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1. Definitions

1.1 In the following Rules and Regulations, these definitions apply:

- 1.1.1. **Member:** the person registered as a Member and, unless instructed otherwise in our Rules and Regulations, the Co-Member, as well as any other authorized Communauto user;
- 1.1.2. **Co-Member:** the person registered as the Co-Member;
- 1.1.3. **Contract:** the membership contract and its Appendices;
- 1.1.4. **Agent:** the person responsible for customer relations for Communauto or any other authorized representative of Communauto;
- 1.1.5. **Rules and Regulations:** all the operating rules of Communauto contained in the Rules & Regulations for the use of vehicles and its Appendices, the various offers, as well as any other instructions issued from time to time by Communauto to ensure the proper operation of the service.
- 1.1.6. **Service Area:** the designated geographical area where it is possible to start a trip and to return an *Auto-mobile* vehicle;
- 1.1.7. **Auto-mobile's Drop-Off Point:** designated street or off-street location generally located outside the Service Area, where it is also possible to start and end a trip with an *Auto-mobile* vehicle.

2. Authorized Drivers

2.1 The Member agrees to allow the use of Communauto's vehicles only to an authorized driver, meaning:

- 2.1.1. the Member himself;
- 2.1.2. another registered user of Communauto;
- 2.1.3. any person who is not a Member, who holds a valid driver's license, class 5 minimum or equivalent, and who accompanies the Member at the time of using a vehicle;
- 2.1.4. any other person pre-authorized by Communauto.

2.2 A Member who allows an authorized driver, other than himself, to use a vehicle reserved in his name, remains fully responsible to Communauto for the vehicle.

3. Prohibited Uses

3.1 The following uses of our vehicles are prohibited:

- 3.1.1. for the purpose of pulling, pushing, or propelling a trailer or another vehicle;
- 3.1.2. in a careless or abusive manner, or ill-advisedly;
- 3.1.3. by a person who gave Communauto false information;
- 3.1.4. by a person under the influence of alcohol, drugs or medication that impairs his ability to drive a vehicle;
- 3.1.5. while in the act of an offense or an illegal activity.

3.2 Smoking in Communauto's vehicles is prohibited.

4. Use of Vehicle

When taking possession of a vehicle, the Member must inspect it. He must inform Communauto without delay of any anomaly or damage not recorded on sheet describing the general condition of the vehicle (placed in the glove compartment). Communauto can impute any damage on a vehicle that goes unreported before departure to the member.

4.1 Customer Service and Emergencies

It is possible to speak to an Agent at any time (24 hours a day) by dialing the reservations number. However Communauto's opening hours for administrative purposes are from 9 am to 5 pm, Monday to Friday.

In the event of an emergency or to report a problem with a vehicle, the Member should always use the emergency or reservations number and speak to an Agent: never leave a voicemail message or use email to report a problem.

4.2 Gas and Other Refundable Expenses

4.2.1. Filling the Gas Tank

Upon the return of the vehicle, the Member must ensure that the tank is at least one quarter filled. If the Member needs to fill up, the cost of the gas to fill up paid by the Member, will be credited by Communauto (normal gas only).

4.2.2. Car-wash and Windshield-washing Fluid

The maximum amount credited for a wash is \$10 (taxes not included). Only the winter windshield washer fluid (-35° or -40°) must be used all year long. The Member must fill the windshield washer fluid tank of the vehicle if it is empty. The Member who empties the last container must replace it. This expense will be credited by Communauto.

4.2.3. Refundable Expenses

If a Member makes a purchase at their own expense that could be credited (gas, windshield washer fluid, etc.), they must supply the proof of purchase, either by electronic transmission of the photo of the purchase receipt (with the Communauto app or the My Account section of the website), or by mail at 1117, rue Ste-Catherine West, bureau 806, Montréal, Qc, H3B 1H9 (in the latter case, do not forget to indicate, on the receipt, your Member Number and the Number of the vehicle involved).

The eligible expenses done by the Member are deductible from their monthly invoice. No credit will be allowed without the supporting pieces.

4.2.4. Vouchers

A direct or a credit card transaction summary that does not mention the nature of the purchase and the store where the expense was incurred does not constitute proof of purchase. The supporting piece required by Communauto, for the purpose of credit, is the SALES RECEIPT. If it is not explicit enough, the Member is responsible for asking for a good quality receipt.

4.3 Vehicles available on reservation

In this section, you will find the rules of use specific to Communauto vehicles available with reservation for roundtrip. See the "4.4 *Auto-mobile* vehicles" section for rules specific to the use of vehicles available without reservation.

4.3.1. Reservations

4.3.1.1. Reservation Mandatory

The Member must always reserve a vehicle before using it;

4.3.1.2. Reservation in Advance

A reservation can be made up to one a month in advance.

4.3.1.3. Time Period

It is possible to start or end a reservation at the beginning of every hour or at any of the following quarter of an hour. A minimum booking of half an hour is required.

4.3.1.4. Evening Reservations

In case of an emergency, it is possible to speak to an Agent at any time (24 hours a day) by dialing the reservation number. However, the hours of operation of the Communauto office, for booking purposes, are from 7 am to 9 pm from Monday to Wednesday, and from 07am to 11pm from Thursday to Sunday. Outside of these hours, only reservations starting the same evening or the next day before 12 noon can be made by telephone; Restrictions may also apply to obtain a vehicle at the Long Distance Rate or to make a reservation as part of the *Network Reservation*.

4.3.1.5. Choice of Vehicle

The choice of vehicle, within the same category, is left to the discretion of Communauto.

4.3.1.6. Cancelling or Shortening a Reservation

Any cancellation or shortening of a reservation must be made at least two hours prior to the start of the vehicle use period, or before 9 am in the morning of the use period, otherwise a cancellation fee applies (see Appendix-Penalties and other fees).

4.3.1.7. Extending a Reservation

In the event of an extension, the Member must notify Communauto sufficiently in advance to be able to return the vehicle in time to its Communauto Station or to the place agreed with the Agent in case it has been reserved by another Member, otherwise a late penalty applies (see Appendix – Penalties and other fees).

4.3.1.8. Member's Responsibility When Using a Vehicle

The Member must pick up the vehicle he has reserved to its Communauto Station and return it clean and in good working order to the same place (or the place agreed with the Agent), at the latest at the end of the period for which it was reserved.

After each use, the Member must activate the parking brake and return the vehicle key to the appropriate place in the glove box and use the FOB key or OPUS card to lock the doors (always check that all the doors are locked).

Members who returns a vehicle in the wrong place, or fails to return the vehicle key to the appropriate place, must notify Communauto as soon as possible. The offending user is charged for the period between the end of his reservation and the moment at which the problem is solved. If Communauto is required to intervene to resolve the problem and / or if a third-party service is used (taxi, roadside assistance, etc.), this fee shall be borne by the Member (see Appendix - Penalties and other fees).

4.3.1.9. Vehicle Returned Early

A Member who brings back a vehicle earlier than the scheduled end of their booking must notify Communauto to take advantage of the credits they may be entitled to by releasing the vehicle to make it available to other Members. This can be done either by phone or online, by using the "Release" feature. Simply using the FOB key or an OPUS card to lock a vehicle at it's station is not enough to "release" it.

4.3.2. Flat tire

In case of a flat tire, the Member must have the damaged tire repaired in accordance with the Agent's instructions before returning the vehicle. Member's expenses are credited, minus a \$30 fee that corresponds to his share of the repair costs. An additional service fee of \$20 is applied if the Member wishes to return the vehicle without taking care of the tire repair. If the Member wishes to avail himself of a roadside assistance service to have a spare tire laid or if the vehicle requires towing, Communauto may, upon approval by the Agent, credit to the Member up to 50% of expenses incurred, if applicable.

4.3.3. Long Distances Rates and Network Reservation

There are restrictions on obtaining a Communauto vehicle at Long Distances Rates and access to the Network Reservation. These offers are subject to the following terms and conditions:

4.3.3.1. Long Distance Rate

Only certain packages offer access to Long Distance Rate. To take advantage of these rates, the eligible Member must indicate this when booking. Access to Long Distance Rate, as well as prices offered, depends on vehicle availability and may vary depending on the time of the year.

Except in exceptional circumstances (for example, if one of them is offered as a replacement vehicle), Long Distance Rate are not available for *Auto-mobile* vehicle.

4.3.3.2. Network Reservation

To take advantage of Network Reservation rates with a participating rental company, the Member must reserve the vehicle via his Communauto customer account or contact an Agent to place his reservation. Since Communauto has no control over the prices and conditions determined by then rental companies, Network Reservation rates are subject to change without notice.

The Member who use a leased vehicle from a participating leasing company as part of the Network Reservation must comply with the rules and procedures in effect at the rental company. He must, among other things, refuel before bringing back the vehicle and, unless otherwise stated, pay his rental upon returning the vehicle. The Member is also personally liable for any penalty, fine or other penalty that may result from the failure to comply with these rules and procedures.

4.4 Auto-mobile Vehicles

You will find in this section the roles of use specific to the *Auto-mobile* vehicles available without reservation. See "4.3 Vehicles available by reservation" for the rules specific to Communauto vehicles available by reservation.

4.4.1. Service Billing

4.4.1.1. Determination of the duration of use

The Member may use the *Auto-mobile* vehicles spontaneously without reserving them.

The calculation of the price for the use of the service begins at the moment when the Member accesses the vehicle using the FOB or an OPUS card ends when the vehicle is "released".

4.4.1.2. Release a Vehicle

It is the act of locking the doors of a vehicle by using its OPUS card, inside the Service Area or in an *Auto-mobile* drop-off point, which allows the Member to release the vehicle and end the period of use that will be invoiced to him. A warning light and door locks confirm the success of this maneuver.

4.4.1.3. Booking in Advance

It is possible to book (block) in real time an *Auto-mobile* vehicle for a short time (30 minutes), time to access the car. The minutes between the time a vehicle is booked (blocked) by the Member and time it took him to access the vehicle are not charged.

4.4.1.4. Fuel Credit

A credit of 20 minutes in time is given for any one-hour ride or less charged at the *Auto-mobile* rate if the gasoline purchase totaled at least \$20 (taxes included). In the case of trips of less than 20 minutes, the maximum credit awarded is equivalent to the trip time.

4.4.2. Possession and Return of a Vehicle

The Member may take possession of an *Auto-mobile* vehicle and return it (release) within the Service Area or in an *Auto-mobile* drop-off point.

The use of a vehicle outside the Service Area is permitted as long as it is brought back at the end of the trip within the limits of the Service Area or in an *Auto-mobile* drop-off point.

Unless the vehicle is brought into an *Auto-mobile* drop-off point, it is not possible to complete a trip outside the Service Area.

At the end of use, the vehicles must always be returned (released) to a place where the signaling permits. A Member who returns a vehicle to a prohibited location is liable for its negligence. If Communauto is required to intervene to resolve the problem and / or if a third-party service is used (taxi, roadside assistance, etc.), this fee shall be borne by the Member (see Appendix - Penalties and other fees).

4.4.3. Restriction of Parking Within the Service Area

Within the Service Area, *Auto-mobile* vehicles may be parked on curbside, in the public domain, in all non-tariffed areas that do not have parking restrictions. There are, however, two exceptions:

- In Quebec City and Montreal, vehicles may be parked in areas reserved for holders of a sticker of residents, with the exception of areas 103 (Plateau), 131 (Rosemont) and 143 (CDN-NDG) which are reserved for other Communauto vehicles available with reservation;
- In Montreal, parking in street cleaning zones is allowed, provided that it is possible to park the car until the end of the following day (11:59 pm)

If a vehicle is parked in a metered zone, the Member is responsible for paying the costs. It is not permitted to release a vehicle in a metered zone area at the end of the trip; as it is not permitted to bring a vehicle back to an area with temporary restrictions other than street cleaning (e.g. a landing or bus lane), even if parking is permitted in that area at the time of the return. A particular attention should be paid to temporary snow removal in the winter.

4.4.4. Parking Restrictions in *Auto-mobile* Drop-Off points

Before parking a vehicle in an *Auto-mobile* Drop-Off Point, the Member is responsible for verifying on the Communauto application whether or not parking is authorized at this time or if specific rules apply to this location.

It is prohibited to use these locations to perform a temporary stop while traveling. *Auto-mobile* Drop-Off Points can only be used to start a trip or to restore (release) a vehicle at the end of the trip.

4.4.5. Flat Tire

In case of a flat tire, the Member is responsible for bringing the vehicle back into the Service Area or disposing of it as instructed by the Agent. If he or she has the flat repaired, the Member's expenses are credited less a \$30 fee that corresponds to his share of the repair costs. If the Member wishes to avail himself of a roadside assistance service to have a spare tire laid or if the vehicle requires towing, Communauto may, upon approval by the Agent, credit to the Member up to 50% of expenses incurred, if applicable.

4.4.6. Electric Vehicles

4.4.6.1. Electric Car Battery Charge

Depending on driving styles, terrain and accessories used (including heating and air conditioning), the range of electric vehicles can be extremely variable.

Vehicle autonomy can be maximized by selecting ECO mode instead of D for "Drive" (strongly recommended).

4.4.6.2. Avoid Power Outages

When using an electric vehicle, the Member is responsible for ensuring that the vehicle has the necessary charge for their trip or, if it is an *Auto-mobile* vehicle, to be brought back inside the Service Area with a minimum of 15 km of remaining battery charge displayed on the dashboard. Penalties apply if the Member returns the vehicle below the threshold that will allow Communauto to take it to the nearest recharging station.

In order to avoid expenses that may be incurred, the Member who will not be able to return the vehicle to the Service Area and who does not wish to keep the vehicle for the period necessary for the recharge must call an Agent for direction.

4.4.7. Auto-mobile Unlimited Pass

The *Auto-mobile* Unlimited Pass allows the holder to enjoy an unlimited number of trips of 30 minutes or less for one month at no additional charge. The trip's become chargeable only on the 31st minute.

4.4.7.1. Successive Use of Vehicles

Two trips that are spaced less than 45 minutes are considered the same trip at the end of this offer. That is to say that to enjoy once again a credit over the first 30 minutes, the Member must respect a period of 45 minutes between the end of a trip and the beginning of the following one. The same period of time (45 minutes) applies before a vehicle can be re-blocked and / or successively used by a Co-Member or an authorized driver working for the same employer.

4.4.7.2. Suspension

The use of a pass may be suspended without the right to credit, refund or extension of the period of validity in the event of non-compliance with the terms of the Contract or Rules & Regulations for the use of vehicles (balance overdue or above the authorized limit of \$500, bank withdrawal failure, etc.)

5. Vehicle Maintenance

5.1 Responsibilities of the Member

When using a vehicle, and particularly for long trips, the Member is responsible for its routine maintenance, such as checking the fluid level, cleaning the vehicle, etc. If necessary, the Member can make or have minor repairs done such as replacement of windshield wipers or defective light bulbs, change of oil (in the case of a prolonged trip), etc., for credit on their next invoice. However, any expense, other than gasoline, that cost more than \$20, must be authorized by an Agent.

5.2 Reimbursement of Expenses

As long as they are not the result of the Member's fault, the eligible expenses of the Member are credited at the next monthly invoice. The Member must give their transaction receipts to Communauto following the procedure described in Articles 4.2.3 and 4.2.4. No credit is allowed without the supporting pieces.

5.3 Anomaly

The Member must inform Communauto, as soon as he is aware of it, of any irregularity in the operation of a vehicle such as oil loss or low fluids levels, abnormal noise, weakening of the battery, etc.

6. Breakdown of accident

6.1 General Terms

While using a vehicle, the Member must follow the instructions contained in the owner's manual. If any problem arises that prevents or limits the use of the vehicle or that may compromise people's safety, the Member must communicate with Communauto and arrange for the safe transfer of the vehicle, in accordance with the instructions of the Agent.

Any expense exceeding \$20 must be authorized by the Agent. If necessary, the Member must pay for roadside assistance, repairs, and other expenses or, if previously agreed upon, these expenses may be charged to Communauto's account. If the Member must pay for the charges, they will be refunded on the Member's monthly invoice, upon presentation of the appropriate receipts.

6.2 Jump Starting (Boost start)

If the Member undertakes to start the Communauto vehicle by means of a boost from a third party, he must inform Communauto immediately upon return of the vehicle. The Member is entirely responsible for any damage that may result from the improper use of booster cables.

6.3 Accident

In case of an accident involving damages, the Member must notify an Agent as soon as possible. If another vehicle is involved in the accident, the Member must fill out an official police report form or a joint report ("constat à l'amiable"), or take note of the following information:

- a) date, time, place and circumstances of the accident;
- b) the license plate numbers of the vehicles involved, the models and years, their identification numbers (serial numbers) as well as the insurance certificate numbers (with the names and addresses of the insurance companies);
- c) the names, addresses, phone numbers and driver's license numbers of the parties involved in the accident;
- d) the names, addresses, and driver's license numbers of the owners of the cars (if the drivers are not the owners);
- e) the names, addresses and phone numbers of witnesses, if any (indicate if these were passengers of the vehicles involved);
- f) a description of the damages to the vehicles;
- g) the signatures of all drivers involved, on the police report or the joint report.

6.4 Hit and Run

If a Member is victim of a hit and run, he or she must, by law, obtain a police report.

6.5 Investigation and Procedure

The Member agrees to provide Communauto and any other claims adjustment service with the findings of any report or any notice relating to a claim or a lawsuit against Communauto regarding an accident involving a Communauto vehicle, or one obtained through the intermediary of Communauto.

The Member agrees to cooperate fully with Communauto in the investigation and defense of any such claim or lawsuit of this nature.

7. Insurance

7.1 Coverage

The insurance policy issued to Communauto is an integral part of the Rules & Regulations, and copies are available on request (see: <http://www.communauto.com/assurance.html>).

When using a Communauto vehicle, the Member is covered by the following agreements, among others in the insurance policy, as indicated below:

- a) **civil liability:** any person authorized to operate a vehicle under the Rules & Regulations is covered by a civil liability insurance policy and subject to all its terms, conditions, and exclusions;
- b) **accident:** if a Member is involved in an accident, the authorized driver is covered by a collision insurance. Nevertheless, the authorized driver is responsible for paying the deductible up to the limit determined in the Membership Contract (\$0/\$300/\$600);

7.2 Member's Responsibility

- 7.2.1** Regardless of any deductible reduction to which he may have subscribed, the Member is responsible for the full value of any damage caused to a vehicle that is not covered by Communauto's insurance policy or by the manufacturer's guarantee which is in effect during the period that covers the use of the vehicle. Also, the Member is responsible for any damage caused by an animal, and for any stain or mark caused by an animal, or otherwise caused (coffee, soup, etc.) that requires specific cleaning.
- 7.2.2** Regardless of any deductible reduction to which he may have subscribed, the Member is responsible for any damage for which the Member is at fault and that is not covered by Communauto's insurance policy or by the vehicle manufacturer's guarantee, in particular if the Member:
- a) uses a vehicle for purposes that are prohibited (under article 3 of the Rules & Regulations);
 - b) fails to abide by any requirement or condition as set out in the Rules & Regulations, particularly if he neglects to gather the necessary information or to collaborate fully following an accident and this negligence is the cause of any additional costs incurred by Communauto;
 - c) uses a vehicle in a negligent way, floods the engine when attempting to start it, or fails to follow the instructions contained in the owner's manual;
 - d) fails to remove the keys from the vehicle or to close and lock all doors, windows and the trunk;
 - e) fails to turn off certain accessories (such as headlights and windshield wipers. etc.) when returning the vehicle;
 - f) fails to advise Communauto of any theft, vandalism or damage to Communauto's vehicle (or one obtained through an intermediary), or any accident within a maximum period of twenty-four (24) hours.

7.3 Travelling Outside of Canada

- 7.3.1** The Member may only drive, transport, or use Communauto's vehicles within the territory of Canada, and, subject to the restriction in paragraph 7.3.2, within the continental USA.
- 7.3.2** The Member must notify in advance the Agent of his intention to travel to the USA in a Communauto vehicle, or in a vehicle obtained through the intermediary of Communauto.

8. Infractions

- 8.1** The Member is responsible for any parking or traffic ticket received during the period of use of a vehicle. A \$ 20 administrative fee applies when Communauto is required to process a parking or traffic ticket (parking infraction not paid by the client itself, photo radar charges, etc.). See Appendix - Penalties and other fees.
- 8.2** At the end of the reservation, the Member must avoid leaving a vehicle in a restricted parking zone. Failure to do so, or failing to comply with the instructions of an Agent, the Member is liable for costs incurred by Communauto for any parking or traffic ticket or towing caused by the Member's default. When the Member fails to observe the instruction contained in this article, Communauto may instruct Member to remove the vehicle from an area with such restrictions. If Communauto is required to intervene to resolve the problem and / or if a third-party service is used (taxi, roadside assistance, etc.), this fee shall be borne by the Member (see Appendix - Penalties and other fees).

9. Billing

- 9.1** Members are billed monthly for the use of vehicles and for any penalties incurred under the Appendix – Penalties and other fees, of these Rules & Regulations. Payments of monthly invoices are due in full no later than the due date.
- 9.2** The various fees for the use of vehicles and penalties which are the responsibility of the Member and of any Co-Members are invoiced directly and solely to the Member; however, the Member and any Co-Members are jointly responsible for payment in full of the amount invoiced.
- 9.3 Corrections**
The Member has 3 months following the related statement date to indicate any errors or omissions. No correction or credit can be made after the 3 months following the statement date.
- 9.4 Payment Methods**
Payments can be made by cheque (by mail), by Internet, or by telephone at the following institutions: all “Caisses” affiliated with the Desjardins Group, the Laurentian Bank, the Bank of Montreal, the Bank of Nova Scotia, the National Bank, the Royal Bank, TD Bank and CIBC*. The reference number that should be used is the Account Number that appears in the top left corner of the invoice (which is the same as your Membership Number if you are registered as an individual Member); not to be confused with your invoice number. You should allow 3 business days for your payment to reach us.
- * If need be, please contact your financial institution directly to find out how to add Communauto to your account. Please note that payments by automated teller machine (ATM) or at the counter can usually only be made at the “Caisses”.
- 9.5 Late Payment**
Interest is calculated at 2% per month on all overdue accounts beginning 21 days after the statement date (and stopping at the date the payment was received). Interest accumulates at the rate of 2% per month (26.8% per annum) on any unpaid balances.
- A Member whose balance exceeds \$50 after the due date of the last invoice, will be blocked from making new reservations or use of Communauto and *Auto-mobile*'s until his account is in good standing and payment has been made in full.
- 9.6 Balance over \$500**
The Member whose balance is greater than \$500 at the time of the statement date will be blocked from making new reservations or use of Communauto and *Auto-mobile*'s vehicle for as long as the balance exceeds this amount.

10. Penalties, Amendment and Termination of Contract

- 10.1 Penalty Policy**
Member agrees to pay Communauto, in the event of non-compliance with any provision of the Regulations for which a penalty is provided see Appendix - Penalties and other fees), the amount indicated plus costs to Communauto, if any.
- 10.2 Modifications**
In accordance with the provisions of the Contract, Communauto reserves the right to modify from time to time, without prior notice, when it deems it useful or necessary the terms and conditions stipulated in these Rules and Regulations and its appendix.

10.3 Termination of the Contract

In accordance with the provisions of the Contract, Communauto reserves the right, in addition to the invoicing of penalties or other charges (see Appendix - Penalties and other fees), to cancel the Contract if the Member does not respect either one the terms and conditions set forth in the Contract or the Regulations.

This document is also available in French.

The French text takes precedence over the English text and it is the former which prevails in case of non-concordance between the two versions.