

Dispute Resolution Policy

In the event of a dispute between a Pilot and a Passenger regarding the performance of a booking, Users are encouraged to seek an amicable resolution.

The Berlaric platform facilitates communication between Users through a support service available 7 days a week via the following communication channels: email and chatbot.

At the request of a User, the support team may act as a facilitator by helping the parties engage in constructive dialogue (for example, by providing supporting documents) or by reminding them of the applicable provisions of the Terms and Conditions.

However, Berlaric is not intended to take sides and does not act as a “judge” or “arbitrator” in the resolution of disputes between Users.

Berlaric may nevertheless identify breaches of the Terms and Conditions based on objective elements and take certain measures in accordance with the Terms and Conditions, such as removing a Listing or suspending a User account, either temporarily or permanently.

Similarly, in the event of a dispute between a Pilot and a Passenger regarding a User review, Berlaric reserves the right to remove any comment that violates applicable rules (racist, discriminatory, contrary to public decency or public order, etc.) at its sole discretion, as well as to delete any User account in the event of inappropriate comments.

In the absence of an amicable resolution, Users retain the possibility of resorting to other dispute resolution methods, such as mediation (by contacting the mediator designated in Article 10 of the Terms and Conditions) or by bringing the matter before the competent courts (Article 10 of the Terms and Conditions).

The designated mediator is:

CM2C – Centre de la Médiation de la Consommation de Conciliateurs de Justice

49 rue de Ponthieu – 75008 Paris – France

Website: <https://www.cm2c.net/declarer-un-litige.php>