

Brussels Airport Company
General Terms and Conditions Enjoy!

(Most recently revised on 20 April 2023)

I. INTRODUCTION

These general terms and conditions (“Terms and Conditions”) are legally binding and apply to the registration for the Enjoy! experience programme (see Section IV. below), organised by Brussels Airport Company NV/SA, as well as to the sale of Enjoy! Bundles via the Online Shop and the further use thereof (see Section V. below).

By registering for Enjoy!, you acknowledge the contents of these Terms and Conditions and accept them unconditionally. You also accept the documents referred to herein, including the Online Shop Terms and Conditions of Use and the Enjoy! Privacy Statement.

II. COMPANY INFORMATION

These Terms and Conditions have been drawn up by Brussels Airport Company NV/SA, with its registered office at BluePoint Brussels, Boulevard Auguste Reyerslaan 80, 1030 Brussels and with its place of business at Luchthaven Brussel Nationaal 1M, Compass Building, 1930 Zaventem, company number 0890.082.292 (RPR/RPM Brussels) (hereinafter referred to as “BAC” or “we”).

III. DEFINITIONS

“Advantage”: the advantages, consisting among other things of access to exclusive events, promotions, offers or discounts on selected products and services, as presented on the Enjoy! dashboard and which the Customer can obtain by exchanging Hearts or by using his/her Enjoy! Bundle. These can be offered by BAC or by partners.

“Airport”: Brussels Airport (IATA airport code: BRU)

“BAC” or “we”: Brussels Airport Company NV/SA, as identified in Section II.

“bTag”: a label that the Customer can attach to his/her luggage for tracing purposes

“Comfort Services”: Lounge Pass, Fast Lane Pass and bTag

“Customer Service”: the BAC customer service, the contact details of which are given in Section VIII.

“Customer” or “you”: an individual who has registered for Enjoy!

“Enjoy! Bundle”: a prepaid bundle, valid for one year, allowing the Customer, after registration via Enjoy!, to use various Comfort Services and/or other Advantages

“Enjoy! Privacy Statement”: the privacy statement on the processing of personal data in the context of Enjoy!, available at <https://enjoy.brusselsairport.be>

“Enjoy! QR code”: a QR code that is linked to your Enjoy! account and is strictly personal

“Enjoy!”: the BAC experience programme giving access to specific Advantages, available via <https://enjoy.brusselsairport.be>

“Fast Lane Pass”: a single-use digital credit that gives access to a separate lane at the Airport security check which, under normal circumstances, offers passengers faster access to the security check when departing from the Airport

“Heart”: the heart-shaped unit received by the Customer via Enjoy! when carrying out specific actions or during specific events, which can be used to obtain Comfort Services or Advantages

“Lounge Pass”: a single-use digital credit that gives access to the Diamond lounges in gates A (Schengen) and gates B (non-Schengen) at the Airport

“Online Shop Terms and Conditions of Use”: the terms and conditions of use of the Online Shop, available on the Online Shop

“Online Shop”: the online commercial platform offered by BAC for the sale of goods and services, including Enjoy! Bundles, available via <https://shop.brusselsairport.be/>

“Order”: an order for an Enjoy! Bundle submitted by the Customer to BAC via the Online Shop and accepted by BAC by means of an order confirmation

“Terms and Conditions”: these general terms and conditions, which govern the Enjoy! experience programme and the sale and use of Enjoy! Bundles

IV. ENJOY! PROGRAMME

1. Description of Enjoy!

When you have registered for Enjoy!, in the context of specific events, promotions or advertisements (such as the purchase of products via the Online Shop), you can collect a certain number of Hearts. By using and exchanging the Hearts collected, you can have the right to certain Comfort Services or Advantages and you can participate exclusively in certain competitions, depending on your membership category (described in Article 3).

Such events, promotions, advertisements, Comfort Services and Advertisements are subject to specific terms and conditions, membership categories, last for a limited period of time and can be modified or withdrawn. The applicable terms and conditions and the balance of Hearts are always indicated on the Enjoy! dashboard. You are therefore requested to consult the dashboard regularly.

2. Registration

You can register for Enjoy! when you are a natural person aged at least 18 years. This can be done directly via the Enjoy! website or by registering on one of BAC’s digital channels (websites or apps).

During the registration process, you give your name and password for login purposes (“identification data”). You should select a sufficiently original password that is not obviously

connected to your name or personal characteristics. You should ensure that your identification data are correct and remain secret, and that unauthorised persons cannot place orders using your devices and/or identification data. Every order or action placed via your Enjoy! account shall be deemed to have been placed by you. If you suspect that your identification data are no longer secure, you should report this to Customer Service immediately. If BAC suspects that your account is being improperly used or is insecure, BAC may require you to change your password or take other appropriate measures.

You can withdraw your registration for Enjoy! at any time free of cost by deleting your account via the “consent management” button in your Enjoy! account. In this case, you lose the entire history (including Hearts already collected) and you can no longer log in with your Enjoy! account. This action cannot be undone.

3. Membership categories

The Enjoy! programme comprises three categories of membership which you can achieve or acquire: Red, Silver and Gold.

You always have access to the personalised tools on the Enjoy! dashboard and to specific Advantages, depending on the category you are in. This list is not restrictive and the terms and conditions may be modified at any time.

a) Red

You are in the Red category as soon as you have registered for Enjoy!. In this category, you receive one Heart per purchase of EUR 2 when shopping in the Online Shop.

b) Silver

You join the Silver category as soon as you have collected at least 200 Hearts. In this category, you receive one Heart per purchase of EUR 1 when shopping in the Online Shop.

The Silver category remains valid for one year as of the time when you have collected the required number of Hearts, regardless of whether you retain the required number of Hearts during this period. At the end of this one-year period, your position is reassessed to see whether you have collected the required number of Hearts and depending on the result, you remain in the Silver category or return to the Red category.

c) Gold

The Gold category is not obtained automatically, but can be purchased as an Enjoy! Bundle in the Online Shop. In this category, you receive one Heart per purchase of EUR 1 when shopping in the Online Shop and you are entitled to a certain package of Comfort Services.

The Gold category remains valid for one year after it has been acquired. At the end of this one-year period, the unused Lounge Passes and Fast Lane Passes in your Enjoy! Bundle become null and void and you return to the Red or Silver category (depending on the number of Hearts you have), unless you purchase a new Enjoy! Gold Bundle.

For more information about the terms and conditions and the content of Enjoy! Bundles, please refer to Section V. below.

4. Hearts and Advantages

You acknowledge that there is no economic relationship between a certain number of Hearts and the value of the Comfort Service or the Advantage to which you are entitled, or the value of a transaction or event that leads you to obtain Hearts. You do not acquire any right resulting from any inconsistency or discrepancy between these values and the number of Hearts.

Hearts can only be used as a means of redeeming Comfort Services or Advantages in accordance with the applicable terms and conditions, but are not valid as means of payment for any other transaction between yourself and BAC. Hearts, Comfort Services or Advantages may not be exchanged for money or other products with BAC or with a third party.

Hearts, Comfort Services and Advantages are not transferable (even in the event of the termination of Enjoy! by BAC or by the Customer for any reason whatsoever) and are intended for own use only.

You can redeem Comfort Services and Advantages using the Hearts you have collected for a period of validity of one year. You can check the expiry date of the Hearts that will lapse in the next three months on the Enjoy! dashboard at any time. After this period of validity, or if your registration is terminated, the unused Hearts will be cancelled and you will no longer be able to use them.

V. ENJOY! BUNDLES

5. Product description

Only once you have registered for Enjoy! can you purchase an Enjoy! Bundle via the BAC Online Shop.

Purchasing an Enjoy! Bundle online entitles you to use the Comfort Services (and any other Advantages) included in the Enjoy! Bundle you have chosen for one year as of the date of purchase.

After purchasing an Enjoy! Bundle, you will immediately have access to a single Enjoy! QR code that is linked to your Enjoy! account and is strictly personal. This Enjoy! QR code is sent to you in the confirmation e-mail and is also available on the Enjoy! dashboard. By using the Enjoy! QR code, you can redeem your personal Comfort Services (and any other Advantages).

An Enjoy! Bundle can be purchased by consumers and by natural persons or legal entities for professional use.

When you have redeemed a certain Comfort Service or a certain Advantage via your Enjoy! QR code, this access will automatically be deducted from your Enjoy! Bundle.

6. Period of validity

An Enjoy! Bundle is valid for a maximum of one year after the date of purchase.

During this period, you can use the Comfort Services (and any other Advantages) included in your Enjoy! Bundle, subject to the specific terms and conditions linked to these and as described, among other things, in Article 8.

If no use or only partial use is made of the Enjoy! Bundle during this period, the price is not refunded (not even partially).

You can also check the remaining validity of your Enjoy! Bundle, as well as the status of the linked Comfort Services (and possible other Advantages) in your Enjoy! dashboard.

7. Purchasing process

The offer of an Enjoy! Bundle in the Online Shop is a no-obligation offer from BAC. BAC shall not be bound by a clear material error which may occur, such as an unrealistic price or a mistake in the description.

Before you can order an Enjoy! Bundle, you have to register in Enjoy! and provide the data requested. After confirmation of your registration, you can go through the purchasing procedure and order the requested number of Enjoy! Bundles in your virtual shopping basket. For some Enjoy! Bundles, there may be restrictions in the number of possible Orders, as communicated in the purchasing process.

The Enjoy! Bundles are nominative.

By selecting a payment method and making payment, you confirm your definitive Order.

The purchase shall be concluded once you have received a confirmation e-mail from BAC with the relevant Enjoy! Bundle in the form of an Enjoy! QR code. This Enjoy! QR code is also available on your Enjoy! dashboard. This Enjoy! QR code can subsequently be used to redeem Comfort Services and any other Advantages included in the Enjoy! Bundle you have chosen.

8. Terms and Conditions for Comfort Services in Enjoy! Bundles

When your Enjoy! Bundle entitles you to **Lounge Passes**, the following specific terms and conditions apply:

- a) For one year as of the date of purchase of the Enjoy! Bundle, you have access to the Diamond lounges when departing from the Airport, with the use of the infrastructure offered as standard during such a visit. The number of accesses (Lounge Passes) depends on the Enjoy! Bundle you have chosen.
- b) If you have not used (all) the Lounge Passes included in your Enjoy! Bundle within the period of validity, these become null and void and the price is not refunded.
- c) The Lounge Passes are linked in the form of a "credit" to your unique and personal Enjoy! QR code, which is sent to you. You can also access your Enjoy! QR code in your

Enjoy! dashboard. You gain access to the Diamond lounges by scanning your Enjoy! QR code at the entrance. Each time you have redeemed a Lounge Pass via your Enjoy! QR code, this access will automatically be deducted from your Enjoy! Bundle and this Lounge Pass can no longer be used.

- d) Owing to the limited space available and the applicable public health and safety regulations, BAC reserves the right to limit access to the Diamond lounge in order not to jeopardise the safety of guests. In such a case, you may be refused entry. In that case, you will be able to use your Lounge Pass at another time during the remaining period of your Enjoy! Bundle.
- e) You should abide by the rules of conduct that apply in the Diamond lounges at all times. If this is not the case, you may be denied access (or your stay is terminated) and BAC reserves the right to refuse subsequent orders and/or to terminate your account and any Comfort Services of other Advantages linked to it, without your having the right to any refund.
- f) The Lounge Pass can only be used by departing passengers during the opening hours of the Diamond lounges. These can be consulted on our website <https://www.brusselsairport.be/en/passengers/shop-online/faq-comfort-services>.
- g) Access to the Diamond lounges is free for children up to 12 years provided that they are accompanied by at least one adult passenger with a valid Lounge Pass.

When your Enjoy! Bundle entitles you to **Fast Lane Passes**, the following specific terms and conditions apply:

- a) For one year as of the date of purchase of the Enjoy! Bundle, you can use the separate Fast Lane at the security check when departing from the Airport. The number of accesses (Fast Lane Passes) depends on the Enjoy! Bundle. When purchasing an “Unlimited Fast Lane” Enjoy! Bundle, you are entitled to use the Fast Lane during the entire validity period of your Bundle (max. 1 time per 24 hours).
- b) If you have not used (all) the Fast Lane Passes included in your Enjoy! Bundle within the period of validity, these become null and void and the price is not refunded.
- c) The Fast Lane Passes are linked in the form of a “credit” to your unique and personal Enjoy! QR code, which is sent to you. You can also access your Enjoy! QR code in your Enjoy! dashboard. You gain access to the Fast Lane by scanning your Enjoy! QR code at the entrance. Each time you have redeemed a Fast Lane Pass via your Enjoy! QR code, this access will automatically be deducted from your Enjoy! Bundle and this Fast Lane Pass can no longer be used.
- d) If a proper flow of passengers through the Fast Lane can no longer be guaranteed, it is possible that you may be denied access to the Fast Lane. In that case, you will be able to use your Fast Lane Pass at another time during the remaining period of your Enjoy! Bundle.
- e) The fact that a passenger can use the Fast Lane under normal circumstances to go through the security check at the Airport more quickly does not constitute a performance guarantee for BAC, but rather a best-effort undertaking. Consequently, you accept that you are given no guarantee regarding the length of the security check, as the applicable inspection process must be carried out. You should allow sufficient time to go through the security check. BAC does not accept any liability if you miss a flight owing to the applicable security check process.

- f) You should abide by the rules of conduct that apply in the screening zone at the Airport at all times. If this is not the case, you may be denied access and BAC reserves the right to refuse subsequent orders and/or to terminate your account and any Comfort Services of other Advantages linked to it, without your having the right to any refund.
- g) The Fast Lane Pass can only be used by departing passengers during the opening hours of the Fast Lane. These can be consulted on our website <https://www.brusselsairport.be/en/passengers/shop-online/fag-comfort-services>.
- h) Access to the Fast Lane is free for children up to 2 years provided that they are accompanied by at least one adult passenger with a valid Fast Lane Pass and as long as you can carry the child yourself. As of 2 years of age, a separate Fast Lane Pass must be reserved. A passenger benefiting from assistance (due to reduced mobility) and the person accompanying him/her cannot use the Fast Lane. If you have purchased a Fast Lane Pass and subsequently book assistance, we cannot refund the Fast Lane Pass.

When your Enjoy! Bundle entitles you to **bTags**, the following specific terms and conditions apply:

- a) The bTags shall be sent to the address that you indicated within four calendar days of the purchase of the Enjoy! Bundle. You can only order bTags (and by extension the Enjoy! Bundles containing bTags) if you provide a postal address in Belgium. The number of bTags depends on the Enjoy! Bundle you have chosen. You can then activate and use the bTags without restriction. The bTag is guaranteed to operate correctly for a period of two years after purchase.
- b) In order to use a bTag once you have purchased it, you have to activate the bTag by linking it to your personal account via the bTag web app: <https://btag-app.brusselsairport.be/app>. By activating the bTag and attaching it to your luggage, you are informed upon your arrival at the Airport, via the bTag App or via another channel of your choice (such as text or e-mail), when and where your luggage will be available, so that you can optimise your time at the Airport after landing.
- c) In exceptional cases, it may be that there are insufficient bTags in stock at the time when Order is prepared for delivery. If the bTags that you have ordered cannot be supplied owing to stock shortages, you will be informed of this proactively and refunded for the missing bTags.
- d) You receive a warranty against non-conformity of the bTags for a period of two years as of delivery. This warranty covers only conformity defects that exist at the time of delivery. As soon as you note a conformity defect in your bTag, you should inform Customer Service of this as quickly as possible and at the latest within two months of becoming aware of the defect. Customer Service shall note the defect with you and look for a solution.
- e) You expressly acknowledge and accept that bTag and the related service is offered by BAC exclusively with a view to transparency. The use of the bTag is in no way a guarantee or insurance from BAC against damage to or loss of your luggage.
- f) You should attach the bTag to your luggage. If you place the bTag inside your luggage, correct operation cannot be guaranteed.

9. Price and payment

The purchase price for an Enjoy! Bundle is that indicated on the Online Shop when you validate your Order and given in the order confirmation.

The price is indicated in euros (€) and includes VAT.

The price indicated applies only during the period when this is maintained. BAC is entitled to modify the price of Enjoy! Bundles at any time. This shall not, however, affect purchases already made. Promotions or discounts apply only during the period indicated and under the terms and conditions set.

The possible means of payment are displayed during the purchase process. The payment of your Order shall be processed by an external payment services provider and is subject to the general terms and conditions of the payment services provider.

10. Obligations of the Customer

By placing an Order, you guarantee that you are at least 18 years old.

You are responsible for providing accurate data, such as identity, payment and contact details.

You are responsible for keeping the Enjoy! QR code secure. You can consult this at any time via the Enjoy! dashboard.

You are not permitted to acquire Enjoy! Bundles with a view to selling them on or passing them on to third parties. The Enjoy! Bundles are intended to be sold in normal quantities and are sold for private purposes only. If BAC suspects that a fraudulent order has been placed, BAC reserves the right to refuse or withdraw the order. BAC also reserves the right to verify that the Enjoy! Bundles are not being used by unauthorised third parties and to refuse access to the Comfort Services to such third parties. Any costs of investigating fraudulent practices may be recovered from you if these indications are confirmed.

You must abide by the specific terms and conditions that apply for the use of certain Comfort Services and Advantages in your Enjoy! Bundles, as described among other things in Article 8. If you do not comply with the terms and conditions and as a result you have been unable to make the intended use of such Comfort Services and Advantages, you are not entitled to a refund. In such circumstances, BAC retains the right to refuse subsequent orders and/or to terminate your account.

If a technical problem occurs when sending (elements of) an Enjoy! Bundle, or if your Enjoy! QR code does not work, you should contact Customer Service as soon as possible.

It is strictly forbidden to copy, edit or attempt to access via digital tools or automated tools such as hacking, crawling, scraping or the use of robots the online service provision, web pages, apps, software codes, access codes and QR codes or other content- or form-related elements in the context of this service provision without the prior, written consent of BAC. Connecting these elements to software applications or hyperlinks, or using them in any way other than to order or use Enjoy Bundles is also not permitted. The elements referred to are protected by the intellectual property rights of BAC or its licensors.

11. Right of withdrawal

11.1. Exercising the right of withdrawal

If you qualify as a consumer, you have the right to withdraw from the purchase of an Enjoy! Bundle without having to give reasons and without incurring additional costs for a period of 14 days as of the date after the contract is concluded. When your Enjoy! Bundle includes bTags, this 14-day period runs as of the day after receipt of your Order.

During this withdrawal period, you should treat the bTags received and the packaging carefully. The basic principle is that you may only handle and inspect the products as you would do in a store. If you make more far-reaching use of the bTags (e.g. by linking them to your account or by actually attaching them to your luggage), you may be charged for the loss of value in accordance with Article 11.2.

You agree that the provision of services can begin before the end of the withdrawal period and that if the service is provided in full during the withdrawal period, you do not have the right to pull out of your purchase. In the event of withdrawal from a service before it has been provided in full, you should pay an amount proportionate to the part of the service that has already been provided. For the calculation of this amount, we use the prices as given on the following websites: <https://getlounge.brusselsairport.be>, <https://getfastlane.brusselsairport.be> and <https://btag.brusselsairport.be>.

If you wish to make use of this right of withdrawal, you can contact Customer Service, unambiguously stating that you wish to withdraw from the contract. To this end, you can use the standard withdrawal form provided in Article 11.3, but you are not obliged to do so.

11.2. Consequences of withdrawal

If you withdraw from the contract, BAC shall immediately send confirmation of receipt of this notification.

When your Enjoy! Bundle includes bTags, you should return these in the condition in which you received them, without unnecessary delay and in any case at the latest 14 days after the day of notification of the withdrawal. You shall do so at your own expense and using the shipment means of your choice. You are responsible for packing the bTags in such a way that they are not damaged during transport. BAC shall not be liable for any damage caused during transport and this transport shall be effected at your risk.

BAC shall then refund the payments received from you immediately and at the latest within 14 days after the day of notification of the withdrawal, possibly after deduction of the amount already used for Comfort Services. Furthermore, BAC may withhold the refund until it has received the returned bTags in the condition in which you received them.

BAC shall make this refund using the same means of payment as that which you used for the first transaction.

11.3. Standard withdrawal form

If you wish to withdraw from the contract, you can fill in this form and return it to:

Brussels Airport Company NV/SA, Customer Care, Brussels National Airport 1M, Compass Building, 1930 Zaventem, e-mail: customer.care@brusselsairport.be

- *I/we (*) hereby declare that I/we (*) withdraw from our contract concerning the sale of the following goods/services: ...*
- *Ordered on/received on (*): ...*
- *Your name/names (*): ...*
- *Your address (*): ...*
- *Date: ...*
- *Your signature (only if this form is submitted on paper): ...*

() Delete as appropriate*

VI. LIABILITY

BAC cannot guarantee that the service relating to Enjoy! and Enjoy! Bundles (including the Online Shop and the Enjoy! dashboard) will be available at all times. BAC reserves the right to refuse access to the service temporarily or permanently, among other things for security reasons. BAC is not obliged to justify such a refusal.

You are liable for all damage caused by or as a consequence of the improper use of Enjoy! (including of your account) and/or Enjoy! Bundles by you.

With the exception of proven intentional or serious error and insofar as is permitted by the applicable law, BAC cannot be held liable for any damage suffered by you resulting from or relating to the purchase or the use of Enjoy! and Enjoy! Bundles. Nor shall BAC be liable for indirect and consequential damage, such as loss of turnover and loss of earnings, or for the operation of products or services of third parties.

BAC may not under any circumstances be held liable for Advantages organised or offered by a partner, such as when an Advantage is not available (in time) or when an Advantage does not correspond to the description on the Enjoy! dashboard advertised by the partner and shared by BAC.

Notwithstanding the above, the total liability of BAC shall under all circumstances be limited to EUR 100 per damaging occurrence, it being understood that the total liability of BAC in respect of the Customer is limited to EUR 10,000.

VII. FORCE MAJEURE

BAC shall not be liable if it is unable to fulfil the contract as a consequence of an event that cannot be foreseen and that is not the consequence of an error or the will of BAC ("force majeure").

Examples of force majeure include war, insurrection, rioting, terrorism, pandemic, strikes or social conflicts, imperative government measures and the immediate termination by a

supplier of the cooperation between BAC and this supplier, without this termination being the consequence of a material failure in the part of BAC.

In the event of force majeure, BAC shall ensure that it fulfils its obligations as well and as quickly as possible. This contract shall be terminated automatically, without liability and with immediate effect, if the case of force majeure definitively impedes the fulfilment of the contract.

Flight cancellations or delays or the loss or theft of or damage to luggage shall not give rise to a (partial) refund of an Enjoy! Bundle.

VIII. CUSTOMER SERVICE

If you have any questions, complaints or technical problems or you wish to withdraw, please contact the BAC Customer Service:

- by e-mail: customer.care@brusselsairport.be
- by post:
 - Brussels Airport Company NV/SA
 - Customer Care
 - Luchthaven Brussel Nationaal 1M
 - Compass Building
 - 1930 Zaventem
 - Belgium

IX. PRIVACY

When you register for Enjoy! and/or purchase an Enjoy! Bundle or make use thereof, BAC may process certain personal data. BAC shall process these personal data exclusively in accordance with the applicable laws on the processing of personal data, and in particular the General Data Protection Regulation (GDPR).

If you wish to know more about which personal data are processed and the reasons why BAC collects and processes such data, as well as your rights related to this, please refer to our Enjoy! Privacy Statement.

X. FINAL PROVISIONS

BAC reserves the right to modify these Terms and Conditions and the content of the service provision at any time. In the event of essential modifications, you will be informed of these proactively. The new Terms and Conditions shall apply to Orders placed after the modifications and to the use of Enjoy! and/or Enjoy! Bundles after you have been informed of the modified Terms and Conditions. We therefore advise you to save or print a copy of the Terms and Conditions prior to each Order. These Terms and Conditions were most recently modified on the date indicated in the header.

Should a provision in the Terms and Conditions or part thereof be declared invalid, unlawful or unenforceable: (i) this shall not in any way affect or impair the validity, lawfulness and

enforceability of the remaining Terms and Conditions or the rest of the provision; and (ii) the parties undertake in good faith to negotiate in order to agree on a clause that corresponds as closely as possible to the purpose and the intention of the invalid, unlawful or unenforceable provision or part thereof.

Should BAC refrain from enforcing its rights under these Terms and Conditions, this shall not be considered to be a waiver of this right and shall not under any circumstances extend or modify your rights.

Belgian law applies to these Terms and Conditions. Any dispute relating to these Terms and Conditions of Sale that cannot be resolved amicably between the parties shall fall under the exclusive jurisdiction of the Dutch-speaking courts and tribunals of the legal district of Brussels, without prejudice to the applicable provisions of imperative law relating to consumer contracts. In the event of an international dispute, you may (if you are a consumer) also bring your dispute before the EU Online Dispute Resolution platform via the following link: <https://ec.europa.eu/consumers/odr>.