessary for the claim to be assessed (including the ticket, proof of purchase and details of the journey or relating to the claim).

Claims should be submitted online via the contact form on the ZOU ! website, or by telephone to ZOU ! customer services

[Line cancellation, route changes](#)

Where no alternative transport is provided by the Région, when a route or line is cancelled or when service to a municipality is discontinued by decision of the Région, the ticket purchased by the customer will be refunded in full.

Where a route is altered due to an event beyond the control of the Région or the transport operator (traffic congestion, accident, weather conditions hindering or blocking traffic, force majeure, etc.), the customer will not be refunded and the Région will not cover any costs incurred as a result of such situations.

Where a route is altered due to festivities or roadworks blocking all bus stops in a municipality, the ticket purchased by the customer will be refunded in full.

If a bus stop in a particular municipality is not served but is relocated within the same town, the customer will not be refunded.

[Delay](#)

Where a delay of more than 120 minutes is caused by an event beyond the transport operator's control (traffic congestion, accident, weather conditions slowing or blocking traffic, force majeure, etc.), the customer will not be refunded and the Région will not cover any costs incurred as a result of such situations.

Where a delay of more than 120 minutes on an EXPRESS route is attributable to the transport operator (breakdown or failure to provide the service), the ticket purchased by the customer will be refunded in full. The user may submit a claim for compensation for other travel expenses related to the disruption,

with a maximum flat-rate compensation of €100 per passenger (hotel costs, taxi fares, etc.). This claim for compensation must be made within a maximum of 14 working days from the date of travel, and the user must provide copies of the invoices for the expenses incurred.

Special case regarding TGV + ZOU ! line no.76 combined tickets:

Any complaints, suggestions or enquiries regarding the ticket's terms and conditions must be addressed to the customer service department of the network distributing the travel offer.

Change of transport mode

In the event of a change of transport mode for an identical route, the user will not be refunded. If operational constraints so require, all or part of the journey may be carried out by alternative means (coaches, taxis, etc.) without this giving rise to any right to a refund.

Booking-related issues

Where a customer is unable to board due to a lack of available seats, despite proof of a booking for that journey, the ticket purchased by the customer will be refunded in full. They may submit a claim for compensation for other travel expenses related to the disruption, with a maximum flat-rate compensation of €100 per passenger (hotel costs, taxi fares, etc.). This claim for compensation must be made within a maximum of 14 working days from the date of travel, and the user must provide copies of the invoices for the expenses incurred.

Issue relating to the ticketing system

Where a technical fault in the ticketing system, of which the ticketing manager is aware, results in:

- the sale of a full-price ticket when the customer is entitled to a reduced-price fare, the difference is refunded to the customer,
- the failure to deliver a ticket purchased online, in which case a full refund is issued.

Problem relating to a lack of available seats on board

Where a customer has not booked their journey and is unable to board due to a lack of available seats, the customer will not be refunded.

Issue with a PASS ZOU ! Études subscription

Refer to the PASS ZOU ! Études T&Cs.

Free travel or special fares introduced by the Collectivité

When the Région introduces free travel or special fares on its transport network for a specified day or days, holders of monthly, Flex monthly or annual travelcards will not be refunded.

Discount card

If the user is unable to prove their entitlement to a discount when boarding the vehicle (e.g. having forgotten their discount card), they must then pay the full fare on board; the purchase of a full-price ticket cannot be the subject of a subsequent refund claim, nor can a refund be claimed for the difference between a full-price ticket and a discounted ticket.

Changes in the number of passengers with a Mini-group ticket

In the event of a change in the number of passengers in the group, the ticket purchaser is requested to purchase a new 1 Mini-group Journey ticket corresponding to the new number of passengers and then, subsequently, to submit a claim for a refund of the unused single journey ticket in accordance with the conditions set out in Article 7.1.

7.3 Replacements in the event of loss, theft or malfunction of the ticket

Tickets

In accordance with current regulations, a customer may not travel without a valid ticket. In the event of loss or theft of their ticket, they must therefore purchase a new one in order to travel immediately.

Paper tickets

In the event of loss, theft or damage to the ticket, no replacement will be provided, and no refund will be issued.

Tickets on a ZOU ! personalised smart card

Tickets for the bus network and CP services linked to a lost, stolen or malfunctioning ZOU ! personalised smart card will be automatically reloaded onto the new card.

ZOU ! personalised smart card

The replacement of a ZOU ! personalised smart card that has been lost, stolen, damaged or used fraudulently by a third party and has been confiscated on these grounds is subject to a fee. The new card is subject to a fee.

The new card is issued directly:

- either on-site at BUS ZOU ! sales points
- or by customer services in response to a request made online via the ZOU ! website

Pending receipt of their new card following an online request, users may access ZOU ! services by purchasing a ticket on another medium (paper, digital).

- or by post to the address indicated on the ZOU ! website

The replacement of a ZOU ! personalised smart card that is malfunctioning, provided the fault is not due to damage caused by the holder, is free of charge. The fault will be checked and the card replaced on the spot at any BUS ZOU ! sales point.

Carte ZOU ! Solidaire

For the conditions regarding the reissuance of a ZOU ! Solidaire personalised smart card, please refer to the T&Cs for ZOU ! Solidaire discount entitlements available on the ZOU ! website.

ZOU ! Pass Sûreté

For the conditions regarding the reissuance of the Pass Sûreté ZOU !, please refer to the T&Cs for the Pass Sûreté ZOU !, available on the ZOU ! website or the TER Sud website.

Carte ZOU ! Malin

For the conditions regarding the reissuance of a Carte ZOU ! Malin, please refer to the T&Cs for the Carte ZOU ! Malin, available on the ZOU ! website or the TER Sud website.

7.4 Suspension or cancellation of an annual subscription (excl. the PASS ZOU ! Études)

Suspension

It is not possible for a user to suspend an annual subscription.

Cancellation

Cancellation at the user's request

An annual subscription that has been in use for less than six months may be cancelled at the request of the payer or the subscriber. The amount refunded depends on the number of months used:

$$\text{Amount refunded} = \text{annual subscription fee} - (\text{number of calendar months used} \times \text{price of a monthly subscription})$$

The refund is final and results in the cancellation of the pass.

Cancellation by the Région

In the event of repeated fraud involving the lending of a registered pass (e.g. annual pass) to another user, this pass may be cancelled automatically by the Région without any refund.

7.5 Referral to the Médiateur

Any user in disagreement with the regional administration may refer the matter to the Médiateur (Ombudsman) to resolve the dispute amicably. The Région's Médiateur intervenes only in matters falling within the Région's remit. Any official request for mediation must be made in writing (letter or email), addressed specifically to the Mission de Médiation.

By post: Mission de Médiation de la Région Provence-Alpes-Côte d'Azur Hôtel de Région 27, place Jules Guesde 13481 Marseille Cedex 20

By email: missionmediation@maregionsud.fr

8. Personal data protection

Sud Mobilités Technologies (hereinafter “SMT”) processes personal data in connection with the performance of the operating agreement between SMT and

SMT

. “Personal data” refers to information that enables a person to be identified, either directly or indirectly.

The confidentiality of personal data is of the utmost importance to SMT, which is committed to transparency regarding how personal data is used.

These legal notices set out the conditions under which SMT undertakes to respect individuals’ rights regarding personal data in accordance with the applicable regulations on personal data, namely:

- Regulation (EU) 2016/679 of 27 April 2016 (GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation),
- French Law No. 78-17 of 6 January 1978, as amended, on information technology, data files and civil liberties, and Decree No. 2019-536 of 29 May 2019 implementing the aforementioned Law No. 78-17.

8.1 Identity of the data controller

The data controller is SMT, as a legal entity, represented by:

DPO SMT

10 Place de la Joliette. ATRIUM 10.4. 6ème étage

13002 MARSEILLE

8.2 Subcontractors

SMT may use subcontractors. SMT guarantees that it verifies and requires these subcontractors to provide adequate safeguards regarding the protection of personal data.

8.3 Purposes of processing

Whenever personal data is collected, SMT informs individuals of the purposes of the processing in question. Unless there is a conflict of interests, SMT’s thematic or institutional communications constitute a supplementary purpose to the original purpose for which the data is collected.

SMT undertakes to collect only the personal data strictly necessary for the purposes of the processing.

8.4 Legal basis for the purposes of processing and whether collection is mandatory or optional

For each of the purposes of each specific processing operation involving personal data collected from individuals, SMT will specify the legal basis for that purpose (consent, performance of a contract, legal obligation, performance of a task carried out in the public interest or in the exercise of official authority vested in SMT).

Thematic or institutional communication falls within SMT’s legitimate interest in informing citizens, associations, economic actors, institutional partners, project leaders and other categories of data subjects of the actions carried out by SMT within the scope of its remit.

It will also be specified whether the collection of personal data is mandatory or optional, as well as the possible consequences of choosing not to provide it.

If the processing is based on consent, the individual may withdraw their consent at any time.

8.5 Recipients of personal data

For each specific processing operation involving personal data that SMT collects from individuals, SMT will specify the recipients of such data. These recipients may include SMT's departments, its data processors and partners involved in regional schemes.

SMT's data processors will have limited access only to the personal data strictly necessary for the performance of the relevant services, and are contractually obliged to use such data in accordance with the regulations in force regarding personal data.

SMT undertakes not to disclose personal data to any third party other than its data processors and partners in regional schemes. Under no circumstances does SMT sell, transfer or exchange the personal data collected to third parties for commercial purposes.

8.6 Retention period for personal data

The retention period for the personal data collected is strictly linked to the legal basis for the processing (contractual, legal and regulatory, or other), the nature of the personal data concerned, and the purpose of the processing.

For each specific processing operation, SMT will specify the retention period.

At the end of the retention period strictly necessary for the aforementioned purpose, or in the event that individuals exercise their rights, SMT undertakes to destroy all personal data within the limits and under the conditions set out in relation to compliance with its legal obligations (see below "Rights covered").

8.7 Security of personal data

In the context of implementing its public policies, SMT attaches the utmost importance to the security of personal data. SMT undertakes to take all necessary precautions and implements appropriate technical and organisational security measures to ensure, at all times, a level of protection commensurate with the risks of infringement of privacy and personal data against alteration, destruction, breaches and unauthorised access.

Personal data is stored on hosting servers located in the European Union or in third countries where the level of security regarding the protection of personal data is equivalent to that provided in the European Union and the European Economic Area.

In accordance with current regulations, SMT maintains a record of personal data processing activities.

8.9 Rights covered

To request the exercise of any of the following rights, individuals should use the contact form provided on the ZOU ! website.

Right of access:

Individuals have the right to request information about the personal data that SMT holds about them.

Right to data portability:

The right to data portability applies to data processed by automated means and collected on the basis of prior consent or the performance of a contract.

This right to data portability entitles individuals:

- to receive the personal data provided, in a structured, commonly used and machine-readable format;
- to have the personal data transmitted directly to another organisation.

Please note that this right to data portability does not apply to processing necessary for the performance of a task carried out in the public interest by the data controller.

Right to rectification:

Individuals have the right to request the rectification of their personal data if it is inaccurate, including to complete incomplete personal data.

Right to erasure/right to be forgotten:

Individuals have the right to request, at any time, the erasure of all personal data processed by SMT in the following cases:

- The personal data is no longer necessary in relation to the purposes for which it was collected.
- Data subjects decide to withdraw their consent on which the processing is based, and there is no other legal basis for the processing.
- Data subjects object to the processing, and there are no overriding legitimate grounds for the processing.
- The personal data has been processed unlawfully.
- A legal obligation requires the erasure of the personal data.

However, these obligations do not apply insofar as such processing is necessary:

- for the exercise of the right to freedom of expression and information;
- to comply with a legal obligation to which the controller is subject;
- to perform a task carried out in the public interest by the controller;
- for reasons of public interest in the area of public health;
- for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes;
- for the establishment, exercise or defence of legal claims.

Right to object to data processing:

Individuals have the right to object at any time to the processing of personal data unless SMT can demonstrate compelling legitimate grounds for the processing.

9. Entry into force

These terms and conditions were amended and approved on 26 June 2026 and came into force on 16 July 2026.

Appendix

Details of fares or fare principles:

- **Express network and Proximité network:**

Category	Ticket type	Express line fare	Local line fare
One-off tickets	1 Journey*	Depending on distance (see fare table)	€2.20
	1 Journey (4-11 years old)*	Depending on distance (see fare table)	x
	1 Mini-group Journey* (3 to 9 people)	Depending on distance and number of passengers:	
		3 passengers: 30% discount on the total cost of 3 full-price tickets	
		4 passengers: 40% discount on the total cost of 4 full-price tickets	
		5 passengers: 50% discount on the total cost of 5 full-price tickets	3 passengers: €4.60 4 passengers: €5.20 5 passengers: €5.60 6 passengers: €6.60 7 passengers: €7.70 8 passengers: €8.80 9 passengers: €9.90
		6 passengers: 50% discount on the total cost of 6 full-price tickets	
		7 passengers: 50% discount on the total cost of 7 full-price tickets	
		8 passengers: 50% discount on the total cost of 8 full-price tickets	
		9 passengers: 50% discount on the total cost of 9 full-price tickets	
	1 Pollution Peak Journey	€5/day or €20/day	€1/day
	10-ticket pack	Depending on distance (see fare table)	€15.40
Subscriptions	FLEX Monthly (10, 20 or 30 journeys)	Depending on distance and number of journeys (see fare table)	10 journeys: €13 20 journeys: €23 30 journeys: €28

	Monthly	Depending on distance (see fare table)	€33
	Yearly	Depending on distance (see fare table)	€347

*Surcharge: +€0.40 per person on tickets sold on board for 1 Journey, 1 ZOU ! Solidaire/Solidaire + Journey tickets. For the Mini-group fare on board, the surcharge is calculated according to the following formula:

On-board Mini-group fare = (Number of passengers × On-board ticket price) × applicable Mini-group discount rate

- Other fares:

Fare product	Fares
Animal	€2.50
Additional luggage	€5
Replacement of the ZOU ! personalised smart card	€10

TERMS AND CONDITIONS OF TICKETS FOR ZOU ! TRAINS



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1. General provisions: Scope of application

1.1 General provisions

These Terms and Conditions set out the terms of sale, prices and conditions of use for tickets on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur, operated by TER Région Provence-Alpes-Côte d'Azur, Sud Azur and Transdev Rail Sud Inter-Métropoles

The Train ZOU ! T&Cs can be viewed on the TER Provence-Alpes-Côte d'Azur website (<https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur>).

The T&Cs apply across the regional network to all users, distributors and transport operators commissioned by the Région.

These T&Cs shall prevail in the event of any conflict with the T&Cs of agencies, points of sale or transport operators authorised to resell tickets on behalf of the Région.

1.1.1 Regional responsibilities

Under Article L. 2121-3 of the Transport Code, the Régions, in their capacity as Transport Organising Authorities, are responsible for organising regional passenger rail services and road services provided as a substitute for such rail services. In this capacity, the Régions determine, within their territorial jurisdiction, the scope of the regional public passenger transport service, including routes, service quality, passenger information, and the fare policy for services of regional interest, with a view to ensuring the most effective economic and social use of the transport system.

2. Valid tickets for ZOU ! Trains

2.1 Different types of tickets

For journeys made on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur, there are various types of ticket:

- The ISO-format paper ticket (the "ISO Paper Ticket/Subscription") refers to the paper ticket issued by Regional Ticket Vending Machines (ZOU ! Trains ticket machines).
- The paper ticket in credit card receipt format is a paper-based ticket containing the necessary information for the passenger.
- The Digital ZOU ! Trains ticket (the "Digital Ticket ") refers to the digital ticket purchased via the TER Provence-Alpes-Côte-d'Azur website: <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur>, other authorised ZOU ! ticket machines or via the new fixed or mobile sales app. It can be downloaded to a smartphone via the app corresponding to the purchase channel or printed on A4 paper, in portrait format, using a laser or inkjet printer, and must be presented exclusively in this format, accompanied by the passenger's original, valid official photo ID, in order to be considered valid during inspection. Regarding digital tickets issued by fixed or mobile sales agents, the ticket may also be issued on thermal paper.

To be considered valid during inspection, the Digital Ticket/Subscription must be presented on its medium, accompanied by the traveller's original, valid official photo ID. Copies of identity documents (paper, scanned documents, etc.) other than those issued by France Identité are not accepted. It is not necessary to print the ticket or subscription if the passenger has downloaded their Digital Ticket or Subscription to their smartphone in PDF format. During ticket inspections, the smartphone screen must

allow the document and QR code to be read. It is the passenger's responsibility to ensure that the smartphone is in good working order and, in particular, to ensure that it has sufficient battery life to be presented in working order at the time of ticket inspection. The Digital Ticket/Subscription is non-transferable, personal and non-assignable. It is non-exchangeable but refundable, subject to the fare conditions, from the time of booking until the day before departure (subject to deductions). These details are highlighted before payment and appear on the ticket. It is not possible to board with a cancelled ticket/subscription. For further information on the terms and conditions for the digital ticketing/subscription, please refer to the terms and conditions on the TER Provence-Alpes-Côte-d'Azur website;

In the case of a return Digital Ticket, the creation and printing of the Digital Ticket cannot be separated from the creation and printing of the return Printed Ticket.

- "smart card" refers to a medium onto which tickets can be loaded. This medium is used for certain fares; please visit the TER Provence-Alpes-Côte-d'Azur website <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur> for information on smart cards.

Under no circumstances will a lost or stolen IATA or ISO paper ticket be refunded or replaced.

2.2 Sale of tickets for ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur

2.2.1 General information

Unless otherwise specified, tickets may be purchased no earlier than 180 days (excluding promotional fares) before the start of the journey from:

- the ZOU ! website : <https://zou.maregionsud.fr/en/>
- the TER Provence-Alpes-Côte-d'Azur website: <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur>
- TRAIN ZOU ! sales points
- SNCF shops
- self-service machines located in certain SNCF stations (the "Self-Service Kiosks" and "Regional Ticket Vending Machines");
- SNCF staff equipped with mobile sales apps, at stations, during mobile shop opening hours
- mobile sales tools at "Solar" stations
- travel agencies and other Train ZOU ! agents' sales points (See the list on the ZOU ! website)
- institutional distribution partners and authorised agents
- websites and mobile apps of ZOU ! Train authorised agents

Not all fares and services listed on the TER Provence-Alpes-Côte-d'Azur website <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur> are available through all sales channels.

2.2.2 Event-related initiatives

As part of event-related initiatives organised by the Région SUD Provence-Alpes-Côte d'Azur, the Région reserves the right to offer a ticket from the current fare range. The terms and conditions of participation will be set out in the specific rules for each initiative. These rules are separate from these Terms and Conditions.

2.3 Validity and validation of ZOU ! Train tickets

2.3.1 Validity of tickets

ZOU ! Train tickets are valid for use only on the date indicated on the ticket, subject to any restrictions associated with the fare, and in the direction specified on the ticket, unless otherwise stated in the fare conditions. If the ticket is used before or after this date, the User will be considered to be travelling without a valid ticket and may be fined. The period of validity of the ticket is stated on the ticket. If a ticket has not been used on the train and at the time indicated, it may be used on any ZOU ! Train running before or after the one shown on the ticket, provided that the ticket was purchased before the departure of the train taken, with the exception of certain regional fares with specific validity conditions. Tickets cannot be used on trains requiring a booking.

2.3.2 Validity period of tickets

The ticket must be used on the date shown on it.

2.3.3 Validation of different types of tickets

Before boarding the train at the start of each journey, passengers must validate their ticket card containing the tickets for the journey using the validators provided within stations or at stops.

Digital tickets, IATA paper tickets issued at stations and ISO paper tickets issued from ticket machines do not require validation.

All journeys must be made in the direction indicated on the ticket (regardless of the format), except for certain regional ticket packs, where the ticket may be used in either direction.

3. Exchange and refund of ZOU ! Train tickets

3.1 Exchange of tickets

Tickets are non-exchangeable.

3.2 Refund of tickets

3.2.1 General information

Refunds involve the full cancellation of a ticket.

Conditions for obtaining a refund:

- The ticket must be the original
- The ticket must be worth more than €5
- The refund must be requested no later than the day before departure
- The refund must be requested via the original point of purchase (except for customers who purchased their tickets from ticket machines or at ticket offices, in which case the refund must be requested at Train ZOU ! sales points)
 - o To buy a ticket on the **SNCF TER SUD website** or via the SNCF app: [CLICK HERE](#)
 - o To buy a ticket **on the ZOU website**: [CLICK HERE](#)
 - o To buy a ticket on the **SNCF Connect website**: [CLICK HERE](#)
 - o Purchases made **at the station** (at the ticket office or from a ticket machine): request a refund for the ticket **at the station ticket office**
 - o Purchases made through **another travel agency's website**: submit your request via the travel agency's website. No partial refunds will be issued for tickets in the event of a journey being abandoned once the journey has commenced.

- Certain fares may be subject to specific or more restrictive refund conditions.

3.2.2 Refund methods

Refund of a paid ticket:

- By credit card: refund via credit to the bank card used
- In cash: refund in cash unless the amount exceeds €150 (bank details required and bank transfer arranged).
- By cheque: refund via bank transfer (bank details required) with the option of a cash refund if the amount is less than €15.
- By “gift voucher” or “holiday voucher”: refund issued as a “Digital Gift Voucher”. Where tickets are paid for in part using “gift vouchers” or “holiday vouchers”, the amount to be refunded for each of these methods is refunded as a “gift voucher”. With the exception of payment by “gift voucher”, where the passenger has used several of these payment methods when purchasing their ticket, the refund will be made by bank transfer.

3.3 Specific conditions for exchanges and refunds

3.3.1 Exchange and refund of a ticket subject to a mandatory return journey

Before the start of the “outward” journey, tickets may be exchanged in accordance with the conditions set out in Article 3.2.1 of these ZOU ! Trains T&Cs. Each leg of the outward and return journey may be exchanged separately only insofar as the exchange does not alter the validity and route conditions of the original journey.

The unused return leg of tickets issued under the terms of a reduced-price fare requiring a return journey is refundable within the time limit specified in Article 3.2.1 of these ZOU ! Trains T&Cs. In this case, the outward journey is recalculated at the Standard TER fare. The applicable deduction is calculated on the price of the return journey initially paid for by the passenger and not taken; the amount is rounded down to the nearest tenth of a euro.

3.3.2 Refund of the difference in the event of forgetting the card entitling the holder to a discount

If the passenger forgets their card entitling them to a discount, they must purchase a valid ticket before boarding the train.

Passengers who have forgotten their discount card cannot, at the end of their journey, claim a refund from SNCF for the difference between the full-price ticket (which they were required to pay) and the discounted ticket (which they would have paid had they not forgotten their discount card).

3.3.3 Refund of the ticket in the event of a subscription being forgotten

If a passenger forgets their subscription, they must purchase a valid ticket before boarding the train.

Passengers who have forgotten their subscription cannot, at the end of their journey, request a refund of their ticket from SNCF.

4. Contact and Complaints

4.1 ZOU ! customer service

For any quote requests or enquiries regarding timetables, routes or fares, please contact ZOU ! customer service on 04-13-94-30-50, Option 2, open daily from 07:00 to 20:00 (local call rate)

4.2 Complaints

It is recommended that any claim other than those relating to personal injury be made within 90 days of the end of the train journey.

For any enquiries regarding claims on SNCF lines: [CLICK HERE](#)

For any enquiries regarding a complaint on the new TRANSDEV Marseille – Toulon – Nice line: [CLICK HERE](#)

A contact form is also available on the ZOU ! website.

If necessary, the Complaints Management Centre reserves the right to request the originals or copies of tickets and/or invoices required to process the claim.

5. Pricing

5.1 Definition of the base fare

The base fare corresponds to the standard fare for a 2nd class journey on the route.

A distinction is made between:

- A general base price for journeys made on ZOU ! Trains on a route within the Région Provence-Alpes-Côte d'Azur, determined in accordance with a rule and a scale set out in point 5.2 below;
- A base fare for inter-regional journeys departing from or arriving in the Région Provence-Alpes-Côte d'Azur, determined in accordance with a rule and a scale set out in section 5.2 below.

A standard reference fare and specific basic fares are also defined for 1st class.

5.2 Base fare for journeys made on ZOU ! Trains

The base fare for 2nd class is calculated using the formula:

$P = a + bd$. Where P is the fare ("Price"), a is a constant, b is the price per kilometre, and d is the tariff distance. The full fare for a first-class ticket is determined by applying a multiplier of 1.5 to the fare calculated for second class. The resulting amount is rounded up to the nearest euro cent.

This price serves as the reference for all reduced fares applicable in the Région.

Fares in force as of 2 June 2026 (excluding Val de Durance routes)

1 st /2 nd class ratio	1.50
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Minimum charge Standard fare		Minimum charge Reduced fares	
2nd	2.20	2nd	1.20
1st	3.30	1st	1.80

2nd class		Full fare
Distance	Settings	

1st class		Full fare
Distance	Settings	

from	to	Add'l tax	Km tax
1	16	2.470	0.2274
17	32	1.852	0.2532
33	64	3.981	0.1869
65	109	4.939	0.1741
110	149	6.339	0.1667
150	199	11.019	0.1396
200	300	10.633	0.1413
301	499	17.526	0.1204
500	799	23.133	0.1077
800	9,999	39.227	0.0883

from	to	Add'l tax	Km tax
1	16	3.705	0.3411
17	32	2.778	0.3798
33	64	5.972	0.2804
65	109	7.409	0.2612
110	149	9.509	0.2501
150	199	16.529	0.2094
200	300	15.950	0.2120
301	499	26.289	0.1806
500	799	34.700	0.1616
800	9,999	58.841	0.1325

Fares in force as of 2 June 2026 for Val de Durance routes:

Minimum charge Standard fare		Minimum charge Reduced fares	
2nd	2.20	2nd	1.20

2nd class		Full fare	
from	to	Settings	
		Add'l tax	Km tax
1	16	1.976	0.1819
17	32	1.482	0.2026
33	64	3.185	0.1495
65	109	3.951	0.1393
110	149	5.071	0.1334
150	199	8.815	0.1117
200	300	8.506	0.1130
301	499	14.021	0.0963
500	799	18.506	0.0862
800	9,999	31.382	0.0706

5.3 Base fares for inter-regional journeys on ZOU ! Trains departing from or arriving in the Région Provence-Alpes-Côte d'Azur

5.3.1 Inter-regional journeys between the Région Provence-Alpes-Côte d'Azur and the Région Occitanie

The base fare for 2nd class is calculated using the formula: $P = a + bd$.

Where P is the fare ("Price"), a is a constant, b is the price per kilometre, and d is the tariff distance.

The full fare for a first-class ticket is determined by applying a multiplier of 1.5 to the fare calculated for second class. The resulting amount is rounded up to the nearest euro cent.

This fare serves as the benchmark for all discounted fares applicable on inter-regional routes involving the Région Occitanie (leisure offer)

Fares in force as of 2 June 2026

Minimum fare	
2nd	1.20

2nd class		Full fare	
Distance		Settings	
		Add'l tax	Km tax

from	to	Add'l tax	Km tax
1	16	2.470	0.2274
17	32	1.852	0.2532
33	64	3.981	0.1869
65	109	4.939	0.1741
110	149	6.339	0.1667
150	199	11.019	0.1396
200	300	10.633	0.1413
301	499	17.526	0.1204
500	799	23.133	0.1077
800	9,999	39.227	0.0883

5.3.2 Interregional journeys: Région Provence-Alpes-Côte d'Azur / Région AURA

Fares in force from 1 August 2025

2nde classe		Plein tarif	
Distance		Paramètres	
de	à	Taxe compl.	Taxe Km
1	16	1,620	0,2275
17	32	1,018	0,2516
33	64	3,105	0,1861
65	109	4,100	0,1733
110	149	5,486	0,1662
150	199	10,159	0,1394
200	300	9,796	0,1407
301	499	16,629	0,1200
500	799	22,597	0,1073
800	9 999	38,284	0,0878

Rapport 1ère/2nde		1,51
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Minimum perception Tarif Normal	
2nde	1,20
1ère	1,80

1ère classe		Plein tarif	
Distance		Paramètres	
de	à	Taxe compl.	Taxe Km
1	16	2,439	0,3436
17	32	1,530	0,3800
33	64	4,682	0,2810
65	109	6,185	0,2618
110	149	8,278	0,2510
150	199	15,335	0,2106
200	300	14,787	0,2126
301	499	25,107	0,1813
500	799	34,125	0,1621
800	9 999	57,815	0,1326

Fares in force as of 2 June 2026

Rapport 1ère/2nde

1,51

Minimum perception

2nde 1,20

1ère 1,80

2nde classe		Plein Tarif	
Distance		Paramètres	
de	à	Taxe compl.	Taxe Km
1	16	1,680	0,2354
17	32	1,058	0,2603
33	64	3,217	0,1925
65	109	4,247	0,1794
110	149	5,681	0,1718
150	199	10,517	0,1443
200	300	10,141	0,1456
301	499	17,212	0,1242
500	799	23,386	0,1110
800	9 999	39,622	0,0908

1ère classe		Plein Tarif	
Distance		Paramètres	
de	à	Taxe compl.	Taxe Km
1	16	2,529	0,3555
17	32	1,589	0,3931
33	64	4,851	0,2908
65	109	6,407	0,2709
110	149	8,571	0,2595
150	199	15,875	0,2179
200	300	15,308	0,2199
301	499	25,986	0,1875
500	799	35,316	0,1676
800	9 999	59,833	0,1372

5.4 Calculation of ticket prices

To travel between the station of origin and the station of destination, the passenger may choose their route. Each part of a journey involving the use of a train between the station of origin and the station of destination is referred to as a “segment”. The total price of a ticket is calculated based on the following factors:

- The type of passenger(s) [adult(s), child(ren)];
- The number of passengers;
- The type of train(s) used;
- The fare distance of the journey when the standard basic fare applies;
- The fare(s) applied;
- The class of carriage used;
- The use of additional services.

Depending on the travel conditions that allow the journey to be made from start to finish, the fare is calculated as follows:

- When travelling on a single ZOU ! Train, the fare is calculated based on the fare components specific to that journey;
- When travelling on several ZOU ! Trains under the same fare conditions and occupying the same type of seat in the same class of carriage, the fare components are applied to the entire journey as the segments form a single, homogeneous journey;
- When travelling on several trains, including ZOU ! Trains and TGV INOUI or INTERCITÉS trains, the fare conditions specific to each operator apply to each segment.

The price is rounded up to the nearest euro cent at each stage of the calculation.

The itinerary may include road journeys to which SNCF fares apply.

5.5 Information on prices

For all sales, the prices charged are those in force on the day the order is placed and the ticket is issued for the journey, date and, where applicable, the train(s) concerned.

Information on prices may be obtained either from TRAIN ZOU ! sales points, from authorised travel agencies, from SNCF shops, online, from ZOU ! customer service, and, for certain direct routes, via guides and information sheets made available to customers

6. Determination of reduced fares

Discount coefficients are applied to the basic fare for the relevant class or to the fare charged for adults in the relevant class.

The amount obtained after applying the discount coefficient is rounded up to the nearest euro cent.

6.1 Fares applicable to children

6.1.1 Children under 4 years of age

Children under 4 years of age on the date of travel are entitled to travel free of charge without paying for a ticket on ZOU ! Trains upon presentation of photo ID or, failing that, a family record book.

6.1.2 Children aged 4 to under 12

From 4 to 12 years of age on the date of travel, the fare paid by children is half the basic fare (applicable only to the standard fare).

6.1.3 Children aged 12 and over

From the age of 12 on the date of travel, the fare applicable to children is the same as that charged for adults, unless specific pricing applies.

6.2 Use of regional discount cards on ZOU ! Trains

Regional discount cards must be presented upon request (e.g. ZOU ! Solidaire, Pass Sûreté, ZOU ! Malin). You may be required to produce a valid original official photo ID proving the holder's identity and/or age. Copies of identity documents (paper, scanned documents, etc.) other than those issued by France Identité are not accepted.

A card that has expired on the day of travel does not entitle the holder to use the tickets issued to them, even if these were issued during the card's period of validity.

Where it is found that a passenger is using a forged card, ticket and/or pass, or is using a card, ticket or subscription that is not in their name, the ticket inspector shall immediately confiscate the ticket presented without any refund. Furthermore, holders or unauthorised users may be liable for damages or face legal proceedings. The same applies to any person who has used fraudulent means or forged documents to obtain a card.

7. National fares applicable on TER services in the Région Provence-Alpes-Côte d'Azur

In accordance with Decree No. 2016-327 of 17 March 2016 on the organisation of passenger rail transport, national fares will no longer be accepted for tickets sold from 1 July 2022 for intra-regional journeys in the Région Provence-Alpes-Côte d'Azur.

The following national social tariffs apply to journeys on ZOU ! Trains:

7.1 Military Personnel and War Pensioners

7.1.1 Military Fares

Eligible passengers and applicable discounts on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur.

Members of the French armed forces travelling either in groups or supervised detachments, or individually, on official business, on limited leave or on leave of absence, are entitled on all national trains to a 75% discount on ZOU ! Trains on the standard fare base price defined in paragraph 5.1 of this Volume 2 of the ZOU ! T&Cs.

From 1 January 2024 and in accordance with the decree of 27 April 2023, the military fare becomes a social fare and applies to the kilometre-based scales determined by the transport organising authorities. In the Région Provence-Alpes-Côte d'Azur, the regional kilometre-based scale applies. The discount rate is 75%. Adult military beneficiaries are entitled to a 40% discount. Child beneficiaries are entitled to a 70% discount on the adult beneficiary rate.

To qualify for these fares, beneficiaries must be issued by the Military Authority with either a travel pass or tickets entitling them to a specific journey, stating the class to which the discount applies.

Special provision for reserve military personnel: reservists are entitled to discounts comparable to those of active-duty military personnel but do not hold travel passes. Reserve personnel are subject to a specific fare structure.

Issue and use of tickets:

For active-duty personnel: tickets are issued upon presentation of a valid secure travel card or a military travel voucher entitling the holder to a specific journey.

The conditions and time limits for using tickets in conjunction with the military travel voucher (single-sheet voucher) are as stated on the voucher itself.

For reservists: tickets are issued by sales outlets approved by the Ministry of the Armed Forces, which carries out a prior check of the traveller's entitlement.

Class of carriage:

The class of carriage to be used is determined by the military authority.

Conditions for applying the discount:

The discount is applied without restriction on all trains, including those requiring compulsory booking. The military discount (75%) is not applied if the service member boards a train without a ticket. The service member must be in possession of a card entitling them to the discount, valid on the day of travel.

Exchange and refund

The terms and conditions for exchange and refund are those set out in Chapter 3 "Exchange and Refund" of Volume 1 of these ZOU ! Trains T&Cs.

7.1.2 War pensioners (RPG)

Eligibility, discounts and conditions for applying the fare on ZOU ! Trains

War pensioners ("Réformés pensionnés de guerre", treated in the same way as French war invalids, including foreign nationals receiving a pension under the Act of 31 March 1919) with a disability rating

of at least 25%, who hold a disability card bearing their photograph, are entitled to the following discount on all ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur:

50% for pensioners with a disability rating of 25% to 45%;

75% for pensioners with a disability rating of 50% or more, on the standard fare in force.

Free travel is also granted to the companion of a person with 100% disability who is covered by the provisions of point 10 of the Act of 31 March 1919 (Article 18 of the Code of Military Disability Pensions).

If two war pensioners as defined above are travelling together, neither of them may:

- Act as a companion to the other person with a disability,
- Be entitled to free travel.

Exchanges and refunds:

The terms and conditions for exchanges and refunds are those set out in Chapter 3 "Exchanges and Refunds" of these ZOU ! Trains T&Cs.

For any further information regarding the War Pensioners (RPG) fare, please refer to the SNCF Passenger Fares available on the website www.sncf-voyageurs.com/en/.

7.2 Large families

7.2.1 Families with at least three children under the age of 18

Discount and conditions for applying the discount

Pursuant to Article L.112-2 of the Social Action and Families Code, the Large Family rate has been established to help families raise their children.

The rate applies to families, parents and children, comprising at least three living children under the age of 18.

For the holder, the LARGE FAMILY CARD entitles them to a discount:

- 30% for a family with three children under the age of 18,
- 40% for a family with four children under the age of 18,
- 50% for a family with five children under the age of 18,
- 75% for a family with six or more children under the age of 18.

These families also benefit from a 30% discount, calculated in the same way, for the parents and each child under the age of 18 until the youngest child reaches the age of 18.

The discount is calculated on ZOU ! Trains based on the base price defined in points 1.2 and 1.3 of Volume 2 of these ZOU ! Trains T&Cs for the Provence-Alpes-Côte d'Azur.

In accordance with Article L.112-2 of the Social Action and Families Code, the Large Family fare is valid only for journeys undertaken for personal reasons (private, holidays, etc.) and cannot be applied to journeys undertaken for professional purposes.

Where part of the journey is made in 1st class, two separate tickets are issued. The price of these tickets is calculated separately for each class of carriage based on the journey undertaken.

Children aged 4 to under 12 are entitled to a 50% reduction on the adult fare in accordance with the provisions of Volume 2, Chapter 1 of the SNCF Passenger Fares, available on the website www.sncf.com/en/

For any further information regarding the Large Families fare (issuing of cards, supporting documents, application processing fees, issuance and validity period of cards, application and renewal of cards, loss or theft of cards), please refer to the SNCF Passenger Fares available on the website www.sncf.com/en/

7.2.2 Parents who have or have had or raised at least five children

Eligibility

Subject to the terms and conditions set out in the SNCF Passenger Fares available at www.sncf.com/en/, a strictly personal "Large Family" card is issued, entitling the holder, regardless of the class of carriage travelled in, to a 30% discount calculated on the basic 2nd class fare.

This card is issued to parents:

- who have been rightfully holders of a Large Family card entitling them to a 50% or 75% discount as a parent;
- who would have been eligible for a Large Family card entitling them to a 50% or 75% discount as a parent under the conditions set out in the SNCF Passenger Fares available at www.sncf.com/en/ - who were previously entitled to hold a Large Family Card (Title II) entitling them to a 30% discount as parents who have or have had or raised at least five children, under the conditions set out in the SNCF Passenger Fares available at www.sncf.com/en/. Deceased children whose death certificate bears the words "Mort pour la France" are included in the calculation of the total number of children.

For any further information regarding the Large Families fare (issuing of cards, supporting documents, application processing fees, issuance and validity period of cards, application and renewal of cards, loss or theft of cards), please refer to the SNCF Passenger Fares available on the website www.sncf.com/en/

7.3 Affordable Return Journeys

7.3.1 Return tickets for annual leave

Eligibility

Return tickets for annual leave are issued once a year to the same beneficiary, in 2nd class, for a return journey undertaken during paid leave. The following are eligible:

- 1 A - employees registered with the standard or agricultural social security scheme;
- 1 B - employees covered by a social security scheme exempting them from registration with social security;
- 1 C - French employees residing abroad;
- 1 D - French farmers or farmers from a Member State of the European Union (EU), who are not liable for general income tax and who own or farm only undeveloped land with a total assessed value not exceeding €30.49;
- 1 E - home-based workers or persons engaged in craft trades, who, for tax purposes, benefit from the provisions set out in Articles 80 or 1452 to 1457 of the General Tax Code respectively;
- 1 F - jobseekers registered with France Travail and receiving a benefit under the unemployment insurance scheme, the daily amount of which does not exceed the limit set out in the Fare Guide;

- 1 G - vocational training trainees who do not fall into the above categories, and who are currently undertaking or have undertaken, within the current year, a training course provided by an organisation that has registered with the Ministry responsible for vocational training;
- 1 H - employees on early retirement who are receiving a replacement income not exceeding the limit set out in the Fare Guide.

The ticket may include:

- The spouse (husband or wife only) and children under the age of 21;
- The father and/or mother of a single person; provided that these persons live with the applicant. The fare must be paid in a single instalment for all passengers.

The discount may only be granted once a year to the same person, either under one of the categories listed above or as a dependent.

Discounts and conditions of application

A 25% discount is available under the following conditions, for both the outward and return journeys, on all ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur, based on the standard 2nd-class fare, excluding any additional charges (such as booking fees), regardless of the class of travel.

On trains where booking is not compulsory, the 25% discount is granted without restriction.

Children aged 4 to under 12 are entitled to a 50% discount on the adult fare, in accordance with the provisions of paragraph 2.1.2 of these ZOU ! Trains T&Cs.

In the event of a stopover of more than 24 hours or if multiple stops result in the ticket's validity period being exceeded after validation, the discount applies to each of the tickets issued.

Where part of the journey is made in 1st class, two separate tickets are issued; the price of each of these tickets is calculated independently of the other, based on the journey made in each class of carriage.

Route and minimum journey distance

The minimum journey distance is set at 200 kilometres, including the return journey. The itinerary must be the same for all passengers.

In the event of stops en route lasting more than 24 hours, the various journeys must be consecutive. All tickets issued for a journey involving stops of more than 24 hours must be requested at the same time.

Validity period of tickets

However, the return journey must be made no later than the 61st day following the date specified by the traveller for the outward journey. In the event of a ticket exchange, this period cannot be extended.

For any further information regarding Affordable Return Journeys (applications and supporting documents, checks, exchanges of completely unused tickets and collection of customer data), please refer to the SNCF Passenger Fares available on the website www.sncf.com/en/.

7.3.2 Annual return tickets for pensioners, retirees, benefit recipients, war widows and war orphans Eligibility

Annual return tickets for pensioners, retirees, benefit recipients, war widows and orphans are issued once a year to the same beneficiary in 2nd class for a return journey, with no restrictions on the route.

The following are eligible:

1 A - persons receiving, under the Social Security scheme, a pension, retirement pension, allowance for elderly wage earners, survivor's allowance, or a life annuity, excluding recipients of the solidarity allowance for the elderly provided for by the Act of 17 January 1948, for self-employed persons;

1 B - recipients of the special old-age allowance;

1 C - recipients of the special retirement or pension schemes referred to in Article 61 of the Decree of 8 June 1946 or provisionally maintained in force in accordance with Article 65 of the same Decree;

1 D - unmarried war widows, who are in receipt of a pension, having at least two dependent children under the age of 15 and those children;

1 E - war orphans who have lost both parents and are under 21 years of age;

- 1 F - recipients of permanent disability pensions paid under the Act of 9 April 1898;

- 1 G - recipients of the special allowance from the National Employment Fund, provided for by the Act of 18 December 1963

- 1 H - early retirees aged 55 or over receiving income support from Pôle Emploi, provided that the daily amount of the income support does not exceed the limit set out in the Fare Guide.

The following is issued, at the applicant's choice:

- Scheme I: a return ticket;

- Scheme II: two tickets, one for the outward journey and one for the return journey.

The choice of Scheme I or Scheme II is final for the entire journey.

For categories 1 A, 1 B, 1 C, 1 F, 1 G, 1 H, the ticket may include the spouse and children under the age of 21, provided they live with the applicant and that the option (I or II) is the same for all passengers.

The fare must be paid in a single instalment (for each journey in the case of Option II) for all passengers.

Discounts and conditions of fare application

A 25% discount is available under the following conditions, for both the outward and return journeys, on all ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur, based on the standard 2nd-class fare, excluding any additional charges (such as booking fees), regardless of the class of travel.

Children aged 4 to under 12 are entitled to a 50% discount on the adult fare.

In the event of a stopover of more than 24 hours or if multiple stops result in the ticket's validity period being exceeded after validation, the discount applies to each of the tickets issued.

Where part of the journey is made in 1st class, two separate tickets are issued; the price of each of these tickets is calculated independently of the other, based on the journey made in each class of carriage.

Validity period of tickets

However, for Scheme I, the return journey must be made no later than the 61st day following the date specified by the passenger for the outward journey. If either the outward or return journey is changed, this period cannot be extended. Where the applicant has opted for Scheme II, a voucher to be presented to obtain the discount for the return journey is issued at the same time as the outward

ticket. This voucher must be used within 6 months of the original expiry date of the outward journey ticket.

For further information regarding Affordable Return Journeys (requirements and supporting documents, checks, exchanges of completely unused tickets and collection of customer data), please refer to the SNCF Passenger Fares available on the website www.sncf.com/en/.

7.4 People with disabilities and their companions

Any person accompanying a passenger with a disability who holds one of the disability cards (“carte d’invalidité”) defined below is entitled to the facilities described in point 2B below:

- 1.A Disability card indicating a degree of disability of 80% or more (Article L.241-3 of the Social Action and Families Code or Article 173 of the Family and Social Assistance Code)
- 1.B Disability card with a disability rating of 80% or more bearing the notation “white cane” (Article 173 of the Family and Social Assistance Code)
- 1.C Disability card with a disability rating of 80% or more bearing the words “Need for assistance” (Article L. 241-3 of the Social Action and Families Code)
- 1.D Disability card with a disability rating of 80% or more bearing the words “Blindness” or a “Green Star” (Articles 169 and 174 of the Family and Social Welfare Code)
- 1.E Disability card with a disability rating of 80% or more bearing the words “Requires assistance – blindness” (Article L. 241-3 of the Social Action and Families Code)
- 1.F Furthermore, persons with disabilities in categories 1.A to 1.E who use a wheelchair are entitled to the concession set out in point 22A.

Concessions – Tickets

Fare conditions apply on all domestic trains under the following conditions:

- 2 A - for passengers with disabilities:
 - 21 A - regardless of the nature of their disability: passengers with disabilities must hold a ticket at the prices and conditions set out in the Terms and Conditions or a reduced-fare ticket, if they meet the eligibility criteria;
 - 22 A - when travelling in a wheelchair: in addition to the reductions to which they are entitled (point 21 A), passengers travelling in a wheelchair are permitted to travel in 1st class, holding a 2nd class ticket, on trains where the dedicated space is located in 1st class, subject to availability.

The person’s wheelchair must comply with the PRM TSI standards (Annex to Regulation (EU) No 1300/2014 of the European Commission of 18 November 2014 on the technical specification for interoperability relating to persons with reduced mobility in the trans-European conventional and high-speed rail system). These standards stipulate that the maximum permitted dimensions for a manual or electric wheelchair are 70 cm wide and 120 cm deep, and that the turning circle is 1,500 mm. A loaded weight of 300 kg for the wheelchair and its occupant (including any luggage) in the case of an electric wheelchair requiring no assistance to negotiate a boarding and alighting aid.

A loaded weight of 200 kg for the wheelchair and its occupant (including any luggage) in the case of a manual wheelchair.

- 2 B - for their companion: at the rate of one companion per person, with the companion and the person with a disability required to travel together on the same route, the following is granted:

- 21 B - a 50% discount on the Full Leisure Fare if the person with a disability has a disability rating of 80% or more; this applies to holders of the cards mentioned in 1.A and 1.B, under the following conditions on ZOU ! Trains : on the basic fare or the corresponding 1st class fare, excluding any additional charges (booking fees, etc.),
- 22 B - free travel, with the exception of compulsory bookings on trains requiring them, if the person with a disability has a disability rating of 80% or more and is entitled to a “third person” or “need for assistance” benefit. This applies to holders of the cards listed in 1.C and 1.E. For journeys made on the TGV, the fare set out in the Fare Guide applies depending on the class of travel and, where applicable, the period in question;
- 23 B - free travel, with the exception of the compulsory booking on trains requiring them, if the person with a visual impairment is a civilian holding a disability card bearing the words “blindness and/or green star” or “Needs assistance – Blindness”. This applies to holders of the cards mentioned in 1.D and 1.E. For journeys made on the TGV, the fare set out in the Fare Guide applies depending on the class of travel and, where applicable, the period in question;
- 24 B - admission to 1st class at no extra charge if the person is travelling in a wheelchair. Booking is compulsory at all times during the “passenger” calendar and must be made no later than 2 days before departure (excluding Saturdays, Sundays and public holidays).

The fact that the companion of a person with a disability is entitled to free travel does not in any way exempt them from the obligation to hold a valid ticket. Where a person with a disability holds a subscription and is accompanied by the same person on all journeys made using that subscription, special arrangements may be made on a case-by-case basis to facilitate the issue of the necessary tickets for the companion.

A person with a civil disability who holds a card stating a disability rating of at least 50%, regardless of their disability, may travel with a guide dog or assistance dog (in addition to their companion for holders with a disability rating of at least 80%). The guide dog, hearing assistance dog, or assistance dog travels free of charge and without a ticket. It is not necessary to issue a “free guide dog” ticket.

For visually impaired passengers accompanied by their guide dog, or disabled passengers accompanied by their hearing assistance or assistance dog, the requirement for exclusive use of a sleeper compartment (including on international trains offering these services) does not apply. During the journey, should other passengers object to the presence of a guide dog, hearing dog or assistance dog, the on-board staff will endeavour, as far as possible, to find an alternative arrangement. If no such solution can be found, passengers may, in exceptional cases, be required to travel with the guide dog.

Conditions for the application of the concessions granted

- 3 A - on trains without compulsory booking:
- 31 A - the discount or free travel (points 21 B and 22 B above) granted to the companion of passengers with disabilities in categories 1 A to 1 E applies throughout the passenger timetable,
- 32 A - free travel (point 23 B above) granted to the companion of visually impaired persons in categories 1 D to 1 E applies throughout the passenger timetable,

- 33 A - free upgrade (point 24 B above) for wheelchair users and their companion is granted throughout the passenger timetable;

- 3 C - the conditions set out in point 2 B are granted to one companion per person with a disability, both of whom must travel together on the same route.

If two persons with disabilities, as defined in point 4.1 of this section, are travelling together, neither of them may:

- Act as the other person's companion,
- Benefit from the conditions set out in point 2 B.

Supporting documents

Entitlement to a discount or free travel for a companion is verified by presenting a disability card issued by the prefectures or the Departmental Centres for People with Disabilities (MDPH), which are:

- A disability card indicating a degree of disability of 80% or more.
- Disability card with a disability rating of 80% or more bearing the words "white cane".
- Disability card with a disability rating of 80% or more bearing the words "Needs a carer".
- Disability card with a disability rating of 80% or more bearing the words "Blindness" or a "Green Star".
- Disability card with a disability rating of 80% or more bearing the words "Requires assistance – blindness".

Checks

Passengers with a disability are required, upon request by SNCF staff, to provide proof of identity and to present the document required to obtain the discount or free travel granted to their companion and/or free upgrade to 1st class.

Failure to present this document will result in the passenger and/or companion being considered to be travelling without a valid ticket.

Exchange and refund

The terms and conditions for exchange and refund are those set out in Chapter 3 "Exchange and Refund" of Volume 1 of these ZOU ! Trains T&Cs for the Région Provence-Alpes-Côte d'Azur.

For any further information on this matter, please refer to the SNCF Passenger Fares available on the website www.sncf.com/en/.

7.5 Group Fares

7.5.1 Fares for groups of 10 to 60 people and groups of more than 60 people

Eligibility

The group must consist of at least 10 people at the time of purchase, travel together and be visiting the destination for the same reason. The link between group members may be established by an organising legal entity (tourism professional, travel or holiday organiser, association, educational establishment, works council or similar body, public authority, company, etc.) or by the individual members of the group who can demonstrate a pre-existing connection prior to the organisation of the trip.

The group rate is not available to individual customers who come together or are brought together by an intermediary without a common purpose at the destination, for the sole aim of benefiting from a reduced price associated with group pricing.

The members of the group are represented by an organiser who acts as guarantor for the group's conduct during the trip.

For information, the rules governing the supervision of children are defined by law: Article R227-15 of the Social Welfare and Family Code (CASF) and laid down by a 2006 decree. The law stipulates:

- One supervisor for every 8 children under the age of 6,
- One supervisor for every 12 children aged 6 or over.

The organiser of the group trip (summer camps, school trips, etc.) is responsible for ensuring there are sufficient supervisors to supervise the group of minors on board TER trains.

The full terms and conditions for group travel are available online:

On your regional TER website, by completing the following form:

- Voyages en groupe (Group Travel): <https://www.voyages-train-groupes.sncf.fr/>
- FERIA for travel agencies: <https://www.feria.sncf.com/en/user/login>
- On your region's TER website, by completing the following form: <https://onics-ter.my.site.com/FormulaireCentreAppelUniqueGroupeTER/s/>

Three passenger categories (with no minimum number of passengers per category) are used to determine the group price:

- "Adult": 28 years and over
- "Young person": aged 12 to 27
- "Child": under 12 years old

Children under 4 years old travel free of charge.

Discounts

The group fare discounts are as follows:

- For an "Adult": the "group adult" fare offers a guaranteed 30% discount on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur on the Standard fare.
- For a "Young Person": the "group young person" fare offers a guaranteed 50% discount on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur on the Standard fare.
- For a "Child": aged 4 to under 12 on the date of travel, the fare paid by children is equal to half the fare charged for a Young Person for the relevant class.

Minimum fare

The minimum fare is equal to the price of 10 reduced-price tickets.

Validity period of tickets

The ticket must be used for the train on the date stated on the travel itinerary sent by post with the ticket. The ticket and travel itinerary must be presented during ticket inspection on board the train.

Terms and conditions for tickets

Tickets must be used for the train on the date indicated:

- For groups of 10 to 60 passengers, upon presentation of digital tickets, received by email and available in the customer account under the "My Orders" section of the Voyages En Groupes (Group Travel) website, 11 days before departure. Tickets must be presented during ticket inspection on board the train.

- For groups of 61 passengers or more, upon presentation of tickets received by email and available in the customer account under the “My Orders” section of the Voyages En Groupes (Group Travel) website once payment has been made and confirmed. Tickets must be presented during ticket inspection on board the train.

Each passenger’s tickets must be downloaded and printed legibly on a single A4 page in accordance with the technical specifications set out in the Passenger Fares. These tickets can also be downloaded onto a smartphone.

The booking/contract confirmation email does not constitute proof of travel or a ticket for the group of passengers.

Sales channels

Depending on the group’s composition and specific fare conditions, the organiser will have access to the following sales channels:

- Voyages en groupe (Group Travel, <https://www.voyages-train-groupes.sncf.fr/>) for groups of 10 to 60 passengers on intra-regional journeys within the Région Sud, or for groups of 10 to 36 passengers on inter-regional journeys from the Région Sud to the Région Occitanie and the Région Auvergne-Rhône-Alpes.
- SNCF Voyageurs-approved travel agencies (<https://www.feria.sncf.com/en/user/login>) for groups of 10 to 60 passengers;
- The TER Single Call Centre for groups of 61 passengers or more and for certain specific fares (children’s fares, agreed rates, etc.) via the form available on your region’s TER website (<https://onics-ter.my.site.com/FormulaireCentreAppelUniqueGroupeTER/s/>)
- or by telephone on 09 74 13 66 51. Once the request has been reviewed and authorised by SNCF Voyageurs, the Customer (or Organiser) will receive a quote and the general terms and conditions. Digital tickets are issued and sent once payment has been made, by bank transfer in accordance with the terms set out in the quote, for the full amount due.

The TER Single Call Centre handles bookings exclusively for journeys on TER lines.

Therefore, to travel as a group on TER services, including connections with TGV/Intercités, the group representative (hereinafter the Customer) must submit a booking request at least 21 calendar days before the train’s departure to the TER Single Call Centre via the form available on your region’s TER website (<https://onics-ter.my.site.com/FormulaireCentreAppelUniqueGroupeTER/s/>) or by telephone on 09 74 13 66 51.

Once the request has been reviewed and authorised by SNCF Voyageurs, the Customer (or Organiser) will receive a quote and the general terms and conditions.

Digital tickets are issued and sent once payment has been made, by bank transfer in accordance with the terms set out in the quote, for the full amount due.

Carriage classes

Group members may travel in different carriage classes (1st and 2nd class).

Seat reservations

Seat reservations are compulsory for all TER trains. Seat reservations are subject to the availability of the group offer on ZOU ! Trains.

Request to amend a booking

Any request to amend a group booking requires the cancellation of the previous order and will be processed subject to availability. Charges may apply in accordance with the terms set out in the section on refund and cancellation conditions below.

Furthermore, any request for a change that does not comply with the deadlines below cannot be processed.

In the event of a reduction in the number of passengers:

- Group Travel website (<https://www.voyages-train-groupes.sncf.fr/>): to amend your group-fare journey after payment, once you have cancelled your booking, please make a new booking via the website;
- SNCF Voyageurs-approved travel agencies: please contact the agency where you made your booking;
- The TER Single Call Centre: any request for changes (times, dates, number and/or profile of passengers) must be made no later than 21 days before the date of travel (21 days before the date of the outward journey in the case of a return journey) via the TER Single Call Centre by email or by telephone on 09 74 13 66 51.

If you need to add passengers:

- Group Travel website (<https://www.voyages-train-groupes.sncf.fr/>): it is not possible to add passengers to your booking;
- SNCF Voyageurs-approved travel agencies: please contact the agency where you made your booking;
- The TER Single Call Centre: any request for changes (times, dates, number and/or profile of passengers) must be made no later than 21 days before the date of travel (21 days before the date of the outward journey in the case of a return journey) via the TER Single Call Centre by email or by telephone on 09 74 13 66 51.

Any request for a change or cancellation that does not comply with the above deadlines cannot be processed.

Refund and cancellation conditions

Refund conditions vary depending on the booking channel:

- Group travel: free cancellation is possible up to 7 days before the journey. Beyond 7 days, a 100% deduction from the unit price of each cancelled seat will be applied.
- SNCF Voyageurs-approved travel agencies: free cancellation is possible up to 7 days before the journey. Beyond 7 days, a 100% deduction from the unit price of each cancelled seat will be applied
- The TER Single Call Centre: if you have changed your journey within the specified time limit (up to 21 days before departure), a full refund will be paid directly into the bank account details provided to the TER Single Call Centre.

Up to 19 days before: 0% deduction

From 18 days before: no cancellations permitted; a deduction of 100% of the unit price of each cancelled seat will be applied.

Any cancellation request that does not comply with the above deadlines cannot be processed.

7.6 The Eurail/Interrail Pass offer on ZOU ! Trains

The Interrail Pass (for the European market) and the Eurail Pass (for the “overseas” market) are passes that allow you to travel on most European trains. They provide access to the services of nearly 37 rail and ferry operators in 30 countries.

On ZOU ! Trains in Provence-Alpes-Côte d’Azur, you can board the trains simply by showing your Pass.

The terms and conditions for these two passes are set out in the following documents:

- For the Interrail Pass: <https://www.interrail.com/en/book-reservations/how-do-i-book-seats>
- For the Eurail Pass: <https://www.eurail.com/en/terms-conditions/booking-conditions>

7.7 National fares applicable to inter-regional journeys made on ZOU ! Trains departing from or arriving in the Région Provence-Alpes-Côte d’Azur.

In addition to the aforementioned national social fares, the following will also apply to inter-regional journeys made on ZOU ! Trains departing from or arriving in the Région Provence-Alpes-Côte d’Azur.

7.7.1 Subscriptions for school pupils, students and apprentices

These subscriptions are intended exclusively for:

- subscriptions for pupils, children and young people under the age of 21 on the date the subscription is first issued, who regularly attend schools, institutions, sixth-form colleges, secondary schools, municipal art classes and other similar establishments providing primary, secondary, commercial, industrial or vocational education;
- subscriptions for students, for young people under the age of 26 on the date the subscription is first issued, who are regularly enrolled at higher education institutions, technical colleges, grandes écoles and upper secondary preparatory classes for these institutions, as referred to in the decrees issued pursuant to the Act of 23 September 1948 extending to students certain provisions of the Order of 19 October 1945 relating to social insurance;
- subscriptions for apprentices, for apprentices aged under 23 on the subscription start date, undertaking their apprenticeship in France or in a Member State of the European Union and whose contract, where the apprenticeship takes place in France, meets the conditions of the Act of 20 March 1928 on the organisation of apprenticeships and that of 18 January 1929 (agricultural apprentices) (as long as the Acts of 20 March 1928 and 18 January 1929 relating to the organisation of apprenticeships are not applicable in the departments of Haut-Rhin and Moselle, the production of the apprenticeship contract will not be required in support of subscription applications submitted by apprentices undertaking their apprenticeship in one of these three departments).

To be eligible for these subscriptions, applicants must present a certificate from the headteacher of the school or the head of the institution they attend, or from the employer for whom they work, confirming their status as a pupil, student or apprentice, as well as an official document proving their age.

For any further information regarding the Pupil, Student and Apprentice fare (validity period, applications, seat reservations and booking procedures, exchanges and refunds), please refer to Volume 3 of the SNCF Passenger Fares, available on the website www.sncf.com/en/.

8. Regional fares applicable on ZOU ! Trains

The tables below set out the standard and regular regional fares available in the Région Provence-Alpes-Côte d'Azur, as well as combined + urban fares and special fares.

On presentation of a TGV ticket or a ZOU ! Train ticket dated the same day, the regional fares below are valid on the Bus Express network along the Digne – Manosque – Aix-en-Provence TGV route, with the exception of:

- ZOU ! 10-ticket packs and their “Solidaires” variants,
- Monthly subscriptions, ZOU ! Flex subscriptions and their “Solidaires” variants.

For further information on the fares listed below and one-off promotional offers, please refer to the TER Région Provence-Alpes-Côte-d'Azur website: <https://www.ter.sncf.com/sud-provence-alpes-cote-d-azur>

Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
1 ZOU ! adult journey	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	No discount	The terms and conditions for exchanges and refunds are those set out in Chapter 3 “Exchanges and Refunds” of these ZOU ! Trains T&Cs.
1 ZOU ! child journey	Available to all passengers aged 4 to under 12 on all ODs in the Région Provence-Alpes-Côte d'Azur	50% of the price charged to an adult for a single ZOU ! adult journey	The terms and conditions for exchanges and refunds are those set out in Chapter 3 “Exchanges and Refunds” of these ZOU ! Trains T&Cs.
1 ZOU ! Mini-group 3 journey 1 ZOU ! Mini-group 4 journey 1 ZOU ! Mini-group 5 to 9 journey	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	Single ticket discount: 30% → 3 people 40% → 4 people 50% → 5 to 9 people Price based on distance Offer valid on inter-regional routes between Provence-	The terms and conditions for exchanges and refunds are those set out in Chapter 3 “Exchanges and Refunds” of these ZOU ! Trains T&Cs.

		Alpes-Côte d'Azur and Occitanie.	
10 ZOU ! journeys	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	30% discount when purchasing a book of 10 journeys on a predefined route; book valid for 12 months	Refunds available for any unused and valid ticket pack
ZOU ! Flex Monthly 10 journeys ZOU ! Flex Monthly 20 journeys ZOU ! Flex Monthly 30 journeys	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	A rolling monthly pass offering a discount of up to or exceeding 60%, depending on the number of tickets selected at the time of purchase on a predefined OD route	Refunds may be claimed up to the day before the first day of validity of the pass via the claims management centre (after the pass has expired). No refunds will be given for tickets whilst the ticket pack is still valid
ZOU ! Monthly*	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	Rolling monthly pass offering a discount of up to or exceeding 75% for unlimited travel on predefined routes Offer valid on inter-regional routes between Provence-Alpes-Côte d'Azur and Occitanie. Provence-Alpes-Côte d'Azur / Auvergne-Rhône-Alpes	Refunds available up to the day before the first day of the subscription's validity
ZOU ! Yearly*	All passengers aged 4 and over – available on all ODs in the Région Provence-Alpes-Côte d'Azur	Annual subscription offering unlimited travel on predefined routes with a discount of up to or exceeding 75% Offer valid on inter-regional routes between Provence-Alpes-Côte d'Azur and Occitanie. Provence-Alpes-Côte d'Azur / Auvergne-Rhône-Alpes	Refund terms and conditions available on the SNCF TER Sud Provence-Alpes-Côte d'Azur website

* In the Région Provence-Alpes-Côte d'Azur, monthly and annual subscriptions valid on ZOU ! Trains can also be used on Bus Express services where the points of origin and destination are shared with ZOU ! Trains and Bus Express stations. Subscriptions for the Val de Durance route, excluding those with origins and destinations entirely within the Aix-Marseille-Provence Metropolitan Area, also provide access to the ZOU ! Proximité 04 and ZOU ! Proximité 05 networks for unlimited travel.

Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
Carte ZOU ! Malin	Any passenger aged 4 or over	Discount card priced at €20 offering a 30% discount on single-journey tickets for the holder and their companion.	Non-refundable. Replacement: no replacements available if the card is issued in paper form
1 ZOU ! Malin journey 1 ZOU ! Malin companion journey	Carte ZOU ! Malin holder	30% discount valid with the ZOU ! Malin card for the holder and 1 companion travelling with the holder. The 1 ZOU ! Malin journey ticket is also valid on inter-regional routes between Provence-Alpes-Côte d'Azur and Auvergne-Rhône-Alpes, and between Provence-Alpes-Côte d'Azur and Occitanie. The 1 ZOU ! Malin companion journey ticket is valid only on inter-regional routes between Provence-Alpes-Côte d'Azur and Occitanie.	Refunds are possible up to the day before the first day of the ticket's validity.

Carte ZOU ! Solidaire and Carte ZOU ! Solidaire +	Free discount card (for those aged 4 and over) issued subject to means-testing to two categories: 1) applicants with a Family Quotient (QF) of between €601 and €800 per month, or recipients of the Solidarity Allowance for the Elderly (ASPA) 2) applicants with a Family Quotient (QF) of €600 per month or less, or recipients of the Adult Disability Allowance (AAH) or the AEEH.	Discount card valid for 12 months, offering 50% or 90% off the range of products listed below, respectively	Details regarding replacement cards, changes to the Family Quotient during the year and renewal can be found on the website "Zou.maregionsud.fr"
1 ZOU ! Solidaire and Solidaire + adult journey	Holder of the Carte ZOU ! Solidaire and ZOU ! Solidaire +	Ticket offering a 50% and 90% discount respectively	Refunds are possible up to the day before the first day of the ticket's validity.
1 ZOU ! Solidaire and Solidaire + child journey	Child aged 4 to under 12 who holds a Carte ZOU ! Solidaire and ZOU ! Solidaire +	Ticket offering a 50% discount on 1 ZOU ! Solidaire and ZOU ! Solidaire + adult journey	Refunds are possible up to the day before the first day of the ticket's validity.
ZOU ! Solidaire and Solidaire + 10-ticket pack	Holder of the Carte ZOU ! Solidaire and ZOU ! Solidaire +	30% discount when purchasing a 10-ticket pack on an OD + application of the 50% or 90% discount	Refunds available for any unused and valid ticket pack

Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
ZOU ! Solidaire and Solidaire + Flex Monthly 10 journeys ZOU ! Solidaire and Solidaire + Flex Monthly 20 journeys ZOU ! Solidaire and Solidaire + Flex Monthly 30 journeys	Holder of the Carte ZOU ! Solidaire and ZOU ! Solidaire +	Rolling monthly subscription offering a discount of up to or exceeding 60%, depending on the number of tickets selected at the time of purchase, based on a predefined OD + application of the 50% or 90% discount	Refunds may be claimed up to the day before the first day of validity of the pass via the claims management centre (after the pass has expired). No refunds will be given for tickets whilst the ticket pack is still valid

*ZOU ! Solidaire and Solidaire + Monthly	Holder of the Carte ZOU ! Solidaire and ZOU ! Solidaire +	Rolling monthly subscription offering a discount of up to or exceeding 75% for unlimited travel on a predefined origin-destination route, plus a 50% or 90% discount	Refunds are possible up to the day before the first day of the subscription's validity
*ZOU ! Solidaire and Solidaire + Yearly	Holder of the Carte ZOU ! Solidaire and ZOU ! Solidaire +	Yearly subscription for unlimited travel on predefined routes offering a discount of up to or exceeding 75%, plus a 50% or 90% discount	Refund terms available on the SNCF TER Sud Provence-Alpes-Côte d'Azur website
Pass Sûreté Pro	Free discount card valid for 3 years, issued subject to professional status criteria for certain categories of law enforcement officers. A predefined list can be found on the SNCF TER Sud Provence-Alpes-Côte d'Azur website	Discount card offering free travel on the home-to-work route	Not applicable. Details on how to obtain a duplicate can be found on the SNCF TER Sud Provence-Alpes-Côte d'Azur website
Pass Sûreté Pro + Loisirs	Free discount card valid for 3 years, issued subject to professional status criteria for certain categories of law enforcement officers. A predefined list can be found on the SNCF TER Sud Provence-Alpes-Côte d'Azur website	Discount card offering free travel on the home-to-work route as well as on leisure journeys	Not applicable. Details on how to obtain a duplicate can be found on the SNCF TER Sud Provence-Alpes-Côte d'Azur website
Yearly ZOU ! Pass Sûreté	Free digital annual subscription for holders of the personalised Pass Sûreté Pro and Pro + Loisirs passes. Unlimited journeys on a single OD between home and work on the ZOU ! Train network	Free digital subscription	Not applicable
1 ZOU ! Pass Sûreté Pro + Loisirs journey	Holders of the Pass Sûreté Pro + Loisirs	Free digital ticket	Not applicable

* In the Région Provence-Alpes-Côte d'Azur, monthly and annual subscriptions valid on ZOU ! Trains can also be used on Bus Express services where the points of origin and destination are shared with ZOU ! Trains and Bus Express stations. Subscriptions for the Val de Durance route, excluding those with origins and destinations entirely within the Aix-Marseille-Provence Metropolitan Area, also provide access to the ZOU ! Proximité 04 and ZOU ! Proximité 05 networks for unlimited travel.

Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
Pass ZOU ! Études	Discount card for young people in education in France, aged 3 to under 26	Paid subscription for young people in education in France, aged 3 to under 26: the PASS ZOU ! Études offers unlimited travel on ZOU ! buses and trains from 1 September to 31 August, including weekends and holidays, whether for school or leisure journeys. Holders must declare a preferred route (e.g. home <-> school); for journeys outside this route, they must carry a free ticket.	T&Cs available on the "Zou.maregionsud.fr" website
1 Pass ZOU ! Études journey	Holder of the Pass ZOU ! Études	Free and compulsory digital ticket on ZOU ! Trains, valid with the Pass ZOU ! Études outside their home-to-school OD	Not applicable
Yearly Unlimited Pass	All passengers	Yearly subscription: €68 per month. Allows unlimited travel, for the duration of the ticket's validity, within the Aix-Marseille metropolitan area	Refund procedures can be found on the ZOU ! Trains website by consulting the terms and conditions, or by contacting the Centre d'Abonnement Annuel (Yearly Ticket Centre)

Monthly Unlimited Pass	All passengers	Monthly subscription: €73 per month. Allows unlimited travel, for the duration of the ticket's validity, within the Aix-Marseille metropolitan area	The Monthly Unlimited Pass is fully refundable at station ticket offices up to the day before the first day of validity, provided it was sold by the SNCF. If the Pass was issued by another distribution network, the customer must contact the issuing network. Any product that has been used is non-exchangeable and non-refundable, regardless of the issuing network
3-Day Unlimited Pass 7-Day Unlimited Pass	All passengers	3-day passes at €40 and 7-day at €55. Allows unlimited travel, for the duration of the ticket's validity, within the Aix-Marseille metropolitan area	Passes are non-refundable regardless of the issuing network

Monthly Pass Sudazur	All passengers	Monthly subscription allowing unlimited travel across 7 zones, ranging from €27 to €80 depending on the OD	The Monthly Pass Sudazur is fully refundable at station ticket offices up to the day before the first day of validity, provided it was sold by the SNCF. If the Pass was issued by another distribution network, the customer must contact the issuing network. Any product that has been used is non-exchangeable and non-refundable, regardless of the issuing network
Pass Sudazur Explore 3, 7, 14 days	A 3-, 7- or 14-day Pass allowing unlimited travel throughout the Alpes-Maritimes and Monaco	3 days: €35 7 days: €50 14 days: €80	Refundable without charge up to the day before the first day of validity
Pass Sudazur Explore 3, 7, 14 days Companion	A 3-, 7- or 14-day Pass allowing unlimited travel throughout the Alpes-Maritimes and Monaco for children under 18 accompanied by an adult holding a 3-, 7- or 14-day Pass	3 days: €30 7 days: €40 14 days: €65	Refundable without charge up to the day before the first day of validity
Yearly Pass Sudazur	All passengers	Yearly subscription allowing unlimited travel across all zones covered by the Pass	Refund procedures can be found on the ZOU ! Trains website by consulting the terms and conditions, or by contacting the Centre d'Abonnement Annuel (Yearly Ticket Centre)

TER + RMTT ZOU ! Monthly TER + Transcove ZOU ! Monthly TER + TUB (Bollène) TER + RTM ZOU ! Monthly TER + SMEGTU (Martigues) ZOU ! Monthly TER + SMITEEB (Etang de Berre) ZOU ! Monthly TER + MPM ZOU ! Monthly TER + CPA ZOU ! Monthly TER + ULYSSE ZOU ! Monthly TER + SOCIETE DES TRANSPORTS D'ARLES ZOU ! Monthly TER + TCRA ZOU ! Monthly TER + SILLAGE ZOU ! Monthly	All passengers	Monthly pass offering a discount of up to or over 75% on unlimited travel on a predefined OD + a monthly urban ticket	Refunds are possible up to the day before the first day of the subscription's validity
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Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
TER + ENVIBUS ZOU ! Monthly TER + ZEST ZOU ! Monthly TER + PALM BUS ZOU ! Monthly TER + MISTRAL ZOU ! Monthly	All passengers	Monthly pass offering a discount of up to or over 75% on unlimited travel on a predefined OD + a monthly urban ticket	Refunds available up to the day before the first day of the subscription's validity

TER + TRANS COMTAT ZOU ! Monthly			
TER + CAM ZOU ! Monthly	All passengers	Monthly subscription offering unlimited travel on a given OD outside the Région Alpes-Maritimes to and from Monaco, plus a monthly urban ticket	Calendar-based subscription. Refunds available up to the day before the first day of validity
Intercités booking	All passengers	Applies to ZOU ! Monthly and ZOU ! Yearly subscribers, students, school pupils and apprentices: a €1.50 subscription valid from Monday to Friday, including school holidays	Non-exchangeable and non-refundable
Intercités Pass	All passengers	Applies to ZOU ! Monthly and ZOU ! Yearly subscribers, students, school pupils and apprentices: a €15 subscription valid from Monday to Friday, including school holidays	Refunds available up to the day before the first day of validity
Pass Résilience	Occasional travellers	Yearly subscription; renewable under the same conditions. Eligibility: Victims, widows, widowers and dependants of the Nice attacks who are registered with the ONACCVG (National Office for Veterans and War Victims) and reside in the Région PACA. Fares: Pass valid for 1 year, providing free travel on ZOU ! transport.	Not applicable
Peak Pollution ticket	Occasional travellers	Ticket valid in one department for €5 or across the whole region for €20, activated depending on the air pollution alert level.	Non-exchangeable and non-refundable
1-Department day ticket (Holder)	Very occasional travellers	Day ticket priced at €20, valid in one department of your choice from 06, 13, 83 or 84.	Refunds available up to the day before the first day of validity

1-Department day ticket (Companion)	Very occasional travellers	Day ticket priced at €5, valid in one department of your choice from 06, 13, 83 or 84. Up to 8 companion tickets can be added. You must travel with the Holder of the corresponding 1-Department day ticket.	Refunds available up to the day before the first day of validity
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Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
Côte d'Azur day ticket (Holder)	Very occasional travellers	Day ticket priced at €30, valid on departments 06 and 83.	Refunds available up to the day before the first day of validity
Côte d'Azur day ticket (Companion)	Very occasional travellers	Day ticket priced at €5, valid on departments 06 and 83, for a companion of a Côte d'Azur day ticket Holder. Up to 8 companion tickets can be added. You must travel with the Holder of the corresponding Côte d'Azur day ticket.	Refunds available up to the day before the first day of validity
Alpes du Sud day ticket (Holder)	Very occasional travellers	Day ticket priced at €20, valid on departments 04 and 05.	Refunds available up to the day before the first day of validity
Alpes du Sud day ticket (Companion)	Very occasional travellers	Day ticket priced at €5, valid on departments 04 and 05, for a companion of an Alpes du Sud day ticket Holder. Up to 8 companion tickets can be added. You must travel with the Holder of the corresponding Alpes du Sud day ticket.	Refunds available up to the day before the first day of validity

Provence Alpes du Sud day ticket (Holder)	Very occasional travellers	Day ticket priced at €30, valid on departments 04, 05, 13, 83 and 84.	Refunds available up to the day before the first day of validity
Provence Alpes du Sud day ticket (Companion)	Very occasional travellers	Day ticket priced at €5, valid on departments 04, 05, 13, 83 and 84, for a companion of a Provence Alpes du Sud day ticket Holder. Up to 8 companion tickets can be added. You must travel with the Holder of the corresponding Provence Alpes du Sud day ticket.	Refunds available up to the day before the first day of validity
3-day Regional Pass	Very occasional travellers	Pass valid for 3 consecutive days throughout the region, priced at €60	Refunds available up to the day before the first day of validity
3-day Regional Pass (Companion)	Very occasional travellers	Pass valid for 3 consecutive days, priced at €20, valid on departments 04, 05, 13, 83 and 84 for one person accompanying a Holder of the Provence-Alpes-du-Sud Pass. Up to 8 companion tickets can be added. You must travel with the Holder of the corresponding Provence Alpes du Sud day ticket.	Refunds available up to the day before the first day of validity

Fares	Eligibility	Fares and conditions for applying the discount	Exchange and refund
7-day Regional Pass	Very occasional travellers	A one-off pass valid for 7 days on ZOU ! Trains in the Région Provence-Alpes-Côte d'Azur, priced at €100 for an adult and €50 for a child aged 4 to under 12	Refunds available up to the day before the first day of validity

Lac Serre-Ponçon Leisure Pass (2 to 5 passengers)	Very occasional travellers	One-off return ticket at fixed rates: 2 passengers: €10 3 passengers: €14 4 passengers: €18 5 passengers: €22	Non-exchangeable and non-refundable
Heritage Day Pass	Very occasional travellers	A one-off ticket for €5, valid for Heritage Weekend	Neither exchangeable nor refundable
Mobility Week Pass	Very occasional travellers	A one-off ticket for €5, valid for Mobility Week	Neither exchangeable nor refundable
Pass Côte Bleue Duo (ex Bermuda Duo)	Very occasional travellers	A one-off ticket for €15 allowing unlimited journeys between Marseille and Miramas (via Côte Bleue) every day from 1 June to 31 August for 2 people	Non-exchangeable. Refunds available up to the day before the first day of validity
Pass Côte Bleue (ex Bermuda)	Very occasional travellers	A one-off ticket for €10 allowing unlimited journeys between Marseille and Miramas (via Côte Bleue) every day from 1 June to 31 August	Non-exchangeable. Refunds available up to the day before the first day of validity
Train des Neiges Casterino	Very occasional travellers	One-off flat-rate fare valid on the Train des Neiges, including coach transfer to the resort: €15 for adults and €6.50 for children	Non-exchangeable. Refunds available up to the day before the first day of validity
Train des Neiges Alpes du Sud	Very occasional travellers	One-off flat-rate fare valid on a Train des Neiges OD, including coach transfer to the resort: €20 for adults and €7.50 for children	Non-exchangeable. Refunds available up to the day before the first day of validity
Festival du livre de Mouans Sartoux	Very occasional travellers	One-off return ticket at 50% off to Mouans Sartoux. Price varies depending on OD	Non-exchangeable. Refunds available up to the day before the first day of validity
French Riviera Marathon	Very occasional travellers	One-off ticket for companion/runner at a price of €8	Non-exchangeable, non-refundable

8.1 Animals

A train ticket must be purchased for each animal at the applicable fare.

As an exception, the following may travel free of charge and without a ticket:

- Guide dogs or assistance dogs travelling with people with disabilities who hold a card stating a disability rating of at least 50 per cent, regardless of the nature of their disability. This provision also applies to retired war invalids holding a card bearing two blue bars.
- Guide dog trainees, provided they are wearing a training vest bearing the words “guide dog trainee” or the logo of the training centre. The accompanying person must hold a valid ticket as well as their guide dog trainer’s card or the dog’s identification card.

Service dogs from a canine unit assisting in sea or mountain rescue operations, upon presentation by their handler of:

- a professional card or accreditation from a rescue organisation;
- an official certificate of the dog’s qualification, specifying its speciality.

The fare is a flat rate of 5 euros, regardless of the animal’s weight.

People with disabilities who hold a card stating a disability rating of at least 50 per cent, regardless of the nature of their disability, may travel with a guide dog or assistance dog, which travels free of charge and without a ticket. This provision also applies to retired war invalids holding a card bearing two blue bars. Guide dog trainees, provided they are wearing a training vest bearing the words “guide dog trainee” or the logo of the training centre. The accompanying person must hold a valid ticket as well as their guide dog trainer’s card or the dog’s identification card.

8.2 Ukrainian refugees

Free travel across the entire ZOU ! regional transport network applies to all journeys within the Région Provence-Alpes-Côte d’Azur for Ukrainian refugees who hold an identity document proving their nationality and a personalised document confirming their refugee status. Accepted forms of proof include a residence permit bearing the word “refugee”, or a temporary residence permit bearing the designation 'beneficiary of temporary protection', or a certificate confirming the extension of the processing period for an application bearing the designation 'refugee'. Temporary favourable decisions issued by OFPRA or the CNDA in connection with an ongoing refugee asylum application are also accepted.

9. Personal data

9.1 Data Controller

SNCF Voyageurs SA, 4, rue André Campra – 93 200 – Saint Denis, acting as data controller within the meaning of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (hereinafter the “GDPR”) which has been in force since 25 May 2018, and Law No. 2018-493 of 20 June 2018 amending the “Loi informatique et libertés” of 6 January 1978, processes personal data in the course of providing the services it offers.

9.2 Collection and processing of personal data

SNCF Voyageurs carries out automated processing of personal data.

By taking out a subscription, the Subscriber and the Payer (where the Payer is not the Subscriber) agree to provide certain personal data necessary for the processing.

This data will be processed in accordance with the regulations in force, as referred to above.

9.3 The personal data collected are:

Surname; First name; Personal or work mobile number; Personal or work email address; Title; Date of birth; Arrival station; Departure station; Subscription and discount details; Journey reference number; Booking number; Payment card number; Travel card number; Type of travel card

9.4 Purposes of processing

SNCF Voyageurs carries out processing for the following purposes:

- The management of services provided by SNCF Voyageurs;
- Providing passengers with information regarding their journeys and subscriptions;
- The management of its contractual relationships;
- The management of subscriptions;
- Marketing activities targeting passengers and prospective customers (subject to the prior consent of the data subject);
- Sending communications about the products and services of SNCF Voyageurs and its subsidiaries; (subject to the prior consent of the data subject);
- Organising sweepstakes (subject to the prior consent of the data subject);
- Handling complaints;
- Conducting surveys and satisfaction surveys;
- Compiling statistical studies for marketing targeting purposes through the analysis of segmentation and profiling behaviours;
- Providing assistance to passengers with disabilities or reduced mobility (PMR)

The data collected directly or indirectly by SNCF Voyageurs is necessary for these processing operations and is intended for the relevant departments within SNCF Voyageurs, as well as, where applicable, its partners or service providers.

Personal data may be processed by SNCF Voyageurs employees, within the limits of their respective responsibilities and for the purposes of the processing operations in question.

In this context, personal data may be disclosed to any SNCF Voyageurs employee, or to SNCF-approved travel agencies, where necessary to process a Customer's enquiry or complaint, as well as to provide the Customer with information.

Personal data may also be processed by SNCF Voyageurs' partners and service providers, including its subsidiaries, within the limits of their respective remit and for the purposes of the processing operations in question.

The main categories of service providers to whom data collected by SNCF Voyageurs may be disclosed are as follows:

- "CRMS": A subsidiary of SNCF Voyageurs responsible for customer sales and relationship management.

- Market research and customer satisfaction survey organisations
- Service providers specialising in, amongst other things, the care of children on board, catering and assistance for people with reduced mobility
- IT service providers (hosting providers, developers, IT support, etc.), including E-Voyageurs Technologies, a subsidiary of SNCF Voyageurs

These various service providers are listed in more detail in the documents relating to each specific data processing operation. However, specifically with regard to fraud prevention and combating, and the management of pre-litigation and litigation matters, SNCF VOYAGEURS may need to cooperate with various external parties (service centres, IT development, hosting, and cloud-based testing and production environments).

As such, the data is hosted within the European Union.

SNCF Voyageurs' service providers have undergone a rigorous selection process and have undertaken to comply with a number of security measures, all of which are in line with the state of the art.

SNCF Voyageurs reserves the right to audit, at any time, the proper implementation of these measures by its service providers.

It should be noted that, in connection with your journey, and in order to fulfil its legal obligations (customer satisfaction surveys in accordance with the minimum quality standards set out in Regulation (EC) No 1371/2007 on the rights and obligations of rail passengers), SNCF Voyageurs may need to measure customer satisfaction with their travel experience in order to improve the quality of on-board service and the customer experience.

To carry out this processing, emails are sent via the "Salesforce" tool, a technical infrastructure with access to the data.

9.5 Retention period

The personal data of the Customer, Subscribers and Payers is processed only for a limited period and is retained for just 3 years following the customer's last activity.

9.6 Data subjects' rights

Pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 and Law No. 2018-493 of 20 June 2018, you have the right to access, rectify, restrict the processing of, transfer, erase and object to the processing of your personal data.

To this end, the personal data department of SNCF Voyageurs' TER division provides a form for exercising your rights, which you can access by clicking on the following link: [online form](#)

You may also exercise your rights by post at the following address:

SNCF Voyageurs SA – Direction TER
Département Juridique et Contrats - à l'attention du C-DPO
116 cours Lafayette
69003 Lyon

These rights are described in more detail on the CNIL website: <https://www.cnil.fr/en/>. If you wish to make a complaint, you may contact the Data Protection Officer for the TER division of SNCF Voyageurs (using the contact details provided above).

You also have the right to lodge a complaint with a supervisory authority (CNIL).

TERMS AND CONDITIONS OF THE PASS ZOU ! ÉTUDES for the 2025–2026 academic year

Provisions relating to pupils enrolled under the regional school transport regulations, falling within the remit of the Régions' school transport responsibilities as defined in Article L3111-7 of the Transport Code, and using the inter-city bus routes of the ZOU ! Proximité or ZOU ! Express network, where applicable.

PREAMBLE

The purpose of these Terms and Conditions is to set out the conditions of access to the PASS ZOU ! Études and the rules governing its use.

Subscription to and use of the PASS ZOU ! Études constitute acceptance of these Terms and Conditions by the holder and the payer, if the payer is a different person from the holder.

- The term “**Holder**” specifically refers to the person whose photograph and identity appear on the PASS ZOU ! Études, of which they are the user.
- The term “**Payer**” refers to the individual who pays for the PASS ZOU ! Études.
- The term “**PASS ZOU ! Études**” constitutes a contract between the holder and the ZOU ! transport network. It consists of the ticket of the same name.

1. DESCRIPTION OF THE PASS ZOU ! ÉTUDES

1.1. The PASS ZOU ! Études is reserved for users who meet all four of the following conditions:

- I. Be aged over 3 and under 26.** The age of 3 is determined as at 31 December of the current school year. The age of 26 is assessed as at 1 September of the current academic year for subscriptions made before 1 September, and as at the date of subscription for subscriptions made after 1 September.
- II. Be a pupil** for the current school year **at a school in the Région Provence-Alpes-Côte d'Azur**, or in a town served by a bus line on the ZOU ! network (a list of which is available on the ZOU ! website: <http://www.zou.maregionsud.fr/en/>).
- III. Be resident in the Région Provence-Alpes-Côte d'Azur, more than 3 km from the school.** The distance between home and school is calculated based on the shortest road route as indicated on the website www.geoportail.gouv.fr.
- IV. To travel from home to school on a route not covered by the territorial jurisdiction of a non-regional transport authority**, or, by way of exception, to travel from home to school within a community of municipalities acting as a transport authority where the relevant school transport route exists and is organised by the Région.

1.2. The PASS ZOU ! Études is strictly personal. A user may only hold one PASS ZOU ! Études per school year.

1.3. The PASS ZOU ! Études is valid from 1 September of year N to 31 August of year N+1, thus corresponding to one school year. Regardless of the date of purchase, it automatically expires on 31 August of the current academic year.

1.4. The PASS ZOU ! Études is a transport contract loaded onto a contactless smart card, which serves as the ticket.

1.5. The PASS ZOU ! Études provides unlimited access to all ZOU ! regional transport networks in accordance with the conditions set out in Article 5.

2. SUBSCRIPTION TO THE PASS ZOU ! ÉTUDES

The PASS ZOU ! Études can be subscribed to on the website zou.maregionsud.fr or by post via the transport network service of the department of residence. The first option is recommended as it guarantees faster processing times.

2.1. Online subscription to the PASS ZOU ! Études

Subscription involves creating a personal account which allows you to manage the PASS ZOU ! Études online. In the case of renewal, the personal account from previous years must be used.

When applying, the holder must:

- I. Complete the online form.
- II. Specify their standard journey (home to educational establishment) by selecting a stop from the list provided*.
- III. Upload a recent photograph that allows the holder to be identified (35 x 45 mm, full-face view, plain background, in good condition).
- IV. Provide their CAF beneficiary number or, where applicable, attach a payment certificate from the CAF, the MSA or the Social Security Funds of Monaco stating the Family Quotient (QF) for the current month or previous months (up to a maximum of the last three months), as well as the holder's surname and first name**, or, as a last resort, the previous year's tax assessment notice stating the holder's surname and first name.
- V. Pay the annual fee corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.

** If the desired drop-off point is not listed, this means that:*

- Either there is no school transport service available between the home and the school. In this case, the pupil may, if they meet the eligibility criteria, apply for a flat-rate allowance. They may also subscribe to a PASS ZOU ! Études (see the terms and conditions relating to leisure travel).

- Or the bus stop does not exist or is unavailable. In this case, the pupil is asked to register at the nearest bus stop (please note that the bus stop declared at the time of registration must be the one actually used).

Furthermore, in cases of shared custody, the pupil is eligible for the PASS ZOU ! Études provided that one of the two journeys between home and school made as part of the shared custody arrangement corresponds to an existing transport option.

*** If the student or their legal guardians are registered with the Caisse d'Allocations Familiales (CAF, Family Allowance Fund) and have a Family Quotient (QF) of €800 or less, the half-price solidarity fare will be applied automatically at the time of online registration, provided they enter their beneficiary*

number. The payer will be asked to pay the amount corresponding to their circumstances. In the event of a technical fault, the holder or the payer may attach a certificate as explained in the following paragraph.

If the holder or their legal guardians are covered by the Mutualité Sociale Agricole or the social security funds of Monaco and have a Family Quotient (QF) of €800 or less, the payer must upload a payment certificate issued by these organisations. This payment certificate must show the Family Quotient (QF) (not exceeding €800) for the month of registration or for the preceding months (up to a maximum of the last three months), as well as the holder's full name.

In the event of renewal, certain documents from the previous application may be retained.

2.1.1. Subscription period

The start date for the online registration period is specified on the ZOU ! <https://zou.maregionsud.fr/en/> website before the summer school holidays for the following academic year.

Online registration for the PASS ZOU ! Études is open until 31 May of the current academic year, unless exceptional measures are introduced, in which case this will be announced on the ZOU ! website. After this date, no new applications for the current academic year will be accepted.

2.1.2. Assessment and approval of the application

The eligibility of the PASS ZOU ! Études application will be verified against the supporting documents submitted.

The application will be automatically approved if all the required criteria are met.

In the event of missing documents or discrepancies regarding the transport arrangements, the application will be subject to approval by the regional services.

If the application is not approved by the regional services, the holder or their legal representative will be invited by email to rectify the application or will be informed that their application has been rejected. If the application is not rectified within two months of the request being made to the user, the application will be deemed to have been refused.

Payment may only be made once the application has been approved (either automatically online or following review by the regional services).

Verification of school attendance will be carried out by the regional services during the school year via the educational establishment.

2.1.3. Issue of the pass

Once the application has been approved, the holder will be able to download, where applicable, a payment receipt from their personal online account, as well as a provisional ticket valid for 15 days, allowing them to travel whilst awaiting receipt of their Pass. As a guide, it takes 15 days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The tracking number is sent to the holder by email as soon as the card is posted.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the Pass, the holder must purchase valid tickets (which are non-refundable), or use their temporary ticket where applicable.

2.2. Subscription by post

When subscribing, the holder must:

- I. Complete the paper form, indicating their reference route (home to school), and specifying their origin stop*.
- II. Provide a recent passport-sized photograph, 35 x 45 mm, taken from the front against a plain background, in good condition, and clearly showing the holder's identity.
- III. Where applicable, provide a payment certificate from the CAF, the MSA or the Social Security Funds of Monaco stating the Family Quotient (QF) for the current month or previous months (up to a maximum of the last three months), as well as the holder's full name; or, as a last resort, the tax assessment notice for the previous year (N-1) stating the holder's full name.
- IV. Provide a cheque for the amount corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.

**If the requested bus stop cannot be provided, the pupil will be asked to register for the nearest bus stop (please note that the bus stop confirmed at the time of registration must be the one actually used). If the home-to-school route provided does not correspond to any existing transport option on the ZOU ! regional network, the pupil may, provided they meet the conditions, apply for a flat-rate allowance. Where a "general public" transport option exists on the ZOU ! regional network (not specifically for school purposes), the pupil may subscribe to a non-school PASS ZOU ! Études (see terms and conditions relating to leisure travel).*

Furthermore, in cases of shared custody, the pupil is eligible for the PASS ZOU ! Études provided that one of the two journeys between home and school made as part of the shared custody arrangement corresponds to an existing transport option.

2.2.1. Subscription period

The application period for postal applications is the same as for online applications (see Article 2.1.1).

2.2.2. Assessment and approval of the application

The regional offices will check that the application for PASS ZOU ! Études is admissible, based on the application form and the supporting documents submitted.

2.2.3. Issue of the pass

Once the application and payment have been approved, a provisional pass valid for 15 days may be issued to the user by the regional services, enabling them to travel whilst awaiting receipt of their Pass. As a guide, it takes 15 days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The tracking number is available to the holder via ZOU ! customer service.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the Pass, the holder must purchase valid tickets (which are non-refundable), or use their temporary ticket where applicable.

3. PASS ZOU ! ÉTUDES PRICE

3.1. The price of the PASS ZOU ! Études is €90.

This price is fixed for the duration of the pass, i.e. until 31 August of the academic year in which it was purchased, regardless of the date of purchase, the duration or the frequency of use.

3.2. A solidarity-based half-price fare of €45 is available to pass holders whose legal guardians have a Family Quotient (QF) of 800 € or less.

The Family Quotient (QF) is assessed in the month of subscription, or in one of the three months preceding subscription.

Holders whose legal guardians do not receive benefits from the CAF, MSA or Monaco's social security funds, but who can prove that their resources are equivalent to a CAF Family Quotient (QF) of 800€ or less, are also eligible for the solidarity fare.

This equivalence will be calculated using the CAF's method, taking into account the taxable income for the year N-1 and the number of shares as defined by the CAF.

The applicant must provide their latest notification.

Recipients of the Allocation d'éducation de l'enfant handicapé (AEEH, Education Allowance for Children with Disabilities) are also eligible for the solidarity-based pricing scheme, upon presentation of proof of receipt.

3.3. Families with at least three children who hold a PASS ZOU ! Études subscription purchased at full price are offered a refund of €45 for the third child and any subsequent children.

This provision requires the submission of an application accompanied by supporting documents. The application, accompanied by supporting documents (at a minimum, proof of payment from the CAF, MSA or Monaco's social security funds, stating the name of the legal representative and the children, plus proof of payment for the three subscriptions), must be submitted from 1 November and no later than 31 May of the current school year. If the application is accepted, payment will be made in a single instalment at the end of the relevant school year.

3.4. The existing free travel on the ZOU ! network for children under 4 does not apply to the PASS ZOU ! Études.

4. PAYMENT FOR THE PASS ZOU ! ÉTUDES

4.1. Cash payment

The PASS ZOU ! Études is payable online, annually, by credit card, e-card or prepaid card.

The full amount must be paid in full upon subscription on the website zou.maregionsud.fr.

If payment via the internet is not possible, online subscription will not be available. In this case, the holder must subscribe by post (see the procedures described in Article 2.2.).

For subscriptions by post, the PASS ZOU ! Études is payable by bank cheque only.

A single cheque must accompany each subscription application. It is cashed upon receipt.

4.2. Payment in 3 instalments

For any online subscription completed before 30 September of the current academic year, when paying the subscription fee online by credit card, the payer may choose to pay in three instalments if they wish.

Amounts and dates of direct debits:

- Fee: €90:
 - €30 on the day of subscription (*e.g. 5 July*)
 - €30 on the 10th of the following month (*e.g. 10 August*)
 - €30 on the 10th of the final month (*e.g. 10 September*)
- €45 fee applicable only to families with a QF of 800 € or less:
 - €15 on the day of subscription (*e.g. 5 July*)
 - €15 on the 10th of the following month (*e.g. 10 August*)
 - €15 on the 10th of the final month (*e.g. 10 September*)

If paying in three instalments, the payer must ensure that the credit card's expiry date is not within the next three months. Any change of credit card must be reported (see the "Contacts" section, Article 13). The payer must honour any direct debits that cannot be processed, in accordance with the terms and conditions that will then be communicated to them. Regardless of the registration date or the duration of use, the full amount of the pass must be paid.

In the case of a subscription by post, payment in three instalments is not possible.

4.3. The payer may be a different person from the holder of the PASS ZOU ! Études.

4.4. A payer may pay for several PASS ZOU ! Études. However, each PASS ZOU ! Études must be paid for separately.

4.5. In the event of a payment issue, the payer must rectify the situation as soon as possible in accordance with the instructions set out in the letter or email sent to them. Failure to comply with these instructions may result in the suspension of the pass. Consequently, if the situation is not rectified within the specified time limit, the pass will be automatically cancelled two months after the payment issue arose. Termination for non-payment obliges the debtor to pay the full amount still due. The debtor remains liable for any costs incurred.

As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a single ticket or any other ticket in order to travel.

4.6. In the event of an overpayment (payment of the full fare when eligible for the half-fare, multiple payments due to a registration error, mistaken payment for a duplicate pass, etc.), a partial refund will be made to the payer by the end of the school year at the latest, either on the Région's initiative or following a request from the user and a decision by a dedicated committee. Bank details will be requested as a matter of course in order to process this type of refund.

4.7. As part of event-related initiatives organised by the Région SUD Provence-Alpes-Côte d'Azur, the Région reserves the right to issue a partial or full refund for the Pass ZOU ! Études. The terms and conditions of participation will be set out in the specific rules for each initiative. These rules are separate from these Terms and Conditions

5. TERMS AND CONDITIONS FOR THE PASS ZOU ! ÉTUDES

Please note that this pass is issued in the holder's name and is strictly personal. Under no circumstances may it be lent to another user, on pain of the penalties set out in Article 5.2.

5.1. Use of the PASS ZOU ! Études

As set out in Article 1.5, the PASS ZOU ! Études provides unlimited access to all ZOU ! regional transport networks.

However, the terms of use vary depending on the network:

- **On ZOU ! coach and bus lines and on Chemins de Fer de Provence buses and trains** fitted with ticketing systems, the holder must validate their PASS ZOU ! Études each time they board. If the line is not fitted with a ticketing system, the holder must present their pass to the driver; the driver will carry out a visual check.
Proximité school lines, other than those used for the standard journey specified at the time of registration and shown on the holder's PASS ZOU ! Études, are only available subject to seat availability.
- **On Express lines**, advance online booking via the website zou.maregionsud.fr is strongly recommended.
- **On the Navettes blanches buses**, advance online booking via the website zou.maregionsud.fr is compulsory.
- **On-demand transport services** are not available for journeys between home and school on school days.
- **On the ZOU ! regional train network (excluding the Chemin de fer de Provence)**, the holder must validate their PASS ZOU ! Études before boarding the train, on every journey. If they are travelling on their reference route, as specified when they subscribed to the PASS ZOU ! Études and as shown on their card, validation alone is sufficient. Outside their reference route, the holder must also carry a free ticket, which can be downloaded from the TER SUD website or via the SNCF Assistant app. Please note that it is not possible to obtain a ticket for a service that is closed to sales. Only journeys within the regional territory are permitted under the PASS ZOU ! Études free travel scheme, with the exception of regional trains to and from Ventimiglia and Monaco, which are accessible with the PZE. On board regional trains, the PASS ZOU ! Études is valid in 2nd class only.
- **The ZOU ! COVOIT'** service is available only to holders of the PASS ZOU ! Études aged 18 or over, and subject to the terms and conditions specific to this service.

For the 2025-2026 academic year, by way of exception:

- Holders of a Pass ZOU ! Études and a "Scolaire + Mobilité Région" subscription of the Région Auvergne-Rhône-Alpes may use these subscriptions in combination on inter-regional rail network lines between the Région Provence-Alpes-Côte d'Azur and the Région Auvergne-Rhône-Alpes.

From 1 January 2026:

- Holders of a ZOU ! Études Pass and one of the LibertiO'Jeunes, FrenquenciO'Jeunes or +=0 fare schemes in the Région Occitanie may use these subscriptions in combination on inter-regional rail lines between the Région Provence-Alpes-Côte d'Azur and the Région Occitanie.

The combined use of any other ticket is not permitted. Holders must comply with the terms and conditions specific to each subscription. For further information, please consult the TER Terms and Conditions for the Région Provence-Alpes-Côte d'Azur.

5.2. Ticket inspections and fare evasion

In all the above cases, the holder must be able to present their ticket to the ticket inspector so that the inspector can verify its validity.

If there is any doubt as to the passenger's identity during a ticket inspection, proof of identity may be requested.

Failure to validate a ticket, failure to present a ticket, or the unauthorised use of the ticket (forgery of the ticket, possession of another person's named ticket, possession of an expired ticket) observed during a ticket inspection will result in the ticket holder and/or the fraudster being liable to pay a fixed penalty in accordance with the regulations in force, in addition to any penalties provided for in the passenger regulations of the network used.

In the event of fraud involving the use of the PASS ZOU ! Études, the PASS ZOU ! Études will be confiscated by the ticket inspector, suspended, and the holder will be required to order a replacement for €10.

This is why, in the event of the card being lost or stolen, the holder must immediately apply for a replacement at the current rate.

The Région may issue a replacement free of charge in the event of a proven theft, upon presentation of a copy of the receipt confirming that a report has been filed with the police or gendarmerie.

In the event of repeated fraud on these grounds (lending their PASS ZOU ! Études to another user), the PASS ZOU ! Études may be cancelled automatically by the Région without any refund.

Any person who continues to use their ticket unlawfully is liable to criminal prosecution.

6. CHANGES TO THE ROUTE DURING THE VALIDITY PERIOD OF THE PASS

Changes to the standard route covered by the PASS ZOU ! Études are possible throughout the subscription period, provided that the terms set out in these terms and conditions are complied with.

7. AMENDMENTS TO THE TERMS AND CONDITIONS

The Région reserves the right to amend these terms and conditions of the PASS ZOU ! Études. The holder will then be notified of any contractual amendments at least thirty (30) days before the amendment takes effect.

8. ISSUE OF A REPLACEMENT

8.1. A request for a replacement must be made on the website zou.maregionsud.fr or at a point of sale within the ZOU ! road network authorised to sell the PASS ZOU ! Études.

In the event of loss, theft or damage, the fee is set at 10 euros. The request for a replacement must be made as soon as possible.

In the event of a confirmed technical fault with the card, a replacement will be issued free of charge, provided that the card is returned for verification in accordance with the procedures set out on the website or at a point of sale.

A card that has been damaged, whether intentionally or not (twisting, bending, exposure to moisture, etc.), will be subject to a charge for a replacement if it malfunctions or if it can no longer identify the holder or their reference journey.

8.2. The replacement card will be sent by post to the holder within a minimum of fifteen (15) working days from the date of receipt of the replacement request. Pending receipt of the replacement card, the holder must present the temporary document issued to them following payment, where applicable.

9. SUSPENSION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE PAYER OR THE HOLDER

There are no grounds on which the holder or the payer may request the suspension of the PZE.

10. TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE PAYER OR THE HOLDER

The PASS ZOU ! Études may be terminated at the initiative of the payer or the holder.

However, termination of the pass does not entitle the holder to any refund, except in the cases set out below:

- A change of address or educational institution rendering the PASS ZOU ! Études unusable. *The change must take place within a maximum of 30 days after 1 September of the current academic year or 30 days after the date of registration for the PASS ZOU ! Études if this is after 1 September.*
- Holder deceased.
- Non-use of the PASS ZOU ! Études for more than 90 days due to health reasons.
- Transport network error: the planned journey falls under the jurisdiction of another Transport Authority.
- Changes to transport services rendering the PASS ZOU ! Études unusable or unsuitable for more than 90 days.
- Other unidentified cases resulting from an error in the registration system, where applicable, following a decision by a dedicated committee.

The holder or payer will be asked to attach documents to their refund application proving that one of the cases described above applies.

The refund is final and results in the cancellation of the PASS ZOU ! Études for the current academic year. Once the PASS ZOU ! Études has been cancelled, it will not be possible to take out a new subscription for the same academic year.

The procedures for applying for a refund and the supporting documents to be provided are set out on the website zou.maregionsud.fr.

11. SUSPENSION AND TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE RÉGION'S INITIATIVE

The PASS ZOU ! Études may, without prejudice to any claim for damages or legal action, be suspended and/or terminated automatically in accordance with the circumstances listed in sections 11.1, 11.2 and 11.3 below.

11.1. In the event of a payment default, the contract may be suspended and/or terminated in accordance with the terms set out in clause 4.5.

11.2. In the event of fraud in the use of the PASS ZOU ! Études, the contract may be suspended and/or terminated in accordance with the terms set out in clause 5.2.

11.3. In the event of proven fraud in the preparation of the application for the pass, in particular false declarations or the falsification of documents provided, whether by the holder or the payer, the contract shall be terminated automatically by the Région. No refund shall be made.

11.4. The Région shall notify the suspension or termination by email sent to the most recent "contact" address provided in the application.

11.5. Termination results in a ban on the use of the PASS ZOU ! Études across all ZOU ! regional networks, as well as the inability to take out a new subscription during the current academic year. As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a 1-journey ticket or any other ticket in order to travel.

12. LIABILITY OF THE PAYER AND THE HOLDER

12.1. These terms and conditions apply to both the payer and the holder of the PASS ZOU ! Études.

12.2. By subscribing to the PASS ZOU ! Études, the holder and the payer acknowledge that they have read and accepted these terms and conditions. In the event of any amendments, these will be incorporated directly into the terms and conditions and published by any appropriate means so that the holder and the payer may take note of them.

The holder and the payer are responsible for the accuracy and completeness of the information they provide in the application.

13. CONTACT

By email, via the contact form on the ZOU ! portal

By telephone, via the PASS ZOU ! Études Customer service: 04 86 88 50 50

At a ZOU ! sales point (list available on the website)

14. CLAIMS

The holder and/or payer of a PASS ZOU ! Études may lodge any complaint regarding the terms and conditions of the pass:

- On the ZOU ! website via the contact form

- By telephone to the PASS ZOU ! Études Customer service team: 04 86 88 50 50

Such a complaint must be lodged within two (2) months of the date of the events giving rise to the complaint. In the event of a justified complaint, the customer's situation will be rectified as soon as possible, with both parties endeavouring, in all circumstances, to reach an amicable solution in the event of a dispute.

15. REFERRAL TO THE MÉDIATEUR

Any user in disagreement with the regional administration may refer the matter to the Médiateur (Ombudsman) to resolve the dispute amicably. The Région's Médiateur intervenes only in matters falling within the Région's remit.

Any official request for mediation must be made in writing (letter or email), addressed specifically to Monsieur le Médiateur.

By post:

Monsieur le Médiateur de la Région Provence-Alpes-Côte d'Azur
Hôtel de Région
27, place Jules Guesde
13481 Marseille Cedex 20

By email: missionmediation@maregionsud.fr

16. PROTECTION OF PERSONAL DATA

The subscriber is informed that the personal data processed in connection with their subscription, obtained from the subscription form, an online application or a telephone enquiry, is subject to computerised processing under the responsibility of the Région (data controller). The purpose of processing this data (surname, first name, postal address, email address, telephone number, photograph) is to manage the annual subscriber base, under the supervision of the Data Protection Officer (DPO). Digital data and physical documents will be retained for twenty-four (24) months following the date of termination of the Subscription.

Holders of the PASS ZOU ! Études are also informed that the provision of the data requested at the time of registration is a condition of access to the said PASS and that failure to provide this information will prevent the Beneficiary from accessing it.

This information will not be used for commercial purposes and will only be disclosed to the competent authorities should they make a request for it. In any event, this data remains strictly confidential and will not be transferred outside the European Union.

In accordance with the applicable regulations on personal data, the holder of the PASS ZOU ! Études has the right to access, rectify, object to, restrict the processing of, erase and transfer their data, which they may exercise by contacting the Data Protection Officer for the Région Provence-Alpes-Côte d'Azur, by post at the following address: 27 place Jules Guesde, 13481 Marseille Cedex 20, or by email to: dpd@maregionsud.fr.

For further information, please visit the following webpage:

<https://www.maregionsud.fr/en/mentions-legales/mentions-generales-sur-la-protection-des-donn%C3%A9es.html>

17. COMMENCEMENT OF EFFECT

These terms and conditions were adopted on 26 June 2026 and shall come into force on 1 July 2026 for the PASS ZOU ! Études issued for the 2025-2026 academic year

TERMS AND CONDITIONS OF THE PASS ZOU ! ÉTUDES for the 2025-2026 academic year

Provisions relating to students, vocational trainees and civic service volunteers (or pupils in education from nursery to A-level travelling for leisure, on the ZOU ! regional train, or for school journeys on the ZOU ! Express bus network where applicable).

PREAMBLE

The purpose of these Terms and Conditions is to set out the conditions of access to the PASS ZOU ! Études and the rules governing its use.

Subscription to and use of the PASS ZOU ! Études constitute acceptance of these Terms and Conditions by the holder and the payer, if the payer is a different person from the holder.

- The term “**Holder**” specifically refers to the person whose photograph and identity appear on the PASS ZOU ! Études, of which they are the user.
- The term “**Payer**” refers to the individual who pays for the PASS ZOU ! Études.
- The term “**PASS ZOU ! Études**” constitutes a contract between the holder and the ZOU ! transport network. It consists of the ticket of the same name.

1. DESCRIPTION OF THE PASS ZOU ! ÉTUDES

1.1. The PASS ZOU ! Études is reserved for users who meet all four of the following conditions:

- I. Be aged over 3 and under 26.** The age of 3 is determined as at 31 December of the current school year. The age of 26 is assessed as at 1 September of the current academic year for registrations made before 1 September, and as at the date of registration for registrations made after 1 September.
- II. Have the status of a pupil, student, vocational trainee or civic service volunteer** for all or part of the current academic year. Short-term courses (lasting less than one month) are not eligible.
- III. Be enrolled at an educational establishment**, or on a work-study programme at a training centre or an institution providing distance learning, in **France**, Monaco or Ventimiglia.

1.2. The PASS ZOU ! Études is strictly personal. A user may only hold one PASS ZOU ! Études per school year.

1.3. The PASS ZOU ! Études is valid from 1 September of year N to 31 August of year N+1, thus corresponding to one school year. Regardless of the date of purchase, it automatically expires on 31 August of the current academic year.

1.4. The PASS ZOU ! Études is a transport contract loaded onto a contactless smart card, which serves as the ticket.

1.5. The PASS ZOU ! Études provides unlimited access to all ZOU regional transport networks in accordance with the conditions set out in Article 5.

2. SUBSCRIPTION TO THE PASS ZOU ! ÉTUDES

The PASS ZOU ! Études can be obtained on the ZOU ! website or by submitting a paper application form at a ZOU ! sales point. The first option is recommended as it guarantees faster processing times.

2.1. Online subscription to the PASS ZOU ! Études

Subscription involves creating a personal account which allows you to manage the PASS ZOU ! Études online. In the case of renewal, the personal account from previous years must be used.

When applying, the holder must:

- I. Complete the online form.
- II. Enter their usual route, known as the “reference route”, which must be located entirely within the Région Provence-Alpes-Côte d’Azur, or on an existing bus line on the ZOU ! Network that goes beyond it.
- III. Upload a recent photograph that allows the holder to be identified (35 x 45 mm, full-face view, plain background, in good condition).
- IV. Attach proof of identity showing their date of birth (or a copy of the family record book, or an extract from the birth certificate, or any other document issued by an official authority).
- V. If the applicant is over 18 years of age on 1 September of year N: provide proof* of enrolment in education or training, at least part of which takes place between 1 September N and 31 August N+1.
- VI. Provide their CAF beneficiary number or, where applicable, attach a payment certificate from the CAF, the MSA or the Social Security Funds of Monaco stating the Family Quotient (QF) for the current month or previous months (up to a maximum of the last three months), as well as the holder’s surname and first name**, or, as a last resort, the previous year’s tax assessment notice stating the holder’s surname and first name.
- VII. Pay the annual fee corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.
- VIII. Attach proof of residence in the Région Provence-Alpes-Côte d’Azur if they are undertaking distance learning, where applicable.

** The following documents are acceptable: certificate of enrolment, training certificate, proof of payment of university tuition fees, letter of acceptance from the institution, results for year N stating progression to year N+1, student card, apprenticeship contract, civic service contract.*

*** If the student or their legal guardians are registered with the Caisse d’Allocations Familiales (CAF, Family Allowance Fund) and have a Family Quotient (QF) of €800 or less, the half-price solidarity fare will be applied automatically at the time of online registration, provided they enter their beneficiary number. The payer will be asked to pay the amount corresponding to their circumstances. In the event of a technical fault, the holder or the payer may attach a certificate as explained in the following paragraph.*

If the holder or their legal guardians are covered by the Mutualité Sociale Agricole or the social security funds of Monaco and have a Family Quotient (QF) of €800 or less, the payer must upload a payment certificate issued by these organisations. This payment certificate must show the Family Quotient (QF) (not exceeding €800) for the month of registration or for the preceding months (up to a maximum of the last three months), as well as the holder’s full name.

In the event of renewal, certain documents from the previous application may be retained.

2.1.1. Subscription period

The start date for the online registration period is specified on the ZOU ! website before the summer school holidays for the following academic year.

Online registration for the PASS ZOU ! Études is open until 31 May of the current academic year, unless exceptional measures are introduced, in which case this will be announced on the ZOU ! website. After this date, no new applications for the current academic year will be accepted.

2.1.2. Assessment and approval of the application

The eligibility of the PASS ZOU ! Études application will be verified against the supporting documents submitted.

If the application is deemed inadmissible, an email will be sent to the email address provided at the time of registration. The application will be deemed rejected, and a refund will be issued to the payer where applicable.

If supporting documents are non-compliant or missing, the holder will be asked to rectify their application in order to receive their PASS ZOU ! Études. If the application is not rectified within two months of the holder being asked to do so, the application will be deemed to have been rejected and a refund will be issued to the payer where applicable, no later than the end of the school year.

2.1.3. Issue of the pass

Once the application has been approved, the holder will be able to download a payment receipt from their personal online account, as well as a provisional ticket valid for 15 days, allowing them to travel whilst awaiting receipt of their Pass. As a guide, it takes 15 days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The tracking number is sent to the holder by email as soon as the card is posted.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the Pass, the holder must purchase valid tickets (which are non-refundable), or use their temporary ticket where applicable.

2.2. Subscription at a ZOU ! Bus network sales point authorised to sell a PZE

(List available on the website itineraires-zou.maregionsud.fr/en/)

When applying, the holder must:

- I. Complete the paper form, specifying their usual route – known as the “reference route” – which must be entirely within the Région Provence-Alpes-Côte d’Azur, or on an existing bus line on the ZOU ! Network that goes beyond it.
- II. Provide a recent passport-sized photograph, 35 x 45 mm, taken from the front against a plain background, in good condition, and clearly showing the holder’s identity.
- III. Attach proof of identity showing their date of birth (or a copy of the family record book, or an extract from the birth certificate, or any other document issued by an official authority).
- IV. If the applicant is over 18 years of age on 1 September of year N: provide proof* of enrolment in education or training, at least part of which takes place between 1 September N and 31 August N+1.

- V. Where applicable, provide a payment certificate from the CAF, the MSA or the Social Security Funds of Monaco stating the Family Quotient (QF) for the current month or previous months (up to a maximum of the last three months), as well as the holder's full name; or, as a last resort, the tax assessment notice for the previous year (N-1) stating the holder's full name.
- VI. Pay the annual fee corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.
- VII. Attach proof of residence in the Région Provence-Alpes-Côte d'Azur if they are undertaking distance learning, where applicable.

** The following documents are acceptable: certificate of enrolment, training certificate, proof of payment of university tuition fees, letter of acceptance from the institution, results for year N stating progression to year N+1, student card, apprenticeship contract, civic service contract.*

In the event of renewal, certain documents from the previous application may be retained.

2.2.1. Subscription period

The start date for the in-person subscription period is specified on the ZOU ! <https://zou.maregionsud.fr/en/> website before the summer school holidays for the following academic year.

Subscription to the PASS ZOU ! Études at a ticket office is available until 31 May of the current academic year. After this date, no new applications for the current academic year will be accepted.

2.2.2. Assessment and approval of the application

The eligibility of the PASS ZOU ! Études application will be verified at the sales point against the supporting documents submitted.

2.2.3. Issue of the pass

Once the application has been approved, the ticket office staff member will issue the holder with a provisional ticket valid for 15 days, allowing them to travel whilst awaiting receipt of their Pass. As a guide, it takes 15 days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The tracking number is available to the holder via ZOU ! customer service.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the Pass, the holder must purchase valid tickets (which are non-refundable), or use their temporary ticket where applicable.

3. PASS ZOU ! ÉTUDES PRICE

3.1. The price of the PASS ZOU ! Études is €90.

This price is fixed for the duration of the pass, i.e. until 31 August of the academic year in which it was purchased, regardless of the date of purchase, the duration or the frequency of use.

3.2. A solidarity-based half-price fare of €45 is available to pass holders whose legal guardians have a Family Quotient (QF) of 800 € or less.

The Family Quotient (QF) is assessed in the month of subscription, or in one of the three months preceding subscription.

Holders whose legal guardians do not receive benefits from the CAF, MSA or Monaco's social security funds, but who can prove that their resources are equivalent to a CAF Family Quotient (QF) of 800€ or less, are also eligible for the solidarity fare.

This equivalence will be calculated using the CAF's method, taking into account the taxable income for the year N-1 and the number of shares as defined by the CAF.

The applicant must provide their latest notification.

Recipients of the Allocation d'éducation de l'enfant handicapé (AEEH, Education Allowance for Children with Disabilities) are also eligible for the solidarity-based pricing scheme, upon presentation of proof of receipt.

3.3. Families with at least three children who hold a PASS ZOU ! Études subscription purchased at full price are offered a refund of €45 for the third child and any subsequent children.

This provision requires the submission of an application accompanied by supporting documents. The application, accompanied by supporting documents (at a minimum, proof of payment from the CAF, MSA or Monaco's social security funds, stating the name of the legal representative and the children, plus proof of payment for the three subscriptions), must be submitted from 1 November and no later than 31 May of the current school year. If the application is accepted, payment will be made in a single instalment at the end of the relevant school year.

3.4. The existing free travel on the ZOU ! network for children under 4 does not apply to the PASS ZOU ! Études.

4. PAYMENT FOR THE PASS ZOU ! ÉTUDES

4.1. Cash payment

The PASS ZOU ! Études is payable online, annually, by credit card, e-card or prepaid card.

The full amount must be paid in full upon subscription on the website zou.maregionsud.fr.

If payment via the internet is not possible, online subscription will not be available. In this case, the holder must visit a sales point in the ZOU ! network (see the terms and conditions set out in Article 2.2.).

For subscriptions taken out at a sales point, the PASS ZOU ! Études can be paid for by credit card, bank cheque or in cash.

If paying by cheque, a single cheque must accompany each subscription application. It is cashed upon receipt.

4.2. Payment in 3 instalments

For any online subscription completed before 30 September of the current academic year, when paying the subscription fee online by credit card, the payer may choose to pay in three instalments if they wish.

Amounts and dates of direct debits:

- Fee: €90:
 - €30 on the day of subscription (*e.g. 5 July*)
 - €30 on the 10th of the following month (*e.g. 10 August*)
 - €30 on the 10th of the final month (*e.g. 10 September*)
- €45 fee applicable only to families with a QF of 800 € or less:
 - €15 on the day of subscription (*e.g. 5 July*)
 - €15 on the 10th of the following month (*e.g. 10 August*)
 - €15 on the 10th of the final month (*e.g. 10 September*)

If paying in three instalments, the payer must ensure that the credit card's expiry date is not within the next three months. Any change of credit card must be reported (see the "Contacts" section, Article 13). The payer must honour any direct debits that cannot be processed, in accordance with the terms and conditions that will then be communicated to them. Regardless of the registration date or the duration of use, the full amount of the pass must be paid.

In the case of subscription at a sales point, payment in three instalments is not available.

4.3. The payer may be a different person from the holder of the PASS ZOU ! Études.

4.4. A payer may pay for several PASS ZOU ! Études. However, each PASS ZOU ! Études must be paid for separately.

4.5. In the event of a payment issue, the payer must rectify the situation as soon as possible in accordance with the instructions set out in the letter or email sent to them. Failure to comply with these instructions may result in the suspension of the pass. Consequently, if the situation is not rectified within the specified time limit, the pass will be automatically cancelled two months after the payment issue arose. Termination for non-payment obliges the debtor to pay the full amount still due. The debtor remains liable for any costs incurred.

As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a 1-journey ticket or any other ticket in order to travel.

4.6. In the event of an overpayment (payment of the full fare when eligible for the half-fare, multiple payments due to a registration error, mistaken payment for a duplicate pass, etc.), a partial refund will be made to the payer by the end of the school year at the latest, either on the Région's initiative or following a request from the user and a decision by a dedicated committee. Bank details will be requested as a matter of course in order to process this type of refund.

4.7. If the PASS ZOU ! Études half-price pass is paid without valid supporting documentation, the payer will be asked, within two months, to:

- either submit new valid supporting documentation,
- or adjust the payment by paying the difference between the full fare and the half-price fare.

If the payer is unable to rectify the situation, they may request that their application be withdrawn, which will entitle them to a refund no later than the end of the school year.

4.8. As part of event-related initiatives organised by the Région SUD Provence-Alpes-Côte d'Azur, the Région reserves the right to issue a partial or full refund for the Pass ZOU ! Études.

5. TERMS AND CONDITIONS FOR THE PASS ZOU ! ÉTUDES

Please note that this pass is issued in the holder's name and is strictly personal. Under no circumstances may it be lent to another user, on pain of the penalties set out in Article 5-2.

5.1. Use of the PASS ZOU ! Études

As set out in Article 1.5, the PASS ZOU ! Études provides unlimited access to all ZOU ! regional transport networks.

However, the terms of use vary depending on the network:

- **On ZOU ! coach and bus lines and on Chemins de Fer de Provence buses and trains** fitted with ticketing systems, the holder must validate their PASS ZOU ! Études each time they board. If the line is not fitted with a ticketing system, the holder must present their pass to the driver; the driver will carry out a visual check.
Proximité school lines, other than those used for the standard journey specified at the time of registration and shown on the holder's PASS ZOU ! Études, are only available subject to seat availability.
- **On Express lines**, advance online booking via the website zou.maregionsud.fr is strongly recommended.
- **On the Navettes blanches buses**, advance online booking via the website zou.maregionsud.fr is compulsory.
- **On-demand transport services** are not available for journeys between home and school on school days.
- **On the ZOU ! regional train network (excluding the Chemin de fer de Provence)**, the holder must validate their PASS ZOU ! Études before boarding the train, on every journey. If they are travelling on their reference route, as specified when they subscribed to the PASS ZOU ! Études and as shown on their card, validation alone is sufficient. Outside their reference route, the holder must also carry a free ticket, which can be downloaded from the TER SUD website or via the SNCF Assistant app. Please note that it is not possible to obtain a ticket for a service that is closed to sales. Only journeys within the regional territory are permitted under the PASS ZOU ! Études free travel scheme, with the exception of regional trains to and from Ventimiglia and Monaco, which are accessible with the PZE. On board regional trains, the PASS ZOU ! Études is valid in 2nd class only.
- **The ZOU ! COVOIT' service** is available only to holders of the PASS ZOU ! Études aged 18 or over, and subject to the terms and conditions specific to this service.
- Holders of a PASS ZOU ! Études and a **"Scolaire + Mobilité Région" subscription** from the Région Auvergne-Rhône-Alpes may use these subscriptions in combination for inter-regional travel between the Région Provence-Alpes-Côte d'Azur and the Région Auvergne-Rhône-Alpes. The combined use of any other ticket is not permitted. Holders must comply with the terms and conditions specific to each subscription.

For the 2025-2026 academic year, by way of exception:

- Holders of a Pass ZOU ! Études and a “Scolaire + Mobilité Région” subscription of the Région Auvergne-Rhône-Alpes may use these subscriptions in combination on inter-regional rail network lines between the Région Provence-Alpes-Côte d'Azur and the Région Auvergne-Rhône-Alpes.

From 1 January 2026:

- Holders of a ZOU ! Études Pass and one of the LibertiO'Jeunes, FrenquenciO'Jeunes or +=0 fare schemes in the Région Occitanie may use these subscriptions in combination on inter-regional rail lines between the Région Provence-Alpes-Côte d'Azur and the Région Occitanie.

The combined use of any other ticket is not permitted. Holders must comply with the terms and conditions specific to each subscription. For further information, please consult the TER Terms and Conditions for the Région Provence-Alpes-Côte d'Azur.

5.2. Ticket inspections and fare evasion

In all the above cases, the holder must be able to present their ticket to the ticket inspector so that the inspector can verify its validity.

If there is any doubt as to the passenger's identity during a ticket inspection, proof of identity may be requested.

Failure to validate a ticket, failure to present a ticket, or the unauthorised use of the ticket (forgery of the ticket, possession of another person's named ticket, possession of an expired ticket) observed during a ticket inspection will result in the ticket holder and/or the fraudster being liable to pay a fixed penalty in accordance with the regulations in force, in addition to any penalties provided for in the passenger regulations of the network used.

In the event of fraud involving the use of the PASS ZOU ! Études, the PASS ZOU ! Études will be confiscated by the ticket inspector, suspended, and the holder will be required to order a replacement for €10.

This is why, in the event of the card being lost or stolen, the holder must immediately apply for a replacement at the current rate.

The Région may issue a replacement free of charge in the event of a proven theft, upon presentation of a copy of the receipt confirming that a report has been filed with the police or gendarmerie.

In the event of repeated fraud on these grounds (lending their PASS ZOU ! Études to another user), the PASS ZOU ! Études may be cancelled automatically by the Région without any refund.

Any person who continues to use their ticket unlawfully is liable to criminal prosecution.

6. CHANGES TO THE ROUTE DURING THE VALIDITY PERIOD OF THE PASS

Changes to the standard route covered by the PASS ZOU ! Études are possible throughout the subscription period, provided that the terms set out in these terms and conditions are complied with. Depending on the nature of the requested change, the user may be required to pay for a replacement ticket at the current rate (Article 8).

7. AMENDMENTS TO THE TERMS AND CONDITIONS

The Région reserves the right to amend these terms and conditions of the PASS ZOU ! Études. The holder will then be notified of any contractual amendments at least thirty (30) days before the amendment takes effect.

8. ISSUE OF A REPLACEMENT

8.1. A request for a replacement must be made on the website zou.maregionsud.fr or at a point of sale within the ZOU ! road network authorised to sell the PASS ZOU ! Études.

In the event of loss, theft or damage, the fee is set at 10 euros. The request for a replacement must be made as soon as possible.

In the event of a confirmed technical fault with the card, a replacement will be issued free of charge, provided that the card is returned for verification in accordance with the procedures set out on the website or at a point of sale.

A card that has been damaged, whether intentionally or not (twisting, bending, exposure to moisture, etc.), will be subject to a charge for a replacement if it malfunctions or if it can no longer identify the holder or their reference journey.

8.2. The replacement card will be sent by post to the holder within a minimum of fifteen (15) working days from the date of receipt of the replacement request. Pending receipt of the replacement card, the holder must present the temporary document issued to them following payment, where applicable.

9. SUSPENSION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE PAYER OR THE HOLDER

There are no grounds on which the holder or the payer may request the suspension of the PZE.

10. TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE PAYER OR THE HOLDER

The PASS ZOU ! Études may be terminated at the initiative of the payer or the holder.

However, termination of the pass does not entitle the holder to any refund, except in the cases set out below:

- A change of address or educational institution rendering the PASS ZOU ! Études unusable. *The change must take place within a maximum of 30 days after 1 September of the current academic year or 30 days after the date of registration for the PASS ZOU ! Études if this is after 1 September.*
- Holder deceased.
- Non-use of the PASS ZOU ! Études for more than 90 days due to health reasons.
- Transport network error: the planned journey falls under the jurisdiction of another Transport Authority.
- Changes to transport services rendering the PASS ZOU ! Études unusable or unsuitable for more than 90 days.

- Other unidentified cases resulting from an error in the registration system, where applicable, following a decision by a dedicated committee.

The holder or payer will be asked to attach documents to their refund application proving that one of the cases described above applies.

The refund is final and results in the cancellation of the PASS ZOU ! Études for the current academic year. Once the PASS ZOU ! Études has been cancelled, it will not be possible to take out a new subscription for the same academic year.

The procedures for applying for a refund and the supporting documents to be provided are set out on the website zou.maregionsud.fr.

11. SUSPENSION AND TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE RÉGION'S INITIATIVE

The PASS ZOU ! Études may, without prejudice to any claim for damages or legal action, be suspended and/or terminated automatically in accordance with the circumstances listed in sections 11.1, 11.2 and 11.3 below.

11.1. In the event of a payment default, the contract may be suspended and/or terminated in accordance with the terms set out in clause 4.5.

11.2. In the event of fraud in the use of the PASS ZOU ! Études, the contract may be suspended and/or terminated in accordance with the terms set out in clause 5.2.

11.3. In the event of proven fraud in the preparation of the application for the pass, in particular false declarations or the falsification of documents provided, whether by the holder or the Payer, the contract shall be terminated automatically by the Région. No refund shall be made.

11.4. The Région shall notify the suspension or termination by email sent to the most recent "contact" address provided in the application.

11.5. Termination results in a ban on the use of the PASS ZOU ! Études across all ZOU ! regional networks, as well as the inability to take out a new subscription during the current academic year. As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a 1-journey ticket or any other ticket in order to travel.

12. LIABILITY OF THE PAYER AND THE HOLDER

12.1. These terms and conditions apply to both the payer and the holder of the PASS ZOU ! Études.

12.2. By subscribing to the PASS ZOU ! Études, the holder and the payer acknowledge that they have read and accepted these terms and conditions. In the event of any amendments, these will be

incorporated directly into the terms and conditions and published by any appropriate means so that the holder and the payer may take note of them.

The holder and the payer are responsible for the accuracy and completeness of the information they provide in the application.

13. CONTACT

By email, via the contact form on the ZOU ! portal

By telephone, via the PASS ZOU ! Études Customer service: 04 86 88 50 50

At a ZOU ! sales point (list available on the website)

14. CLAIMS

The holder and/or payer of a PASS ZOU ! Études may lodge any complaint regarding the terms and conditions of the pass:

- On the ZOU ! website via the contact form
- By telephone to the PASS ZOU ! Études Customer service team: 04 86 88 50 50

Such a complaint must be lodged within two (2) months of the date of the events giving rise to the complaint. In the event of a justified complaint, the customer's situation will be rectified as soon as possible, with both parties endeavouring, in all circumstances, to reach an amicable solution in the event of a dispute.

15. REFERRAL TO THE MÉDIATEUR

Any user in disagreement with the regional administration may refer the matter to the Médiateur (Ombudsman) to resolve the dispute amicably. The Région's Médiateur intervenes only in matters falling within the Région's remit.

Any official request for mediation must be made in writing (letter or email), addressed specifically to Monsieur le Médiateur.

By post:

Monsieur le Médiateur de la Région Provence-Alpes-Côte d'Azur

Hôtel de Région

27, place Jules Guesde

13481 Marseille Cedex 20

By email: missionmediation@maregionsud.fr

16. PROTECTION OF PERSONAL DATA

The subscriber is informed that the personal data processed in connection with their subscription, obtained from the subscription form, an online application or a telephone enquiry, is subject to computerised processing under the responsibility of the Région (data controller). The purpose of processing this data (surname, first name, postal address, email address, telephone number, photograph) is to manage the annual subscriber base, under the supervision of the Data Protection Officer (DPO). Digital data and physical documents will be retained for twenty-four (24) months following the date of termination of the Subscription.

Holders of the PASS ZOU ! Études are also informed that the provision of the data requested at the time of registration is a condition of access to the said PASS and that failure to provide this information will prevent the Beneficiary from accessing it.

This information will not be used for commercial purposes and will only be disclosed to the competent authorities should they make a request for it. In any event, this data remains strictly confidential and will not be transferred outside the European Union.

In accordance with the applicable regulations on personal data, the holder of the PASS ZOU ! Études has the right to access, rectify, object to, restrict the processing of, erase and transfer their data, which they may exercise by contacting the Data Protection Officer for the Région Provence-Alpes-Côte d'Azur, by post at the following address: 27 place Jules Guesde, 13481 Marseille Cedex 20, or by email to: dpd@maregionsud.fr.

For further information, please visit the following webpage:

<https://www.maregionsud.fr/en/mentions-legales/mentions-generales-sur-la-protection-des-donn%C3%A9es.html>

17. COMMENCEMENT OF EFFECT

These terms and conditions were adopted on 26 June 2026 and shall come into force on 1 July 2026 for the PASS ZOU ! Études issued for the 2025-2026 academic year.

TERMS AND CONDITIONS OF THE PASS ZOU ! ÉTUDES for the 2026-2027 academic year

PREAMBLE

The purpose of these Terms and Conditions is to set out the conditions of access to the PASS ZOU ! Études and the rules governing its use.

Subscription to and use of the PASS ZOU ! Études constitute acceptance of these Terms and Conditions by the holder and the payer, if the payer is a different person from the holder.

- The term “**Holder**” specifically refers to the person whose photograph and identity appear on the PASS ZOU ! Études, of which they are the user.
- The term “**Payer**” refers to the individual who pays for the PASS ZOU ! Études.
- The term “**PASS ZOU ! Études**” constitutes a contract between the holder and the ZOU ! transport network . It consists of the ticket of the same name.
- The term “**Online Account Holder**” refers to the person who holds and controls the user account.

The PASS ZOU ! may be issued to several categories of users falling under **distinct legal frameworks**.

To ensure clarity and consistency, for each of the following paragraphs, the applicable provisions are organised into three sub-sections:

1. Provisions common to all beneficiaries

These provisions are common to all holders of the PASS ZOU ! Études, regardless of their eligibility category.

2. Provisions applicable to pupils covered by regulated school transport

These provisions apply to pupils enrolled under the regional school transport regulations, falling within the remit of the Régions’ school transport responsibilities as defined in Article L3111-7 of the Transport Code, and using the inter-city bus routes of the ZOU ! Proximité or ZOU ! Express network, where applicable.

3. Provisions applicable to other holders of the PASS ZOU ! Études

These provisions apply to:

- students,
- apprentices,
- vocational training trainees,
- students on health and social care courses,
- civic service volunteers,

- and pupils from nursery school to A-levels travelling for leisure purposes, or on the ZOU ! regional train, or for school journeys on the ZOU ! network's bus routes

If a paragraph does not contain any specific rules applicable to a particular type of beneficiary, then the general provisions common to all beneficiaries shall apply.

In the event of any discrepancy or contradiction between the provisions common to all beneficiaries and the specific provisions applicable to a particular type of user, the specific provisions shall take precedence.

1. DESCRIPTION OF THE PASS ZOU ! ÉTUDES

1.1 : Provisions common to all beneficiaries

- The PASS ZOU ! Études is strictly personal. A user may only hold one PASS ZOU ! Études per school year.
- The PASS ZOU ! Études is valid from 1 September of year N to 31 August of year N+1, thus corresponding to one school year. Regardless of the date of purchase, it automatically expires on 31 August of the current academic year.
- The PASS ZOU ! Études is a transport contract loaded onto a smart card, which serves as the ticket.
- The PASS ZOU ! Études provides unlimited access to all ZOU ! regional transport networks in accordance with the conditions set out in Article 5.

1.2: Provisions applicable to pupils covered by regulated school transport

The PASS ZOU ! Études is reserved for users who meet all four (4) of the following conditions:

- **Be aged over 3 and under 26.** The age of 3 is determined as at 31 December of the current school year. The age of 26 is assessed as at 1 September of the current academic year for registrations made before 1 September, and as at the date of registration for registrations made after 1 September. The free travel for children under 4 included in the ZOU ! fare structure does not apply to the PASS ZOU ! Études.
- **Be a pupil** for the current school year **at a school in the Région Provence-Alpes-Côte d'Azur**, or in a town served by a bus line on the ZOU ! network (a list of which is available on the ZOU ! website: <http://www.zou.maregionsud.fr/en/>).
- **Be resident in the Région Provence-Alpes-Côte d'Azur, more than 3 km from the school.** The distance between home and school is calculated based on the shortest road route as indicated on the website www.geoportail.gouv.fr.
- **To travel from home to school on a route not covered by the territorial jurisdiction of a non-regional transport authority**, or, by way of exception, to travel from home to school within a community of municipalities acting as a transport authority where the relevant school transport route exists and is organised by the Région. This route is determined by selecting an origin stop* and a destination stop corresponding to the institution from the list provided at the time of registration (see Article 2: Subscription to the PASS ZOU ! Études).

*If the desired destination stop is not listed on the application form, this means that:

- Either there is no school transport service available between the home and the school. In this case, the pupil may, if they meet the eligibility criteria, apply for a flat-rate allowance. They may also sign up for a PASS ZOU ! Études non-school PASS.
- Or the bus stop does not exist or is unavailable. In this case, the pupil is asked to register at the nearest stop. Please note that the stop specified at the time of registration must be the one actually used. Furthermore, in cases of shared custody, the pupil is eligible for the PASS ZOU ! Études provided that one of the two journeys between home and school made as part of the shared custody arrangement corresponds to an existing transport option.

1.3 Provisions applicable to other recipients of the PASS ZOU ! Études

The PASS ZOU ! Études is also reserved for users who meet all four (4) of the following conditions:

- **Be aged over 3 and under 26.** The age of 3 is determined as at 31 December of the current school year. The age of 26 is assessed as at 1 September of the current academic year for registrations made before 1 September, and as at the date of registration for registrations made after 1 September. The free travel for children under 4 included in the ZOU ! fare structure does not apply to the PASS ZOU ! Études.
- **Have the status of a pupil, student, vocational trainee or civic service volunteer** for all or part of the current academic year. Short-term courses (lasting less than one month) are not eligible.
- **Be enrolled at an educational establishment**, or on a work-study programme at a training centre or an institution providing distance learning, in **France**, Monaco or Ventimiglia.
- Enter their usual route, known as the “**reference route**”, which must be located entirely within the Région Provence-Alpes-Côte d’Azur, or on an existing bus line on the ZOU ! Network that goes beyond it.

2. SUBSCRIPTION TO THE PASS ZOU ! ÉTUDES

The PASS ZOU ! Études can be purchased on the website www.zou.maregionsud.fr/en/ by all those eligible for the PASS ZOU ! Études.

It is also possible to sign up:

- By post for pupils eligible for regulated school transport
- At an authorised BUS ZOU ! sales point, with a complete application pack; for all other PASS ZOU ! Études holders.

Online subscription is recommended as it guarantees faster processing times.

2.1. Online subscription to the PASS ZOU ! Études for all eligible users

Subscription or renewal involves creating a personal account which allows you to manage the PASS ZOU ! Études online (data from previous years is not retained).

When registering, the online account holder must:

- 1 Complete the online form.
- 2 Specify the PASS holder's reference route.
- 3 Upload a recent photograph that allows the holder to be identified (35 x 45 mm, full-face view, plain background, in good condition).
- 4 If the holder is not covered by regulated transport, provide the required documents, namely:
An identity document proving their date of birth (or a copy of the family record book, or an extract from the birth certificate, or any other document issued by an official authority).
Proof* of enrolment in education or training, at least part of which takes place between 1 September N and 31 August N+1.
- 5 If the holder or their legal guardians are eligible for the reduced fare of €45, provide the supporting documents relevant to their situation (see Article 3.4: Eligibility criteria for the reduced fare).
- 6 Pay the annual fee corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.

** The following documents are acceptable: certificate of enrolment, training certificate, proof of payment of university tuition fees, letter of acceptance from the institution, results for year N stating progression to year N+1, student card, apprenticeship contract, civic service contract.*

2.1.1. Subscription period

The start date for the online registration period is specified on the ZOU ! website zou.maregionsud.fr/en/, before the summer school holidays for the following academic year.

Online registration for the PASS ZOU ! Études is open until 31 May of the current academic year, unless exceptional measures are introduced, in which case this will be announced on the ZOU ! website. After this date, no new applications for the current academic year will be accepted.

2.1.2. Assessment and approval of the application

2.1.2.1 : Provisions applicable to all beneficiaries

The application will be automatically approved if all the required criteria are met.

In the event of missing documents or discrepancies regarding the transport arrangements, the application will be subject to approval by the regional services.

If the application is not approved by the regional services, the holder or their legal representative will be invited by email to rectify the application or will be informed that their application has been rejected. If the application is not rectified within two months of the request being made to the user, the application will be deemed to have been refused.

Payment may only be made once the application has been approved (either automatically online or following review by the regional services).

2.1.2.2 : Provisions applicable to pupils covered by regulated school transport

Verification of school attendance will be carried out by the regional services during the school year via the educational establishment.

2.1.2.3 : Provisions applicable to other holders of the PASS ZOU ! Études

The eligibility of the PASS ZOU ! Études application will be verified against the supporting documents submitted.

2.1.3. Issue of the pass

Once the application has been approved, the holder will be able to download, where applicable, a payment receipt from their personal online account, as well as a provisional ticket valid for 15 days, allowing them to travel whilst awaiting receipt of their Pass. As a guide, it takes fifteen (15) days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The Pass can only be sent by post within France and to Monaco. The tracking number is sent to the holder by email as soon as the card is posted.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the replacement Pass, the holder must be in compliance with the following:

- I. By using their provisional ticket
- II. Or by purchasing valid tickets (these are non-refundable after the journey)

2.2. Subscription by post (for pupils eligible for regulated school transport only)

When subscribing, the holder must:

1. Complete the paper form, indicating their reference route (home to school), and specifying their origin stop*.
2. Provide a recent passport-sized photograph, 35 x 45 mm, taken from the front against a plain background, in good condition, and clearly showing the holder's identity.
3. Where applicable, provide a payment certificate from the CAF, the MSA or the Social Security Funds of Monaco stating the Family Quotient (QF) for the current month or previous months (up to a maximum of the last three months), as well as the holder's full name.
4. Provide a cheque for the amount corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.

* - If there is no school transport service available between the pupil's home and the school, the pupil may, provided they meet the eligibility criteria, apply for a flat-rate allowance. They may also sign up for a PASS ZOU ! Études non-school PASS.

- If the requested stop does not exist or is unavailable, the pupil is asked to register at the nearest stop. Please note that the stop specified at the time of registration must be the one actually used.

Furthermore, in cases of shared custody, the pupil is eligible for the PASS ZOU ! Études provided that one of the two journeys between home and school made as part of the shared custody arrangement corresponds to an existing transport option.

2.2.1. Subscription period

The application period for postal applications is the same as for online applications (see Article 2.1.1).

2.2.2. Assessment and approval of the application

The regional offices will check that the application for PASS ZOU ! Études is admissible, based on the application form and the supporting documents submitted.

2.2.3. Issue of the pass

Once the application and payment have been approved, a provisional pass valid for 15 days may be issued to the user by the regional services, enabling them to travel whilst awaiting receipt of their Pass. As a guide, it takes 15 days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of registration. The Pass can only be sent by post within France and to Monaco. The tracking number is available to the holder on request, via ZOU ! customer service.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement card may be issued upon presentation of the claim receipt from La Poste.

To travel whilst awaiting receipt of the replacement Pass, the holder must be in compliance with the following:

- I. By using their provisional ticket
- II. Or by purchasing valid tickets (these are non-refundable after the journey)

2.3 Subscription at a BUS ZOU ! sales point authorised to sell a PASS ZOU ! Études, exclusively for other PASS ZOU ! Études holders

When subscribing, the holder must:

1. Complete the paper form, specifying their usual route – known as the “reference route” – which must be entirely within the Région Provence-Alpes-Côte d’Azur, or on an existing bus line on the ZOU ! Network that goes beyond it.
2. Provide a recent passport-sized photograph, 35 x 45 mm, taken from the front against a plain background, in good condition, and clearly showing the holder’s identity.
3. Attach proof of identity showing their date of birth (or a copy of the family record book, or an extract from the birth certificate, or any other document issued by an official authority).
4. Provide proof* of enrolment in education or training, at least part of which takes place between 1 September N and 31 August N+1.
5. If the account holder or their legal guardians are eligible for the reduced rate of €45, provide supporting documentation.
6. Pay the annual fee corresponding to their circumstances. The rates and terms and conditions are set out in Article 3.

** The following documents are acceptable: certificate of enrolment, training certificate, proof of payment of university tuition fees, letter of acceptance from the institution, results for year N stating progression to year N+1, student card, apprenticeship contract, civic service contract.*

2.3.1. Subscription period

The start date for the in-person subscription period is specified on the ZOU ! <https://zou.maregionsud.fr/en/> website before the summer school holidays for the following academic year.

Online registration for the BUS ZOU ! Études is open until 31 May of the current academic year, unless exceptional measures are introduced, in which case this will be announced on the ZOU ! website. After this date, no new applications for the current academic year will be accepted.

2.3.2. Assessment and approval of the application

The eligibility of the PASS ZOU ! Études application will be verified **at a BUS ZOU ! sales point** against the supporting documents submitted.

2.3.3. Issue of the pass

Once the application has been approved, the ticket office staff member **of the BUS ZOU ! sales point** will issue the holder with a provisional ticket valid for fifteen (15) days, allowing them to travel whilst awaiting receipt of their Pass. As a guide, it takes fifteen (15) days for the ticket to be posted. Passengers are strongly advised to apply for their ticket well in advance.

The ticket is sent by post, as a tracked letter, to the address provided at the time of subscription. The Pass can only be sent by post within France and to Monaco. The tracking number is available to the holder via ZOU ! customer service.

If the card is not received, once the tracking number has been generated, the Région cannot be held liable. The holder must lodge a claim with La Poste.

A free replacement may be issued subject to the conditions set out in Article 7.1.

To travel whilst awaiting receipt of the replacement, the holder must comply with the following:

- I. By using their provisional ticket
- II. Or by purchasing valid tickets (these are non-refundable)

3. PASS ZOU ! ÉTUDES PRICE

3.1. The price of the PASS ZOU ! Études is €90.

This price is fixed for the duration of the pass, i.e. until 31 August of the academic year in which it was purchased, regardless of the date of purchase, the duration or the frequency of use.

3.2. A reduced rate of €45 is available; the eligibility criteria are set out in Article 3.4 below.

The Family Quotient (QF) is assessed in the month of subscription, or in one of the three months preceding subscription.

3.3. For any family, including siblings or blended families, with three or more children holding the PASS ZOU ! Études, the third child and any subsequent children are entitled to a reduced rate of €45.

Where the eligibility criteria are met and verified at the time of subscription, the sliding-scale discount is applied automatically. In this case, the reduced rate of €45 is applied directly at the time of purchasing the subscription, without any further formalities for the user.

Where the eligibility criteria cannot be met and verified at the time of subscription – in particular where subscriptions entitling the holder to the refund provided for in the first paragraph of this article are not taken out simultaneously – the sliding-scale discount is not applied automatically. The user may, however, request a refund for the third child and subsequent children, amounting to €45 per eligible subscription. This provision requires the submission of an application accompanied by supporting documents. The application, accompanied by supporting documents (at a minimum, proof of payment from the CAF, MSA or Monaco's social security funds, stating the name of the legal representative and the children, plus proof of payment for the three subscriptions), must be submitted from 1 November and no later than 31 May of the current school year. If the application is accepted, payment will be made in a single instalment at the end of the relevant school year.

Documentary checks may be carried out retrospectively at any time during the school year.

3.4. Eligibility for the reduced fare

The holder or their legal guardians are eligible for the half-price fare of €45 if they fall into one of the categories listed below. For all applications, in addition to the specific supporting documents, the following must also be provided:

- o A copy of a valid photo ID (national identity card, passport, residence permit or driving licence),
- o A recent, full-face, bare-headed, colour passport-sized photograph.

Category	Eligibility criteria	Specific supporting documents to be provided
Recipients of CAF or MSA benefits	Have a CAF, MSA or CSM family quotient of €800 per month or less	If the family quotient cannot be automatically determined at the time of application: A payment certificate from the CAF or MSA issued within the last three months, showing the family quotient and the surname and first name(s) of the holder
Recipient of benefits from the Social Security Funds of Monaco		A payment certificate issued by the CSM, stating the family quotient for the current month or previous months (up to the last three months), as well as the surname and first name(s) of the beneficiary.
Recipient of the AEEH	N/A	A certificate from the CAF issued within the last three months mentioning the Allocation d'Education de l'Enfant Handicapé (AEEH) and the holder's surname and first name(s).
Other applicant	Have a CAF quotient familial (QF) equivalent to €800 per month or less (*)	Latest tax assessment notice.

**For further information on how the quotient familial is calculated, please consult the official pages on the CAF website: [CAF - Calculate your quotient familial](#).*

4. PAYMENT FOR THE PASS ZOU ! ÉTUDES

4.1. Cash payment

The PASS ZOU ! Études can be paid for online, annually, by credit or debit card.

The full amount must be paid in full at the time of subscription on the website zou.maregionsud.fr/en/, except in the specific cases set out in Article 4.2.

If payment via the internet is not possible, online subscription will not be available. In this case, the holder must subscribe by post or at a **BUS ZOU ! sales point** (see the procedures described in Articles 2.2 and 2.3).

In such cases, the PASS ZOU ! Études is payable by bank cheque. A single cheque must accompany each subscription application. It is cashed upon receipt.

4.2. Payment in 3 instalments

For any online subscription completed before 30 September of the current academic year, when paying the subscription fee online by credit card, the payer may choose to pay in three instalments if they wish.

Amounts and dates of direct debits:

I. €90 fee:

- €30 on the day of subscription (e.g. 5 July)
- €30 on the 10th of the following month (e.g. 10 August)
- €30 on the 10th of the final month (e.g. 10 September)

• €45 fee applicable only to families with a quotient familial (QF) of 800 € or less:

- €15 on the day of subscription (e.g. 5 July)
- €15 on the 10th of the following month (e.g. 10 August)
- €15 on the 10th of the final month (e.g. 10 September)

If paying in three instalments, the payer must ensure that the credit card's expiry date is not within the next three months. Any change of credit card must be reported (see the "Contacts" section, Article 12). The payer must honour any direct debits that cannot be processed, in accordance with the terms and conditions that will then be communicated to them. Regardless of the subscription date or the duration of use, the full amount of the pass must be paid.

In the case of a subscription by post, payment in three instalments is not possible.

4.3. The payer may be a different person from the holder of the PASS ZOU ! Études.

4.4. A payer may pay for several PASS ZOU ! Études.

In the event of a payment issue, the payer must rectify the situation as soon as possible in accordance with the instructions set out in the letter or email sent to them. Failure to comply with these instructions may result in the suspension of the pass. If the matter is not rectified, the Pass will be automatically cancelled two months after the incident. Termination for non-payment obliges the debtor to pay the full amount still due. The debtor remains liable for any costs incurred.

As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a 1-journey ticket or any other ticket in order to travel.

4.6. In the event of an incorrect payment (payment of the full fare when eligible for a half-fare ticket, multiple payments due to a registration error, mistaken payment for a duplicate ticket, etc.), a partial refund will be made to the payer.

This refund will be issued no later than the end of the relevant academic year, either on the Région's initiative or following a request made by the user and subject to a decision by a dedicated committee. The refund will be credited exclusively to the bank card used during the online subscription process. For subscriptions made by post or at a service desk, the payer is asked to contact the PASS ZOU ! Études Customer Service team to find out the applicable refund procedures.

4.7. As part of event-related initiatives organised by the Région SUD Provence-Alpes-Côte d'Azur, the Région reserves the right to issue a partial or full refund for the Pass ZOU ! Études. The terms and conditions of participation will be set out in the specific rules for each initiative. These rules are separate from these Terms and Conditions.

5. TERMS AND CONDITIONS FOR THE PASS ZOU ! ÉTUDES

Please note that this pass is issued in the holder's name and is strictly personal. Under no circumstances may it be lent to another user, on pain of the penalties set out in Article 5.2.

5.1. Use of the PASS ZOU ! Études

5.1.1 General provisions applicable to all beneficiaries

As set out in Article 1.5, the PASS ZOU ! Études provides unlimited access to all ZOU ! regional transport networks.

However, the terms of use vary depending on the network:

- I. **On ZOU ! bus lines and the Chemins de Fer de Provence railway line** fitted with ticketing systems, the holder must validate their PASS ZOU ! Études each time they board. If the line is not fitted with a ticketing system, the holder must present their pass to the driver; the driver will carry out a visual check.
- II. **On the ZOU ! regional train network (excluding the Chemins de fer de Provence, hereinafter referred to as CP)**, the holder must validate their PASS ZOU ! Études before boarding the train, on every journey.
If they are travelling on their reference route, as specified when they subscribed to the PASS ZOU ! Études, validation alone is sufficient.

Outside their reference route, the holder must also carry a free ticket, which can be downloaded from the TER SUD website or via the SNCF Assistant app. Please note that it is not possible to obtain a ticket for a service that is closed to sales. The PASS ZOU ! Études allows free travel only on ZOU ! Trains (excluding CP) within the regional area. However, ZOU ! trains (excluding CP) to and from Ventimiglia and Monaco are also accessible with the PASS ZOU ! Études. On board ZOU ! Trains (excluding CP), the PASS ZOU ! Études is valid in 2nd class only.

- III. **Proximité school lines**, other than those used for the standard journey specified at the time of subscription and shown on the holder's PASS ZOU ! Études, are only available subject to seat availability.
- IV. **On Express lines**, advance online booking via the website zou.maregionsud.fr is strongly recommended.
- V. **On the Navettes blanches buses**, advance online booking via the website zou.maregionsud.fr is compulsory.
- VI. **For pupils covered by the regulated transport scheme, on-demand transport services** are not available for journeys between home and school on school days.

- **The ZOU ! COVOIT'** service is available only to holders of the PASS ZOU ! Études aged 18 or over, and subject to the terms and conditions specific to this service.
- **Holders of a ZOU ! Études Pass and one of the LibertiO'Jeunes, FrenquenciO'Jeunes or +=0 fare schemes in the Région Occitanie** may use these subscriptions in combination on inter-regional rail lines between the Région Provence-Alpes-Côte d'Azur and the Région Occitanie.

5.2. Ticket inspections and fare evasion

In all the above cases, the holder must be able to present their ticket to the ticket inspector so that the inspector can verify its validity.

If there is any doubt as to the passenger's identity during a ticket inspection, proof of identity may be requested.

Failure to validate a ticket, failure to present a ticket, or the unauthorised use of the ticket (forgery of the ticket, possession of another person's named ticket, possession of an expired ticket) observed during a ticket inspection will result in the ticket holder and/or the fraudster being liable to pay a fixed penalty in accordance with the regulations in force, in addition to any penalties provided for in the passenger regulations of the network used.

In the event of fraud involving the use of the PASS ZOU ! Études, the PASS ZOU ! Études will be confiscated by the ticket inspector, suspended, and the holder will be required to order a replacement for €10.

This is why, in the event of the card being lost or stolen, the holder must immediately apply for a replacement at the current rate.

In the event of repeated fraud on these grounds (lending their PASS ZOU ! Études to another user), the PASS ZOU ! Études may be cancelled automatically by the Région without any refund.

Any person who continues to use their ticket unlawfully is liable to criminal prosecution.

6. CHANGES TO THE ROUTE DURING THE VALIDITY PERIOD OF THE PASS

Changes to the reference route for the PASS ZOU ! Études can be made at any time during the subscription period. Requests can be made via the contact form on the ZOU ! website. .

7. ISSUE OF A REPLACEMENT

7.1. Requests for a replacement card must be made via the website zou.maregionsud.fr/en/ or at a **BUS ZOU ! sales point** authorised to sell PASS ZOU ! Études.

In the event of loss or if the Pass is confiscated by a ticket inspector, the fee is set at 10 euros. The request for a replacement must be made as soon as possible.

A card that has been damaged, whether intentionally or not (twisting, bending, exposure to moisture, etc.), will be subject to a charge for a replacement of €10 if it malfunctions or if it can no longer identify the holder or their reference journey.

In the event of theft, a replacement card will be issued free of charge, provided that you have supplied the receipt for the report filed with the police or gendarmerie.

If the card has not been delivered by La Poste, a replacement card may be issued free of charge, provided that you supply the receipt for the complaint lodged with La Poste.

In the event of a confirmed technical fault with the card, a replacement will be issued free of charge, provided that the card is returned for verification in accordance with the procedures set out on the ZOU ! website or at a **BUS ZOU ! sales point**.

7.2. The replacement card will be sent by post to the holder within a minimum of fifteen (15) working days from the date of receipt of the replacement request. Pending receipt of the replacement card, the holder must present to any person authorised to carry out inspections the provisional ticket issued to them following payment, where applicable.

8. SUSPENSION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE ONLINE ACCOUNT HOLDER

There are no grounds on which the online account holder may request the suspension of the PASS ZOU ! Études.

9. TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE INITIATIVE OF THE ONLINE ACCOUNT HOLDER

The PASS ZOU ! Études can be cancelled by the online account holder.

However, cancelling the pass does not entitle the holder to a refund, except in the cases set out below:

- 1 A change of address or educational institution rendering the PASS ZOU ! Études unusable. *The change must take place within a maximum of thirty (30) days after 1 September of the current academic year or 30 days after the date of subscription for the PASS ZOU ! Études if this is after 1 September.*
- 2 Holder deceased.
- 3 Non-use of the PASS ZOU ! Études for more than ninety (90) days due to health reasons.
- 4 Transport network error: the planned journey falls under the jurisdiction of another Transport Authority.
- 5 Changes to transport services rendering the PASS ZOU ! Études unusable or unsuitable for more than ninety (90) days.
- 6 Other unidentified cases resulting from an error in the registration system, where applicable, following a decision by a dedicated committee.

The holder or online account holder will be asked to attach documents to their refund application proving that one of the cases described above applies.

The refund is final and results in the cancellation of the PASS ZOU ! Études for the current academic year. Once the PASS ZOU ! Études has been cancelled, it will not be possible to take out a new subscription for the same academic year.

The procedures for applying for a refund and the supporting documents to be provided are set out on the website zou.maregionsud.fr.

10. SUSPENSION AND TERMINATION OF THE PASS ZOU ! ÉTUDES AT THE RÉGION'S INITIATIVE

The PASS ZOU ! Études may, without prejudice to any claim for damages or legal action, be suspended and/or terminated automatically in accordance with the circumstances listed in sections 10.1, 10.2 and 10.3 below.

10.1. In the event of a payment default, the contract may be suspended and/or terminated in accordance with the terms set out in clause 5.

10.2. In the event of fraud in the use of the PASS ZOU ! Études, the contract may be suspended and/or terminated in accordance with the terms set out in clause 5.2.

10.3. In the event of proven fraud in the preparation of the application for the pass, in particular false declarations or the falsification of documents provided, whether by the holder or the payer, the contract shall be terminated automatically by the Région. No refund shall be made.

10.4. The Région shall notify the suspension or termination by email sent to the most recent "contact" address provided in the application.

10.5. Termination results in a ban on the use of the PASS ZOU ! Études across all ZOU ! regional networks, as well as the inability to take out a new subscription during the current academic year. As they will be unable to use their deactivated PASS ZOU ! Études, the holder must purchase a 1-journey ticket or any other ticket in order to travel.

11. LIABILITY OF THE PAYER AND THE HOLDER

11.1. These terms and conditions apply to both the payer and the holder of the PASS ZOU ! Études.

11.2. By subscribing to the PASS ZOU ! Études, the holder and the payer acknowledge that they have read and accepted these terms and conditions. In the event of any amendments, these will be incorporated directly into the terms and conditions and published by any appropriate means so that the holder and the payer may take note of them.

The holder and the payer are responsible for the accuracy and completeness of the information they provide in the application.

12. CONTACT

Any enquiries can be sent:

- On the ZOU ! website via the contact form
- By telephone to the PASS ZOU ! Études Customer service team: 04 86 88 50 50
- In a BUS ZOU ! sales points (list on the ZOU ! website)

13. CLAIMS

The holder and/or online account holder of a PASS ZOU ! Études may lodge any complaint regarding the terms and conditions of the pass:

- On the ZOU ! website via the contact form
- By telephone to the PASS ZOU ! Études Customer service team: 04 86 88 50 50

Such a complaint must be lodged within two (2) months of the date of the events giving rise to the complaint. In the event of a justified complaint, the customer's situation will be rectified as soon as possible, with both parties endeavouring, in all circumstances, to reach an amicable solution in the event of a dispute.

14. REFERRAL TO THE MÉDIATEUR

Any user in disagreement with the regional administration may refer the matter to the Médiateur (Ombudsman) to resolve the dispute amicably. The Région's Médiateur intervenes only in matters falling within the Région's remit.

Any official request for mediation must be made in writing (letter or email), addressed specifically to the Mission de Médiation.

By post:

Mission de Médiation de la Région Provence-Alpes-Côte d'Azur

Hôtel de Région

27, place Jules Guesde
13481 Marseille Cedex 20

By email: missionmediation@maregionsud.fr

15. PROTECTION OF PERSONAL DATA

The subscriber is informed that the personal data processed in connection with their subscription, obtained from the subscription form, an online application or a telephone enquiry, is subject to computerised processing under the responsibility of Sud Mobilités Technologies, hereinafter referred to as SMT (the data controller). The purpose of processing this data (surname, first name, postal address, email address, telephone number, photograph) is to manage the annual subscriber base, under the supervision of the Data Protection Officer (DPO).

Your digital data and physical documents are retained for the duration of your Subscription.

Following termination, they will be retained for a further twelve (12) months for the following purposes: handling any complaints, after-sales service, and marketing activities. Beyond this period, your data is securely archived for a maximum period of ten (10) years. This retention is necessary to defend our interests in the event of a dispute or to comply with our legal obligations (e.g. tax and commercial obligations). During this period, access to this data is strictly limited to authorised personnel and it is used solely for the aforementioned retention purposes.

Holders of the PASS ZOU ! Études are also informed that the provision of the data requested at the time of subscription is a condition of access to the said PASS and that failure to provide this information will prevent the Beneficiary from accessing it.

This information will not be used for commercial purposes and will only be disclosed to the competent authorities should they make a request for it. In any event, this data remains strictly confidential and will not be transferred outside the European Union.

In accordance with the applicable regulations on personal data, the holder of the PASS ZOU ! Études has the right to access, rectify, object to, restrict the processing of, erase and transfer their data, which they may exercise by contacting the Data Protection Officer at DPO SMT, 10 Place de la Joliette. Atrium 10.4. 6^{ème} étage. 13002 MARSEILLE, or by email at: dposmt@sud-mobilites-technologies.fr

For further information, please visit the following webpage:

<https://www.maregionsud.fr/mentions-legales/donnees-personnelles>

16. AMENDMENTS TO THE TERMS AND CONDITIONS

The Région reserves the right to amend these terms and conditions of the PASS ZOU ! Études.

17. COMMENCEMENT OF EFFECT

These terms and conditions were approved on 26 June and will come into force when the registration period for the PASS ZOU ! Études for the 2026-2027 academic year opens.



TERMS AND CONDITIONS OF THE CARTE ZOU ! MALIN AND ZOU ! MALIN 1-JOURNEY TICKETS

ARTICLE I – PURPOSE

These terms and conditions set out, on the basis of the principles described below, the rules to be observed by the parties when using the Carte ZOU ! Malin across the entire regional network.

ARTICLE II – GENERAL PRINCIPLES

The Carte ZOU ! Malin is a discount card that costs €20 and offers a 30% discount on the price of 1-journey tickets for the holder and one companion per journey.

It is valid for 1 year and allows you to purchase tickets at reduced fares on:

- ZOU ! Bus and Train lines (Proximité, Express and Chemins de Fer de Provence networks)
- Rail services to the Occitanie regional network,
- Rail services to the Auvergne-Rhône-Alpes regional network.

ARTICLE III – THE CARTE

The Carte ZOU ! Malin personal card is available in two formats:

- Digital (with the option to print a PDF)
 - QR code ticket (printable PDF, downloadable, sent by email)
 - Paper (credit card receipt format)
- IATA (train ticket format issued at SNCF station ticket offices. The Carte ZOU ! Malin in IATA format is due to be phased out in April 2027.

The card shows: surname, first name, date of birth and expiry date. The card is valid for 1 year.

ARTICLE IV – THE HOLDER

The card is issued in the holder's name, is strictly personal and may only be held by a natural person.

ARTICLE V – PURCHASING THE CARTE

- The card can be purchased entirely online via the following links:
 - The ZOU ! website
 - The SNCF TER SUD Provence-Alpes-Côte d'Azur website
 - Authorised ZOU ! ticket vendors

Once the purchase has been completed, the holder will receive a confirmation email and their card in the form of a QR Code ticket.

They can download their ticket directly to their smartphone or print it out as a PDF.

- Tickets can also be purchased from:

- ZOU ! sales points
- Mobile rail sales teams
- [ZOU ! Train ticket agents](#)

Once the purchase has been made, the recipient will receive a confirmation email. They can download their ticket directly to their smartphone or print it out as a PDF. They can also receive a paper copy of their card (in the format of a credit card receipt).

ARTICLE VI – 1-JOURNEY TICKETS

1-journey tickets for the passenger and one accompanying person (with a 30% discount) may be issued in various formats:

- On the regional train network:
 - QR code ticket (printable PDF, downloadable, sent by email) if purchased on the SNCF TER website or via authorised ZOU ! ticket vendors
 - ISO-standard paper ticket (train ticket format) if purchased from ticket vending machines.
 - Paper ticket (receipt format) in thermal print format if purchased from SNCF ticket offices and mobile sales teams
- On the EXPRESS bus network serving the Provence-Alpes-Côte d'Azur regional network and on the Chemins de Fer de Provence railway line:
 - Paper ticket (credit card receipt format) if purchased on board.
 - Personal Carte ZOU ! if purchased at a ZOU ! sales point or on board buses.

ARTICLE VII – TERMS AND CONDITIONS FOR THE CARD AND 1-JOURNEY TICKETS ON THE REGIONAL NETWORK

- The 1 ZOU ! Malin journey ticket is reserved for holders of a valid Carte ZOU ! Malin discount card. Passengers must be in possession of their valid discount card during the journey and present it upon request during ticket inspections.
- The 1 ZOU ! Malin companion journey ticket allows a passenger travelling with another holder to also benefit from a 30% discount on their ticket. The holder may only travel with one companion per journey. Both passengers must travel together.

If a passenger fails to present their digital card or presents an expired card, they will be considered to be travelling without a valid ticket and must rectify their situation by paying the full fare if they wish to board, in accordance with the terms and conditions in force on the relevant network. No refund will be made retrospectively if a passenger forgets their card.

ARTICLE VIII – REPLACEMENT OF THE CARTE ZOU ! MALIN

- If the Carte ZOU ! MALIN was purchased via:

- the SNCF TER SUD Provence-Alpes-Côte d'Azur website, from mobile sales teams, or from [ZOU ! Train ticket agents](#), the customer may request a replacement card free of charge through the original point of purchase.
- If the Carte ZOU ! MALIN was purchased from a TRAIN ZOU ! sales point, the customer may request a replacement from a TRAIN ZOU ! sales point by providing their surname, first name, date of birth and the file number, which was duly recorded when the card was issued

If the Carte ZOU ! MALIN was issued in IATA format (in the form of a train ticket issued at TRAIN ZOU ! sales points, the distribution of which will cease at the end of April 2027), the customer will not be able to request a replacement.

The provision of duplicates by authorised ZOU ! Ticket vendors remains their responsibility.

ARTICLE IX – REFUND TERMS FOR THE CARTE ZOU ! MALIN

The Carte ZOU ! MALIN is non-refundable.

ARTICLE X – PROTECTION OF PERSONAL DATA

Personal data collected when the Carte ZOU ! MALIN and ZOU ! MALIN train tickets are issued may enable SNCF Voyageurs SA to send commercial and promotional offers by telephone or electronically, provided that the customer has given their consent by ticking the box provided for this purpose on the Carte application form.

The Conseil régional Provence-Alpes-Côte d'Azur (Regional Council) will receive anonymised data from SNCF Voyageurs SA to carry out statistical analyses of the service, establish monitoring indicators and improve its understanding of the customer base using the network.

In accordance with the applicable regulations governing the transfer, collection, storage and security of personal data, and in particular, Law No. 78-17 of 6 January 1978, known as the “Loi informatique et libertés” (as amended), and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, applicable since 25 May 2018, any person, upon providing proof of their identity, may exercise their rights of access, rectification, erasure and objection, as well as their rights to restriction of processing, data portability, and the right not to be subject to an automated individual decision (including profiling), by submitting a request via the [online form](#)

ARTICLE XII – COMPLAINTS

Any complaints, suggestions or enquiries regarding the card's terms and conditions must be addressed to the card distributor.

ARTICLE XVI – GOVERNING LAW – SETTLEMENT OF DISPUTES

These terms and conditions are governed by French law.



For any complaints, suggestions or requests for a refund regarding the Carte ZOU ! MALIN, please contact ZOU ! customer service.

If the card was purchased from one of our ZOU ! MALIN distributors, please contact them directly.

Any dispute relating to the interpretation and/or enforcement of these terms and conditions shall, following any attempt at amicable resolution, be referred to the competent court for adjudication.

TERMS AND CONDITIONS FOR THE USE OF “ZOU ! SOLIDAIRE” DISCOUNT ENTITLEMENTS

ARTICLE I – PURPOSE

These terms and conditions set out, on the basis of the principles described below, the rules to be observed by the parties when using a “ZOU ! Solidaire” discount entitlement valid on Express train and bus lines and on Proximité bus lines in the Région Provence-Alpes-Côte d’Azur.

ARTICLE II – GENERAL PRINCIPLES

The “ZOU ! Solidaire” discount entitlement (also known as a “profile”) takes the form of a free personal smart card loaded with a discount entitlement.

This discount entitlement is valid for one year and is issued, subject to means testing, to two categories of passengers:

- A “ZOU ! Solidaire” profile issued to passengers whose Quotient Familial (CAF QF or equivalent) is between €601 and €800 per month, and to passengers receiving the Allocation de solidarité aux personnes âgées (ASPA),
- A “ZOU ! Solidaire +” profile, issued to users whose Quotient Familial (CAF QF or equivalent) is €600 or less per month, to recipients of the Allocation Adulte Handicapé (AAH) and to children receiving the Allocation d’éducation de l’enfant handicapé (AEEH).

These “ZOU ! Solidaire” and “ZOU ! Solidaire +” profiles entitle holders to purchase tickets from the ZOU ! Solidaire range at the corresponding discount level:

- The “ZOU ! Solidaire” membership tier entitles holders to Solidaire tickets at a 50 per cent discount on the full fare,
- The “ZOU ! Solidaire +” membership entitles holders to Solidaire tickets at a 90 per cent discount on the full fare.

The tickets in the ZOU ! Solidaire range available on the regional network are as follows:

Category	Ticket type	Discount level compared to the equivalent standard ticket	Lines on which these tickets are available
One-off tickets	1 ZOU ! Solidaire journey ticket	50%	Express and Proximité networks
	ZOU ! Solidaire 10-ticket pack	50%	
	1 ZOU ! Solidaire + journey ticket	90%	
	ZOU ! Solidaire + 10-ticket pack	90%	
	1 ZOU ! Solidaire Ages 4-11 journey ticket	75%	Express network
	1 ZOU ! Solidaire + Ages 4-11 journey ticket	95%	Express network
Subscriptions	ZOU ! Solidaire Flex Monthly (10, 20 or 30 journeys)	50%	Express and Proximité networks
	ZOU ! Solidaire Monthly	50%	
	ZOU ! Solidaire Yearly	50%	
	ZOU ! Solidaire + Flex Monthly (10, 20 or 30 journeys)	90%	
	ZOU ! Solidaire + Monthly	90%	
	ZOU ! Solidaire + Yearly	90%	

These tickets are issued either as a download onto the personal Carte ZOU !, which contains the entitlement to a discount.

ARTICLE III – THE CARTE

The personal travel card bears, amongst other details, the holder's surname, first name, photograph and the card's expiry date. The card is also loaded with, amongst other details, the type of Solidaire profile and its start and end dates of validity.

ARTICLE IV – THE HOLDER

The card is issued in the holder's name, is strictly personal and may only be held by a natural person.

ARTICLE V – SUBSCRIPTION TO THE AGREEMENT

Subscription to the Solidaire scheme can be completed entirely online via the ZOU ! website. This is subject to the provision of the information requested below.

5.1 For recipients of CAF, MSA or CSM benefits, and recipients of ASPA, AAH or AEEH benefits.

The applicant or the applicant's legal representative must provide the following documents:

- A photocopy of a valid photo ID (national identity card, passport, residence permit or driving licence),
- A recent, full-face, bare-headed, colour passport-sized photograph,
- A certificate, which may be:
 - o Either a payment statement from the CAF, MSA or Caisse Sociale de Monaco issued within the last 3 months, showing the family quotient and the applicant's name,
 - o Or a payment statement from the pension fund issued within the last 3 months mentioning the Allocation de Solidarité aux Personnes Âgées (ASPA) and the beneficiary's name,
 - o Or a certificate issued within the last 3 months stating the Allocation Adultes Handicapés (AAH), the Allocation d'éducation de l'enfant handicapé (AEEH) and the beneficiary's name.

5.2 Other cases

Other applicants (excluding recipients of CAF, MSA, CSM, ASPA, AAH or AEEH) with a CAF Family Quotient equivalent to €800 per month or less may apply for a "ZOU ! Solidaire" or "ZOU ! Solidaire +" profile. The Région Provence-Alpes-Côte d'Azur's services will calculate the Quotient Familial using the CAF's calculation method, taking into account the taxable income for the previous year (N-1) and the number of CAF shares.

The applicant or the applicant's legal representative must provide the following documents:

- A photocopy of a valid photo ID (national identity card, passport, residence permit or driving licence),
- A recent, full-face, bare-headed, colour passport-sized photograph,
- Latest tax assessment notice*

*If the applicant has no income, they may provide a certified certificate of financial support from an approved support organisation (form to be requested from ZOU ! Solidaire customer service).

Subscription can also be done by post. The documents to be submitted can be downloaded from the ZOU ! website. In addition to the documents listed above, the applicant must provide the membership form and send everything to the following address:

ZOU ! SOLIDAIRE
TSA 91358
13591 AIX-EN-PROVENCE CEDEX 3

Guidelines for the passport photograph to be provided when applying by post: dimensions 3.5 cm wide by 4.5 cm high, with the surname and first name written on the back. Black-and-white or colour photocopies, as well as laser-printed photographs, photographs that have already been used, or those with perforations, are not accepted.

Once the application has been assessed and approved, a personalised smart card loaded with the "ZOU ! Solidaire" or "ZOU ! Solidaire +" profile will be sent to the beneficiary's home address.

ARTICLE VI – TERMS OF USE ON THE REGIONAL NETWORK

In accordance with current regulations, passengers must hold a valid ticket.

The beneficiary may purchase tickets from the ZOU ! Solidaire range for which they are eligible (tickets with a 50% discount if they have a Solidaire profile, or tickets with a 90% discount if they have a Solidaire + profile).

To travel in accordance with the rules, the beneficiary must hold a valid ticket and must be able to provide proof of a valid “ZOU ! Solidaire” discount profile. They must therefore travel in possession of their personal smart card bearing the “ZOU ! Solidaire” or “ZOU ! Solidaire +” profile.

Proof of identity may also be requested during on-board inspections. If the card does not match the holder’s identity, it will be withdrawn immediately and the contract will be terminated in accordance with the provisions of Article XV of these terms and conditions.

In the event that the user forgets their personal smart card, presents a ticket that does not correspond to the tickets for which they are eligible (e.g., travelling with a ticket offering a 90% discount when the user holds a “Solidaire” profile rather than a “Solidaire +” profile), or if a valid ticket is not presented, the Beneficiary shall be deemed to be travelling without a valid ticket and their situation shall be rectified in accordance with the procedures in force on the relevant network.

ARTICLE VII – CONDITIONS OF CARD HOLDING

The holder is responsible for the use and safekeeping of the card. Any misuse or fraudulent use of the card attributable to the holder will result in the holder being held liable and subject to the penalties provided for by law. The holder may have their card withdrawn immediately and the contract will be terminated in accordance with the terms of Article XV of these terms and conditions.

ARTICLE VIII – CARD REPLACEMENT

Requests for a replacement card may be made online or by post in the same way as for an initial application for a PASS ZOU ! Solidaire, as set out in Article V of these terms and conditions.

In the event of the loss, theft or damage of a card containing a ZOU ! Solidaire profile, a fee of €10 will be charged for the replacement of the card and profile. The beneficiary must first pay the cost of the replacement card, then submit their request via the dedicated form, attaching proof of payment, within 10 calendar days of payment.

In the event of a fault with the travel card, it must be examined at a ticket office at a railway station or coach station in Toulon, and the beneficiary will be issued with a certificate confirming the card is faulty, where applicable. The replacement of the card is then free of charge. Proof of the card’s fault must be attached to the duplicate request form.

ARTICLE IX – RENEWAL OF THE ZOU ! SOLIDAIRE ENTITLEMENT

A user holding a valid PASS ZOU ! Solidaire may not submit a new application for a pass, or an application to change their pass, even if their personal circumstances change during the pass’s validity period (e.g. a change in the family quotient).

Only an application to renew the entitlement is permitted, no earlier than two months before the entitlement expires. Upon renewal, a new “ZOU ! Solidaire” or “ZOU ! Solidaire +” profile is assigned to the user, depending on their personal circumstances at the time of their renewal application.

ARTICLE X – REFUND TERMS AND CONDITIONS

The terms and conditions and grounds for refunds on tickets are set out in Article 7 of the Terms and Conditions of the ZOU ! regional transport network (excluding ZOU ! Trains) and in Article 3 of the Terms and Conditions for ZOU ! Train tickets.

ARTICLE XI – PROTECTION OF PERSONAL DATA

In accordance with the applicable regulations governing the transfer, collection, storage and security of personal data, and in particular, Law No. 78-17 of 6 January 1978, known as the “Loi informatique et libertés” (as amended), and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, applicable since 25 May 2018, any person, upon providing proof of their identity, may exercise their rights of access, rectification, erasure and objection, as well as their rights to restriction of processing, data portability, and the right not to be subject to an automated individual decision (including profiling), by submitting a request by email to: dposmt@sud-mobilités-technologies.fr or by post to the following address:

DPO SMT
10 PLACE DE LA JOLIETTE ATRIUM 10.4 6EME ETAGE
13002 MARSEILLE

ARTICLE XII – COMPLAINTS

Any complaints, suggestions or enquiries regarding the card’s terms and conditions should be addressed to:

- to the address specified in Article V of this document
- by telephone on 0486885050
- or via the contact form on the ZOU ! website

ARTICLE XIII – TERM OF THE SUBSCRIPTION AGREEMENT

The discount entitlement is valid for one year from the date the application is accepted. The subscription agreement comes into effect on the date the application is accepted and ends at the end of the validity period of the “ZOU ! Solidaire” or “ZOU ! Solidaire +” profile. Upon expiry, the subscription agreement may be renewed at the beneficiary’s request, subject to the Région continuing to offer the scheme.

ARTICLE XIV – TERMINATION OF THE SUBSCRIPTION AGREEMENT AT THE BENEFICIARY’S INITIATIVE

The beneficiary may terminate their membership of the contract at any time and without providing any justification, by returning their card to the postal address specified in Article V of these terms and conditions. Termination takes effect on the date the card is returned and does not give rise to any refund.

ARTICLE XV – TERMINATION OF THE SUBSCRIPTION AGREEMENT AT THE INITIATIVE OF SUD MOBILITÉS TECHNOLOGIES (HEREINAFTER “SMT”).

The subscription agreement shall be terminated automatically by SMT, without any compensation or refund, on the following grounds:

- In the event of proven fraud during the completion of the application for the “ZOU ! Solidaire” or “ZOU ! Solidaire +” profile, in particular false declarations or falsification of the documents provided.
- In the event of proven fraud during the use of a card.
- In the event of non-compliance with the internal regulations in force on the regional network.

Termination shall be notified by registered letter with acknowledgement of receipt sent to the address declared by the Beneficiary.

Tickets in the Solidaire range shall therefore no longer be valid and shall not be eligible for a refund. The holder must then comply with any instruction issued by SMT, in whatever form, to return the card. The card may also be withdrawn by authorised staff. The holder must wait until the end of the initial term of the subscription agreement before taking out a new ZOU ! Solidaire contract.

ARTICLE XVI – GOVERNING LAW – SETTLEMENT OF DISPUTES

These terms and conditions are governed by French law.

Any dispute relating to the interpretation and/or enforcement of these terms and conditions shall, following any attempt at amicable resolution, be referred to the competent court for adjudication.

ARTICLE XVI – COMMENCEMENT OF EFFECT

These terms and conditions for discount entitlements were amended and approved on 26 June 2026 and came into force on 1 July 2026.

TERMS AND CONDITIONS FOR THE “ZOU ! SÛRETÉ”

ARTICLE I – PURPOSE

These T&Cs set out, on the basis of the principles described below, the rules to be observed by the parties when using a “ZOU ! Sûreté” on Express train and bus lines and on Proximité bus lines in the Région Provence-Alpes-Côte d’Azur.

ARTICLE II – GENERAL PRINCIPLES

The provision of free home-to-work travel, granted since 2016 to national police officers, gendarmes, customs officers, firefighters, Marseille harbour firefighters, military personnel, active staff of the prison service, Équipes Mobiles Académiques de Sécurité (EMAS), who live and work exclusively in the Région Provence-Alpes-Côte d’Azur, was extended in 2021 to include all leisure journeys for National Police officers, gendarmes, prison staff and customs officers.

ARTICLE III – THE “CARTES”

The personal “ZOU ! Sûreté” takes the form of two free cards in ISO* format:

1 ISO-format card for beneficiaries of home-to-work journeys.

1 ISO-format card for beneficiaries of home-to-work journeys plus the leisure (“loisirs”) extension.

Both cards include: surname, first name, photograph, validity period, reference route (OD) and information channels. The cards are valid for 3 years.

* To use these cards on the EXPRESS and PROXIMITÉ bus lines and the Chemins de Fer de Provence railway line, the holder must load their yearly ZOU ! Sûreté subscription onto a smart card. To do so, they must visit a ticket office operated by the transport network with their ISO-standard card.

ARTICLE IV – THE HOLDER

The card is issued in the holder’s name, is strictly personal and may only be held by a natural person. The holder is only eligible for the scheme corresponding to their profession.

ARTICLE V – SUBSCRIPTION TO THE AGREEMENT

Subscription to the agreement can be completed entirely online via the SNCF TER SUD WEBSITE. This is subject to the provision of the information requested below. The applicant must provide:

- The duly completed “ZOU ! Sûreté” certificate
- A recent colour passport-sized photograph of the applicant meeting the requirements for official identity documents
- The signed letter of commitment

Subscription can also be done by post. The documents to be submitted can be downloaded from the SNCF TER SUD WEBSITE. In addition to the documents listed above, the applicant must provide the application form and send everything to:

ZOU ! Sûreté
TSA 91358
13591 Aix en Provence Cedex 3

ARTICLE VI – CONDITIONS OF CARD HOLDING

The holder is responsible for the use and safekeeping of the card. Any misuse or fraudulent use of the card attributable to the holder will result in the holder being held liable and subject to the penalties provided for by law. The holder may have their card withdrawn immediately and the contract will be terminated in accordance with the terms of Article XV of these terms and conditions.

During on-board ticket inspections, the holder may also be asked to produce proof of identity. If the card does not match the holder's identity, it will be withdrawn immediately and the contract will be terminated in accordance with Article XV of these terms and conditions.

ARTICLE VII – YEARLY SUBSCRIPTION AND FREE TICKETS

- Beneficiaries of the Pro scheme may travel with their ISO card on all Express and Proximité bus lines subject to the conditions below:

- Regional train journeys:

During ticket inspections, holders must present their personal "ZOU ! Sûreté" ISO card and their free digital subscription. To obtain this, holders will receive a web link to download it once their application has been approved.

- Journeys on EXPRESS and PROXIMITÉ bus lines and the Chemins de Fer de Provence railway line:

During ticket inspections, holders must present their smart card loaded with their free yearly subscription.

To obtain the smart card, beneficiaries can apply online via the ZOU ! website or in person at the transport operators' ticket offices. The subscription can be loaded at the transport operators' ticket offices upon presentation of the personal "ZOU ! Sûreté".

- Beneficiaries of the Pro + Loisirs scheme can travel with their ISO card on all Express and Proximité lines, subject to the conditions below:

Beneficiaries of the Pro + Loisirs scheme must follow the same rules of use as before when travelling for work. If they wish to travel for leisure purposes:

- Regional train journeys:

During on-board ticket inspections, holders must present their personal "ZOU ! Sûreté" and their free ticket, which can be downloaded via the SNCF TER SUD website or on SNCF CONNECT.

- Journeys on EXPRESS and PROXIMITÉ bus lines and the Chemins de Fer de Provence railway line:

During ticket inspections, holders must present their personal “ZOU ! Sûreté” card, as well as their smart card loaded with their free yearly subscription.

ARTICLE VIII – CARD REPLACEMENT

The loss, theft or damage of the card must be reported to the ZOU ! Sûreté issuing centre by post to the address specified in Article XII of these terms and conditions, by email, or by telephone on 0486885050. The call centre is open from 09:00am to 05:00pm, Monday to Friday, excluding public holidays. Calls are free from a landline within mainland France and charged at the standard rate by mobile operators.

Only one replacement card will be issued during the card’s year of validity. A photograph and the business address for delivery of the card must be provided when submitting this new application. These details may be sent either by post to the address set out in Article XII of these terms and conditions, or by email to the following address: pass.surete@kisio.com

ARTICLE IX – CHANGE OF ORIGIN/DESTINATION

In the event of a change to the station of origin or destination (the “reference route”) whilst the card is valid, the holder must re-apply for a new “ZOU ! Sûreté” personal card in accordance with the conditions set out in Article IV of these terms and conditions.

ARTICLE X – REFUND TERMS AND CONDITIONS

- Regional train journeys:

If the “ZOU ! Sûreté” holder is unable to present their personal “ZOU ! Sûreté” card together with their digital subscription or free “Loisirs” ticket during a ticket inspection, and this results in the purchase of a standard-fare ticket or a fine, no refund will be made.

- Journeys on EXPRESS and PROXIMITÉ bus lines and the Chemins de Fer de Provence railway line:

If the “ZOU ! Sûreté” holder is unable to present their personal “ZOU ! Sûreté” card together with their smart card loaded with the annual “ZOU ! Sûreté” subscription during a ticket inspection, and this results in the purchase of a standard-fare ticket or a fine, no refund will be issued.

ARTICLE XI – PROTECTION OF PERSONAL DATA

Personal data collected for the purpose of issuing the “ZOU ! Sûreté” and during its use is subject to automated processing, the purpose of which is to ensure the administrative management of the “ZOU ! Sûreté” as part of the implementation of the operating agreement between Sud Mobilités Technologies (hereinafter “SMT”) and the Région Provence-Alpes-Côte d’Azur.

This is based on the performance of this contract. The personal data collected may also enable Sud Mobilités Technologies (hereinafter “SMT”) to send commercial and promotional offers by telephone or electronically, provided that the customer has given their consent by ticking the box provided for this purpose on the card application form.

The data controller is SMT.

This data is intended for SMT and its service provider, KISIO SA, which is involved in the administrative management of files, and will be retained for a period of one (1) month from the expiry of this contract (the expiry date of the personalised card). As part of a strengthened personal data protection policy, SMT and its service provider, KISIO SA, undertake to destroy postal addresses and identity photographs thirty (30) days after the personalised card has been produced.

The Région Provence-Alpes-Côte d'Azur will receive anonymised data from SMT to carry out statistical analyses of the service, establish monitoring indicators and improve its understanding of the customer base using the network.

The information relating to the Beneficiary on the form, marked with an asterisk, is mandatory for the issue of a personalised card. If the mandatory information is not provided, the card application cannot be processed.

The Beneficiary, subject to their consent, will receive electronic communications containing commercial offers from SMT. Consent may be withdrawn by the Beneficiary at any time.

In accordance with the applicable regulations governing the transfer, collection, storage and security of personal data, and in particular, Law No. 78-17 of 6 January 1978, known as the "Loi informatique et libertés" (as amended), and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, applicable since 25 May 2018, any person, upon providing proof of their identity, may exercise their rights of access, rectification, erasure and objection, as well as their rights to restriction of processing, data portability, and the right not to be subject to an automated individual decision (including profiling), by submitting a request by email to dposmt@sud-mobilités-technologies.fr or by post to:

DPO SMT,
10 Place de la Joliette. Atrium 10.4. 6^{ème} étage.
13002 MARSEILLE

ARTICLE XII – COMPLAINTS

Any complaints, suggestions or enquiries regarding the card's terms and conditions should be addressed to the following:

ZOU ! Sûreté
TSA 9135813591
Aix-en-Provence Cedex 3

Or by telephone on 0486885050.

ARTICLE XIII – TERM OF THE SUBSCRIPTION AGREEMENT

The card is valid for 3 years from the date of issue. The subscription agreement ceases at the end of the card's validity period. Upon expiry, the subscription agreement may be renewed at the Beneficiary's request, subject to the Région continuing to offer the scheme.

ARTICLE XIV – TERMINATION OF THE SUBSCRIPTION AGREEMENT AND ASSOCIATED SUBSCRIPTIONS AT THE BENEFICIARY'S INITIATIVE

The Beneficiary may terminate their membership of the agreement at any time and without providing any justification, by returning their card to the postal address specified in Article XII of these terms and

conditions. Termination takes effect on the date the card is returned and does not give rise to any refund.

ARTICLE XV – TERMINATION OF THE SUBSCRIPTION AGREEMENT AND ASSOCIATED SUBSCRIPTION BY SMT

The subscription agreement shall be terminated automatically by SMT, without any compensation or refund, on the following grounds:

- In the event of proven fraud during the completion of the card application;
- In the event of proven fraud during the use of a card.

SMT shall give notice of termination by registered letter with acknowledgement of receipt sent to the address declared by the Beneficiary.

Tickets shall therefore no longer be valid and shall not be eligible for a refund. The card's Beneficiary must then comply with any instruction issued by SMT, in whatever form, to return the card.

Any person who continues to use a cancelled card without authorisation is deemed to be travelling without a valid ticket and is therefore liable to penal prosecution.

ARTICLE XVI – GOVERNING LAW – SETTLEMENT OF DISPUTES

These terms and conditions are governed by French law.

Any dispute relating to the interpretation and/or enforcement of these terms and conditions shall, following any attempt at amicable resolution, be referred to the competent court for adjudication.

ARTICLE XVII – COMMENCEMENT OF EFFECT

These terms and conditions governing the use of discount entitlements came into force on 1 July 2026.