

General conditions - Camping Travel Club - 2019

The purpose of these general conditions is to define the terms and conditions of use for the Camping Travel Club cards by customers of the Company VS DISTRIBUTION FRANCE SCS with a capital of 26,994,000 Euros, registered in the Montpellier Trade and Companies Register under: RCS Montpellier 833 016 116 Headquarters: Espace Don Quichotte - 547, Quai des moulins – CS 80096 - 34202 SETE Cedex- France

VS DISTRIBUTION France owns the “Camping Travel Club”, “Camping Cheque”, “Holiday Cheque”, “Camping Travel Box” “Camping Travel Card Silver” and “Camping Travel Card Gold” brands registered at the INPI. The Client declares that they have read these general conditions of sale and accepts the terms without restriction or reservation.

These general conditions of sale are valid from 1st November 2018.

These general conditions do not apply to stays and reservations booked using a camping travel card. They only govern the use of camping travel cards and overnight credit. The company VS DISTRIBUTION France reserves the right to modify these general conditions of sale at any time by publishing a new version on the website.

ARTICLE 1 - DEFINITIONS

For the purposes of interpretation and enforcement of these general conditions, the meanings of the terms and expressions, when preceded by a capital letter, set out below are as follows:

“Low season”: The Low season is a predetermined period for each site in the Camping Travel Club network. The dates of the Low season differ depending on the site. They can be found on the sites’ information sheets.

“Camping Travel Card Silver” and “Camping Travel Card Gold”: smart cards for debiting overnight credit;

“Customer Contact Centre”: call, reservations and information centre for the Village Center. Customers can reach the Customer Contact Centre on the following number: 00 333 85 72 29 90

“Overnight credit”: Overnight credit is a balance that can be used on overnight stays across the entire network of sites on offer.

“Rental accommodation”: all accommodation available for rent

“Website”: www.campingtravelclub.com or www.canvasholidays.com

Any reference to the singular includes the plural and vice versa. Any reference to one gender includes the other gender.

ARTICLE 2 - SERVICES AND PRICE ADVANTAGE

2.1 Renting Bare pitches

2.1.1 Description

Renting a Bare Pitch entitles the customer to a one night stay for two people in one of the campsites according to the dates of acceptance determined by the site.

2.1.2 Prices

As a guide, the price of a one night Bare Pitch stay for 2019 is:

- Price category 1: from €15
- Price category 2: from €17
- Price category 3: from €19

The Price for a stay on a Bare Pitch includes the services specified on the camping sheets which can be found on the websites on the day of the booking.

€16 units: Customers who have €16 units will be able to use them in all of the campsites offering the Bare Pitch option, regardless of the price category. However, neither the customer nor the campsite will be entitled to claim a refund or payment of the difference.

Units that have been paid for will be prioritised over those that could have been obtained as part of a promotional offer.

2.1.3 Reservation

Bare Pitches cannot be rented by reserving in advance. They are rented directly at the campsite on the day of arrival. The length of stay at the campsite is not limited.

2.2 Renting Accommodation

2.2.1 Description

The description of the Accommodation, the price and the minimum stay for each Rental Accommodation can be found on the websites.

2.2.2 Prices

The prices of stays, given in Euros, are available from the Customer Contact Centre (03 85 72 29 90 if you are calling from France or 00 333 85 72 29 90 if you are calling from abroad) or on the websites. The prices and rates will be confirmed by VS DISTRIBUTION France at the time of booking.

2.2.3 Price advantage

A promotional code entitles holders of a loaded Camping Travel Card to a 15% discount during the 2019 season on Accommodation rentals in all of the sites.

2.2.4 Reserving Rental Accommodation

Reservation requests must be made:

- By phoning the Customer Contact Centre: on 03 85 72 29 90 if you are calling from France or 00 333 85 72 29 90 if you are calling from abroad.

Rental Accommodation reservations are subject to the general conditions of sale which can be found on the relevant Websites.

ARTICLE 3 - OVERNIGHT CREDIT FORMAT

3.1 Paper format: voucher

The voucher is a paper document that allows you to pre-pay for overnight stays in the campsites offering Bare Pitches. The paper voucher is made up of two parts. The first part is to be completed by the Customer and must include the following information: Name, Address, Postcode, Town, Country, email address and a detachable stub which is kept by the campsite as accounting proof.

As of 31.12.2018, vouchers with a value of €16 are no longer accepted.

3.2 Digital formats: cards

The Camping Travel Card Silver and Camping Travel Card Gold are smart cards that allow the customer's account to be debited and overnight stays at the sites to be paid for.

Prior to each use, it is the cardholder's responsibility to ensure that there is a sufficient balance available on their account to pay for their stay.

Overnight credit cannot be transferred to users other than the cardholder or their partner.

As of 1 January 2018, overnight credit, whether in paper or digital format, can no longer be extended.

In the event that overnight credit or vouchers are not used during their period of validity, the Customer may not claim a refund nor compensation of any kind.

ARTICLE 4 - CAMPING TRAVEL CARDS AND LOYALTY PROGRAMME

4.1 Camping Travel Card – Silver and Gold

Overnight credit is valid for 2 years from the date that it is loaded.

4.2 Conversion of loyalty points from the Camping Travel Card - Gold

For customers who acquired loyalty points before 1st January 2018, loyalty points can be converted until 31.12.2018 under the following conditions:

- 46 loyalty points = €15 free overnight credit
- 53 loyalty points = €17 free overnight credit
- 59 loyalty points = €19 free overnight credit

Loyalty points are automatically reset on 31.12.2018. These points cannot be transferred, nor exchanged for cash.

Overnight credit acquired from converting loyalty points is valid for 1 year, and this cannot be extended.

ARTICLE 5: REFUND PROCEDURE FOR DIGITAL OVERNIGHT CREDIT

Valid overnight credit purchased by the Customer (excluding purchases as part of a promotional offer or Programmes) will be refunded, minus a processing fee of 25% of the total overnight credit requested to be refunded.

The only grounds for refunds that are accepted by VS DISTRIBUTION FRANCE are as follows:

1. Death of a "Camping Travel Card" holder or their spouse. The refund request must be accompanied by a death certificate for the cardholder or their spouse.
2. Medically certified disability of a "Camping Travel Card" holder that prevents them from being able to stay at one of the campsites. The refund request must be accompanied by a medical certificate attesting to their disability and their inability to stay at one of the campsites.

All supporting documents for the refund request: death certificate or medical disability certificate must be provided within a period of 6 months from the date of death or declaration of disability. If they are not then no refund can be made.

ARTICLE 6 - IN THE EVENT OF LOSS OR THEFT OF PAPER VOUCHERS OR GOLD AND SILVER CAMPING TRAVEL CARDS

Paper vouchers are non-exchangeable and non-refundable if lost or stolen.

In the event that a "Camping Travel Card" is lost or stolen, the cardholder must immediately contact Camping Travel Club on 00 333 85 72 29 90 if calling from anywhere in Europe (price of a normal call from abroad) and on 03 85 72 29 90 from France (Monday to Friday, 9am until 1pm) or by email at contact@campingtravelclub.com in order to block it. Once the declaration has been made, the value of the overnight credit on the cardholder's account at the time it is blocked will be refunded, minus a processing fee of 25% of the overnight credit amount repaid. This refund will be made to the Customer's bank account.

ARTICLE 7 - COMPLAINTS

The Customer must address any complaints to the Customer Contact Centre, making sure they provide their full name and card number:

- By email: contact@campingtravelclub.com
- By post: Centre de Contact Client Camping Travel Club, Village Center, 3 rue du Suroit, Zone des Alleux – CS 81010 22101 DINAN cedex–France

After contacting the Customer Contact Centre and in the absence of a satisfactory response within a reasonable time, the Customer may, within a maximum of one year from the date of the written complaint by recorded delivery to the Company, refer the matter to the Consumer Ombudsman. The Ombudsman for the Company is the MEDICYS association - Centre for mediation and amicable settlement by judicial officers. Any request for mediation must be made electronically on www.medicys.fr or by post to MEDICYS, 73 Boulevard de Clichy - 75009 Paris.

ARTICLE 8 - INTELLECTUAL PROPERTY RIGHTS

Any total or partial reproduction, modification or use of brands, illustrations, images and logos for any reason and on any medium whatsoever, without express prior consent from Village Center, is strictly prohibited. The same applies to any combination or conjunction with any other brand, symbol, logo or, more generally, any distinctive sign intended to form a composite logo. The same applies for any copyright, design, model and patent owned by the Village Center.

ARTICLE 9 - DATA PRIVACY - COOKIES

In accordance with the Data Protection Act n°78-17 of 6 January 1978, as amended, and the general regulation on the protection of personal data, the customer is informed that the personal data indicated as mandatory that is collected through the booking process and the monitoring of overnight credit is required for the management of the customer's file. Customers' personal data is processed by VS DISTRIBUTION France in order to create and manage the customer's account, personalise offers and manage bookings, measure satisfaction and for marketing purposes (customer insight, targeted advertising, etc.), and monitoring the use of overnight credit. For more information on how your personal data is handled, please see our Privacy and Cookies Policy on the website. For any requests to exercise your rights, you can contact our Data Protection Officer at the following address: dpo@vacaliens.com

ARTICLE 10 - INVALIDITY OF A CLAUSE IN THE GENERAL CONDITIONS OF SALE

If any of the provisions in these general conditions of sale were declared void, this invalidity shall not result in the invalidity of the other provisions in the General Conditions of Sale which shall remain in force between the Parties.

ARTICLE 11: APPLICABLE LAW

These general conditions are governed by French law.