

General terms of sale for businesses

Version 7 of 19 October 2026

This English version is a courtesy translation: the French version prevails.

These terms govern the paid plans of the LiveVerdon directory. They begin with a ten-line summary; the full text follows.

Before you pay: the essentials

1. You are buying, for your business's listing on LiveVerdon, the plan you choose ("Presence", "Visibility" or "Premium"): what is described on the **Join the directory** page on the day of your order, and nothing more.
2. These plans are reserved for businesses, for their own establishment.
3. Price for 12 months: "Presence" €79, "Visibility" €149, "Premium" €299. VAT not applicable, article 293 B of the French General Tax Code (CGI).
4. Before paying, you prove in the business area that the listing is yours. Payment is made through Stripe. You receive an order confirmation and an invoice by e-mail.
5. You enter and change the content of your listing yourself in your business area, photos included: it is published without prior human review, under your responsibility, and your texts carry the note "Information provided by the business". Your photos first go through automatic quality checks; a photo that fails these checks is rejected, and the reason is provided. What you pay for or enter appears at the next publication of the site, within 2 working days at the latest; the information that LiveVerdon verifies first (article 10.3) appears only after verification.
6. **Automatic renewal: unless you act, the subscription is renewed each year for 12 months, at the same price, and that price is charged to the same**

payment method.

7. We write to you 45 days before each renewal date, giving the deadline for refusing. You can stop the renewal at any time, at no cost and without giving a reason, from your business area ("Stop the renewal" button) or by e-mail to **contact@liveverdon.com**.
8. Full refund on request within 14 days of your first order, and within 30 days of each renewal charge.
9. A paid listing comes before free listings in the lists for its municipality, and it carries the label "Ad". It buys neither a review, nor a place in our guides and selections, nor any result: we guarantee neither visits, nor bookings, nor any ranking in a search engine or an assistant.
10. By confirming, you accept the general terms of sale for businesses, version 7 of 19 October 2026, published on this page.

General terms

1. Who and what these terms apply to

These terms apply to any order for a paid plan of the LiveVerdon directory (liveverdon.com) placed for an establishment: accommodation, restaurant, activity provider, producer or other tourism business.

The plans are reserved for businesses, that is, persons acting in the course of their commercial, industrial, craft, professional or agricultural activity. By ordering, the customer declares that it is acting in that capacity and for the establishment named. The plans are not offered to private individuals.

If the customer is an association or another body that is not acting for business purposes, the legal rules that protect it apply in addition to these terms; they are reproduced in the appendix.

The free listing of an establishment is not a sale: it is part of LiveVerdon's editorial work and is not governed by these terms. Where the recognised holder of a free listing

uploads a photograph to it from the business area, articles 9.2, 9.3 and 10.2 apply to that upload, the holder standing in the place of the customer.

2. The seller

The plans are sold by **Florin Livada, sole trader ("entrepreneur individuel", EI)**, publisher of the LiveVerdon site.

- SIRET (French establishment identification number): 441 981 123 00025 (SIREN 441 981 123)
- Registration: entered in the French National Register of Companies (Registre national des entreprises) under SIREN number 441 981 123
- Business address: 419 chemin de la Moutière, 04120 Castellane, France
- Telephone: +33 6 72 33 26 87
- E-mail: contact@liveverdon.com
- VAT not applicable, article 293 B of the French General Tax Code (CGI)

Stripe is the payment service provider. It is not the seller.

3. What is sold

3.1 The plan. The customer buys, for one establishment and for twelve months, the plan it has chosen, as described on the [Join the directory](#) page on the day of the order. The version of the plan is recorded with the order; the corresponding description forms part of the contract. Only the items presented as benefits of the plan are owed. Anything presented as "In preparation" is not promised and has no guaranteed availability date. At the date of this version, the three plans "Presence", "Visibility" and "Premium" are open for sale.

3.2 What LiveVerdon does not promise. The plan concerns the presentation of the listing and its place in the LiveVerdon directory. LiveVerdon guarantees no number of visits, clicks, calls or bookings, no turnover, no ranking in a search engine, and no mention by a search engine or a conversational assistant.

3.3 No commission. LiveVerdon takes no commission on bookings and does not come between the establishment and its customers. The listing is published only on the LiveVerdon site and in its data readable by search engines; LiveVerdon does not resell it or market it through any other channel.

3.4 Languages. The site exists in several languages. Texts entered by the customer are published in the language in which it entered them, unless the plan states otherwise. The business area and the automatic e-mails sent to the holder (sign-in, order, renewal, listing updates) exist in French, English, Italian, Dutch and German; the customer may order in any of these languages. Translations of these terms are provided for information: the French version prevails.

4. Ordering

4.1 Steps.

1. The customer opens the business area of the site, searches for its establishment and requests a sign-in link at its e-mail address.
2. It proves its right to the listing (article 4.3). Until that proof has been obtained, no payment is possible.
3. Once signed in and recognised as the holder of the listing, it chooses the plan and ticks the box accepting these terms, whose version number is displayed.
4. The Stripe payment page shows the plan, its duration, the total price and the automatic renewal. The customer can still withdraw by leaving the page; nothing is then charged.
5. Payment confirms the order. The contract is concluded at that moment.
6. The customer receives an order confirmation by e-mail: plan, price, renewal date, the number of the version of these terms that was accepted and a link to their text.

4.2 Proof. Before payment, LiveVerdon records the listing, its holder, the plan and its version, the price, the version and language of the terms accepted, a fingerprint of their text, and the date and time of acceptance. Each version of these terms remains available online and can be saved or printed.

4.3 Right to the establishment. The customer warrants that it operates the establishment or has been given authority to act for it. Proof is provided before any payment: the sign-in link is opened from an e-mail address already known for the listing, or from an address on the domain name of the establishment's website; failing that, the customer submits a request, which LiveVerdon examines before granting access. Where a listing already has a holder, another person gains access only after examination by LiveVerdon. If, after payment, the customer's right is disputed and is not proved, LiveVerdon removes the plan, ends the subscription and refunds the customer in full.

4.4 One listing, one holder. A plan is valid for a single listing. It cannot be transferred to another establishment without LiveVerdon's written agreement.

5. Price, VAT, payment, invoice

5.1 Price. The price is the one displayed on the **Join the directory** page on the day of the order, for twelve months. At the date of this version: "Presence" €79, "Visibility" €149, "Premium" €299, for twelve months.

5.2 VAT. VAT not applicable, article 293 B of the French General Tax Code (CGI). The price displayed is the price paid. If the seller's VAT status changes, the price of a period already paid for does not change. Any VAT due applies from the next renewal, after the customer has been informed in the reminder described in article 7.4.

5.3 Payment. The price is paid in a single payment when ordering, then at each renewal, through Stripe. LiveVerdon neither receives nor stores any card number.

5.4 Invoice. An invoice is issued for each payment and sent by e-mail. It is drawn up from the information supplied by the customer, who is responsible for telling LiveVerdon the name, address and SIREN number to be shown on it. It is issued in the format required by the regulations in force at its date.

5.5 Failed renewal payment. If a renewal charge fails, it is presented again and the customer is informed by e-mail. If no payment is made within 15 days of the renewal date, the subscription ends and the listing becomes a free listing again, with no fee or penalty.

5.6 Late payment. As the price is paid in advance, this clause applies only if an amount remains due after the payment date shown on the invoice. Late-payment penalties are then payable from the day after that date, without any reminder, at three times the French legal interest rate in force, together with a fixed recovery charge of €40. No discount is granted for early payment.

6. Going online

Confirmed payment automatically opens the right to the plan, for an establishment for which the customer's right was proved before payment. The plan appears on the listing at the next publication of the site, within 2 working days of payment at the latest. An e-mail confirms that the plan is online, with the address of the listing and the renewal date. A photograph uploaded by the customer appears within the same period after its upload, if it passes the automatic checks of article 10.2.

If this time limit is not met because of LiveVerdon, the customer may cancel its order and be refunded in full.

Content that the customer then enters or changes in its business area, photographs included, is published without prior human review (article 10); it appears at the next publication of the site, within 2 working days of being saved at the latest. Information subject to verification (article 10.3) appears only after that verification.

Starting point. The twelve months run from the date of payment. The renewal date is given in the order confirmation.

7. Duration and renewal

7.1 Duration. The subscription is concluded for twelve months.

7.2 Automatic renewal. On the renewal date, the subscription is renewed for a further period of twelve months, and so on, unless the customer has stopped the renewal. The price of the new period is charged on the renewal date to the payment method registered with Stripe.

7.3 Stopping the renewal. The customer can stop the renewal at any time, at no cost and without giving a reason, up to and including the renewal date:

- from its business area, using the “Stop the renewal” button;
- by e-mail to contact@liveverdon.com, from the address used for its order or by naming the establishment concerned;
- by replying to the reminder described in article 7.4.

LiveVerdon confirms by e-mail that the renewal has been stopped and gives the end date. The plan stays online until the end of the period paid for; until that date has passed, the customer can restore the renewal from its business area.

7.4 Reminder before each renewal date. No earlier than three months and no later than one month before the renewal date — in practice 45 days before — LiveVerdon sends a message devoted to this subject alone to the e-mail address used for the order. It states, in a clearly visible box, **the deadline for refusing the renewal**, together with the plan, the price of the new period and how to stop. LiveVerdon keeps proof that it was sent.

7.5 If the reminder was not sent. The customer can then end the subscription at any time after the renewal, at no cost. LiveVerdon refunds, within thirty days, the share of the price corresponding to the period still to run.

7.6 Price of the new period. The renewal is made at the price of the previous period. A different price applies only if LiveVerdon announced it by e-mail at least thirty days before the renewal date; a customer who refuses it stops the renewal. The content of the plan may change on the same conditions, never during a period.

7.7 Refund after a renewal charge. A customer who asks within thirty days of a renewal charge is refunded that renewal in full, without giving a reason. The listing then becomes a free listing again.

7.8 Changing plan during a subscription. At the date of this version, a change of plan cannot be made from the business area. A customer who wishes to move to a higher plan requests it at contact@liveverdon.com. LiveVerdon informs it by e-mail of the new plan, any amount due and the date on which the change takes effect; the change takes place only after the customer's written agreement and, where applicable, payment of that amount.

A move to a lower plan is requested in the same way; it takes effect on the renewal date, with no refund for the current period.

8. End of the subscription

8.1 Withdrawal after the first order. During the 14 days following payment of its first order, the customer can withdraw from it by e-mail, without giving a reason. It is refunded in full and the listing becomes free again.

8.2 Termination by the customer during a period. Apart from the cases in articles 7.5, 7.7 and 8.1, a request by the customer to stop prevents the next renewal; the plan stays online until the end of the period paid for, which is not refunded. The customer may also ask for its plan to be removed immediately, without a refund.

8.3 Termination by LiveVerdon. LiveVerdon may end a current subscription, or suspend its display, only for one of the following reasons:

- the customer does not meet its obligations (articles 9 and 10) and has not remedied the breach;
- the customer's right to the establishment is disputed and is not proved;
- the establishment has ceased trading;
- LiveVerdon stops offering the plan.

LiveVerdon writes to the customer by e-mail, stating the reason. Termination takes effect thirty days after that e-mail, a period during which the customer can reply or put matters right. It may take effect immediately in the event of manifestly unlawful content, impersonation, infringement of a third party's rights, or where the law requires it; the reason is then given at the same time.

Refund: pro rata for the period still to run if the establishment has ceased trading or if LiveVerdon stops offering the plan; no refund where the customer is in breach.

8.4 After the end. The listing becomes a free listing again at the next publication of the site: the items reserved for paid plans are no longer displayed. The main photograph uploaded by the customer remains displayed, as on any free listing; its other photographs no longer are. The content entered by the customer whose display is reserved for the paid plan is no longer displayed; the customer may ask for a copy during the following three months. The free listing remains, in accordance with LiveVerdon's editorial rules. The order data are kept as stated in article 15.

9. The customer's undertakings

9.1 Accuracy. The customer enters accurate, up-to-date information and corrects it itself in its business area as soon as it changes (closure, opening hours, contact details, website). It alone is responsible for the content it enters, photographs included: that content is published without prior human review (article 10).

9.2 Rights in the content. The customer remains the owner of its texts, logos and photographs. It warrants that it is their author or has obtained from their author the right to authorise the use described in article 9.3, and that it has the agreement of the people who can be recognised in the images. It bears the consequences of any third-party claim concerning that content.

9.3 Authorisation given to LiveVerdon. The customer authorises LiveVerdon, free of charge and on a non-exclusive basis:

- to reproduce that content;
- to perform it, that is, to communicate it to the public online;

- to adapt its form (cropping, compression, change of format);
- to translate it;

for a single purpose: its publication on the LiveVerdon site, in all its languages, and in the structured data of the listing; accessible worldwide over the internet; for the duration of the subscription and the time needed to remove it after the subscription ends. Any other use (advertising, social networks, newsletter, transfer to a third party) requires a separate written agreement. Where a plan includes photographs, they are credited to the name given by the customer. LiveVerdon has no control over copies kept by third parties (search engines, web archives).

9.4 Fair use. The customer does not use its plan to mislead the public, or to suggest that LiveVerdon recommends, has visited or has ranked its establishment.

10. Content entered by the customer: publication, checks, removal

10.1 Entry by the customer. The customer, recognised as the holder of the listing before any payment, itself enters and changes, from its business area, the content of its listing that the area opens to it: description, specialities, opening hours, telephone, displayed e-mail address, website, booking link. Some of this content is displayed only if the listing's plan includes it, as stated in the description of the plan.

10.2 Publication of the content entered. Automatic checks are applied on entry (form, length, links and contact details within texts, superlatives, rankings, ratings, labels, disparagement): an entry they refuse is not saved, and the customer is told why. Content that passes these checks is published without prior review by LiveVerdon, under the customer's sole responsibility. It is flagged to the public by an asterisk and by the note "Information provided by the business", followed by the date of the declaration; it is never presented as checked by LiveVerdon. The automatic checks do not amount to approval of the content by LiveVerdon. Photographs are uploaded directly by the customer and undergo automatic technical checks: permitted file format, minimum dimensions and required orientation, as stated in the business area, sharpness, exposure and the number of photographs allowed by the plan subscribed. A photograph that fails them is not published, and the customer is told why. Compliant photographs are published without prior human review, at the next publication of the

site, within 2 working days of their upload at the latest. These checks are neither a verification of the rights nor an editorial approval, and do not release the customer from its warranties (article 9.2). LiveVerdon may at any time remove a photograph that is unlawful, contrary to these terms or unrelated to the establishment; it informs the customer of the reason by e-mail.

10.3 Information verified before publication, information the customer does not enter. The name of the establishment, its category, its address and a website outside the domain name already known for the establishment are published only after verification by LiveVerdon. Reviews and ratings, the star classification, labels and distinctions, the municipality, sources, the verification status, the plan and the holder of the listing cannot be entered by the customer: LiveVerdon takes them from their source (article 11.4).

10.4 Checks after publication. LiveVerdon checks content after it has been published. It may at any time remove or correct content that is contrary to these terms, to the law or to a third party's rights, in particular content that is inaccurate or unverifiable, misleading, disparaging of a competitor, unlawful, unrelated to the establishment, or that contains an unproven superlative or ranking. It informs the customer by e-mail, stating the reason; the customer may enter other content, or contest the decision by writing to contact@liveverdon.com.

The removal or correction of an item of content does not give rise to a refund. If, without any breach by the customer, LiveVerdon can no longer provide the plan, it refunds the customer pro rata for the period still to run.

Anyone may report content to contact@liveverdon.com. In the event of a serious claim by a third party, LiveVerdon may immediately remove the content concerned while it is examined, and informs the customer.

11. How listings are ranked and what payment changes

11.1 How listings are ranked. In each section of the directory (accommodation, restaurants, activities), listings are grouped by municipality; the municipalities with the most listings come first, then alphabetical order. Within each municipality, listings are ranked by the following criteria, in order of importance:

1. the paid plan: a Premium listing comes before a Visibility listing, which comes before a Presence listing, which comes before free listings;
2. among free listings, those of establishments that are clients of LiveVerdon's publisher for other services (Livada) come before the others;
3. a listing marked "Checked against sources" comes before one that is not;
4. for star-rated accommodation, the listing with the most official stars comes first.

Where listings are equal on all these criteria, they keep the order of LiveVerdon's data file. On the municipality pages, the accommodation preview and the list of addresses show only the first listings in each category; they are ranked there by the first three criteria, then by rating (for accommodation, the Google rating weighted by the number of reviews and, failing that, official stars; for restaurants and activities, the Google rating).

The paid plan is the first criterion because that is the very purpose of the plan. At the date of this version, the three plans "Presence", "Visibility" and "Premium" are open for sale.

11.2 What payment changes. A paid plan places the listing before free listings in these lists and adds to the listing the items described in the plan. It changes neither the verification status of the listing, nor the ratings shown, nor the ranking of restaurants by rating, nor an establishment's place in editorial guides, selections, news and rankings. The site's internal search engine and the maps take no account of the paid plan.

11.3 Disclosure to the public. Every paid listing carries the label "Ad", on the listing itself and on each line of the lists in which it is ranked; the listing of an establishment that is a client of the publisher carries the label "Recommended by the publisher". The site explains its criteria on the page **How listings are ranked**, which can be reached from the lists. The customer accepts this disclosure.

11.4 Editorial independence. LiveVerdon is an independent publication. Payment for a plan:

- does not allow the information that LiveVerdon establishes from its own sources to be changed (existence, category, municipality, cross-checked contact details, sources, verification dates, warnings): what the customer itself declares (article 10) is displayed with its note, alongside that information, without rewriting it;

- buys neither a review, nor a rating, nor a place in a guide, a ranking or a selection;
- gives no say over the other pages of the site, or over another establishment's listing.

LiveVerdon may correct inaccurate information at any time, whether the listing is paid or not.

12. Availability of the site

LiveVerdon endeavours to keep the site accessible, without guaranteeing continuous availability: the site may be interrupted for maintenance, for an update, or because of the host or the network. Changes to a listing appear after a new publication of the site, not instantly. A brief interruption does not give rise to a refund. If the plan is not displayed for more than 7 consecutive days because of LiveVerdon, the subscription is extended by the same length of time, on request.

13. Liability

LiveVerdon's essential obligation is to display the plan ordered on the establishment's listing during the period paid for. If it is not fulfilled, the customer is refunded for the period not provided: no limit in this article deprives it of that refund.

For the rest, LiveVerdon is bound by an obligation of means (best endeavours). It is not liable for loss of customers, bookings, turnover or reputation. Its total liability under a subscription is limited to the price paid by the customer for the current period.

These limits do not apply in the event of gross negligence or wilful misconduct by LiveVerdon, or where the law prohibits them.

Content entered by the customer, photographs included, is published under its responsibility, without prior human review (article 10): LiveVerdon is not liable for it towards the customer, and removes it when it becomes aware that it is unlawful. Nor is LiveVerdon liable for the third-party sites to which the listing links, or for the operation of Stripe's services.

14. Force majeure

Neither party is liable for a failure caused by an event beyond its control, which it could not reasonably have foreseen and whose effects it cannot avoid. If, as a result, the plan cannot be displayed for more than thirty days, the customer may end the subscription and be refunded pro rata for the period still to run.

15. Personal data

LiveVerdon processes the order data (establishment and listing concerned, e-mail address, plan and plan version, price, language, subscription identifiers and dates, date and version of the terms accepted) and, where applicable, the data the customer entered in the form on the Join page (municipality, type of establishment, website, telephone, message), together with the content it enters in its business area, with its date and the history of its changes, in order to handle the request, provide and manage the plan, publish and check that content, invoice, send service e-mails and keep proof of the contract. The recipients of these data, how long they are kept and the rights of the persons concerned are described in the notice displayed at the point of collection and in the **"Business data" section of the legal notice**.

The e-mail address, website and booking link that the customer asks to have displayed become public and appear in the structured data of the listing.

Where the customer supplies content showing other people (photographs of employees or customers), it is responsible for informing them and obtaining their agreement.

16. Changes to these terms

Each version of these terms carries a number and a date, and remains available. The version that applies to a subscription period is the one accepted for that period; it is never changed during a period, unless the law requires it.

A new version applies only from the next renewal, and only if LiveVerdon sent it to the customer by e-mail at least thirty days before the renewal date, pointing out what changes. A customer who refuses it stops the renewal before the renewal date, at no cost. No change has any effect on the past.

17. Governing law, amicable settlement, court

These terms are governed by French law. The French version prevails.

In the event of a disagreement, the customer writes to contact@liveverdon.com; LiveVerdon replies within 15 days. Failing agreement, the parties may turn to mediation, for example that of the French Business Mediator (Médiateur des entreprises).

Consumer mediation. These terms are intended for businesses. If the customer nevertheless qualifies as a consumer within the meaning of the French Consumer Code, it may, after writing to contact@liveverdon.com and failing a satisfactory reply, use a consumer mediation procedure free of charge with CM2C, 49 rue de Ponthieu, 75008 Paris, France, tel. +33 1 89 47 00 14, <https://www.cm2c.net/declarer-un-litige.php>, litiges@cm2c.net.

Failing an amicable solution, the dispute is brought before the court that has jurisdiction under the ordinary rules of jurisdiction.

18. Contact

LiveVerdon — Florin Livada, EI — 419 chemin de la Moutière, 04120 Castellane, France —
+33 6 72 33 26 87 — contact@liveverdon.com.

Legal appendix — contract renewal (non-business customers)

The following articles of the French Consumer Code apply to a customer who is not acting for business purposes. They are legal texts and are reproduced in French, their only authoritative language, as published on Légifrance on 19 October 2026.

Article L215-1

Pour les contrats de prestations de services conclus pour une durée déterminée avec une clause de reconduction tacite, le professionnel prestataire de services informe le consommateur par écrit, par lettre nominative ou courrier électronique dédiés, au plus tôt trois mois et au plus tard un mois avant le terme de la période autorisant le rejet de la reconduction, de la possibilité de ne pas reconduire le contrat qu'il a conclu avec une clause de reconduction tacite. Cette information, délivrée dans des termes clairs et compréhensibles, mentionne, dans un encadré apparent, la date limite de non-reconduction.

Lorsque cette information ne lui a pas été adressée conformément aux dispositions du premier alinéa, le consommateur peut mettre gratuitement un terme au contrat, à tout moment à compter de la date de reconduction.

Les avances effectuées après la dernière date de reconduction ou, s'agissant des contrats à durée indéterminée, après la date de transformation du contrat initial à durée déterminée, sont dans ce cas remboursées dans un délai de trente jours à compter de la date de résiliation, déduction faite des sommes correspondant, jusqu'à celle-ci, à l'exécution du contrat.

Les dispositions du présent article s'appliquent sans préjudice de celles qui soumettent légalement certains contrats à des règles particulières en ce qui concerne l'information du consommateur.

Par exception au premier alinéa du présent article, pour les contrats de fourniture de service de télévision au sens de l'article 2 de la loi n° 86-1067 du 30 septembre 1986 relative à la liberté de communication et pour les contrats de fourniture de services de médias audiovisuels à la demande, le consommateur peut mettre gratuitement un terme au contrat, à tout moment à compter de la première reconduction, dès lors qu'il change de domicile ou que son foyer fiscal évolue.

Source: Légifrance

Article L215-1-1

Lorsqu'un contrat a été conclu par voie électronique ou a été conclu par un autre moyen et que le professionnel, au jour de la résiliation par le consommateur, offre au consommateur la possibilité de conclure des contrats par voie électronique, la résiliation est rendue possible selon cette modalité.

A cet effet, le professionnel met à la disposition du consommateur une fonctionnalité gratuite permettant d'accomplir, par voie électronique, la notification et les démarches nécessaires à la résiliation du contrat. Lorsque le consommateur notifie la résiliation du contrat, le professionnel lui confirme la réception de la notification et l'informe, sur un support durable et dans des délais raisonnables, de la date à laquelle le contrat prend fin et des effets de la résiliation.

Un décret fixe notamment les modalités techniques de nature à garantir une identification du consommateur et un accès facile, direct et permanent à la fonctionnalité mentionnée au deuxième alinéa, telles que ses modalités de présentation et d'utilisation. Il détermine les informations devant être fournies par le consommateur.

Source: Légifrance

Article L215-2

Les dispositions du présent chapitre, à l'exception de l'article L. 215-1-1, ne sont pas applicables aux exploitants des services d'eau potable et d'assainissement.

Source: Légifrance

Article L215-3

Les dispositions du présent chapitre sont également applicables aux contrats conclus entre des professionnels et des non-professionnels.

Source: Légifrance

Article L241-3

Lorsque le professionnel n'a pas procédé au remboursement dans les conditions prévues à l'article L. 215-1, les sommes dues sont productives d'intérêts au taux légal.

Source: Légifrance

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