

GENERAL SALES CONDITIONS - CAMPING TRAVEL CLUB

Find all of Camping Travel Club's General Sales Conditions at :

↳ www.campingtravelclub.com
(available in several languages)

The present General Sales Conditions intend to define the terms and conditions in which the Kawan Group, a simplified joint-stock company with capital of €1,276,500, registered with the Montpellier RCS under number 418 679 643, headquartered at Espace Don Quixote, 547, Quai des Moulins, 34201 Sète, France, a company specialised in low-season campsites stays through its various product offerings.

Kawan Group owns the following brands: **Camping Travel Club**, **Camping Cheque**, **Holiday Cheque**, **Camping Travel Box**, **Camping Travel Card Silver**, and **Camping Travel Gold Card** filed with the National Institute of Industrial Property in France (INPI).

These general sales conditions are reserved for retail consumers within the meaning of the law and jurisprudence, acting exclusively for their own account. They apply to all sales of the **Kawan Group's Camping Travel Club** made through the Customer Contact Centre and/or the website www.campingtravelclub.com or via a distribution partner.

The Customer confirms being aware of these sale conditions before confirming the Order. Order validation implies full acceptance without limitation or qualification of these terms and conditions.

The General Conditions of Sale are valid from 1 December 2016 for all 2017 campsites stays.

Kawan reserves the right to modify at any time these terms and conditions by posting a new version online at www.campingtravelclub.com. The General Sale Conditions are those in effect on the date the Order is validated

SECTION 1 - DEFINITIONS

The meaning of the following terms and expressions, when preceded by a capital letter, for the purposes of the interpretation and execution of the present are:

« **Low season** » : The Low-season is a period predetermined by each establishment of the Camping Travel Club network. Low season dates vary depending on the campsites. They are listed on each campsites' descriptive sheet.

« **Camping Travel Card Silver** » and « **Camping Travel Card Gold** » : smart cards rechargeable with credits that allow debiting the cost of nightly stays for Rental Accommodations and Bare Pitches ;

« **Camping Travel Box** » : is a gift box containing a Camping Travel Card Silver preloaded with credits for nightly stays. This Camping Travel Card Silver can be used according to the conditions stated herein.

Find all of the General Conditions of Sale for the Camping travel box at www.campingtravelclub.com

« **Customer Contact Centre** » : call centre for reservations and information from the Seller, for ordering Camping Travel Club products. Customers can contact the Customer Contact Centre at the following phone number: +33(0)3 85 72 29 90 from January to March: Monday to Friday from 9am to 6pm From April to September: Monday to Friday from 9am to 6pm and Saturday from 9am to 12 noon and from 1pm to 5pm. From October to December: Monday to Friday from 9am to 12 noon and from 2pm to 6pm.

« **Order** » : Customer purchase request for a Product or Service from the Seller ;

« **Contract** » : the present document, including its preamble, annexes and every amendments, substitutions, or extensions ;

« **Nightly credit** » : starting from 1 January 2017, units will now be referred to as nightly credits. The nightly credit is a balance for stays in any of the Camping Travel Club network establishments. (Example: 2 units = €32 in nightly credits) ;

« **Delivery Period** » : time between the date the Order is validated and the date of Delivery to the Customer ;

« **Delivery Cost** » : expenses incurred by the Seller in delivering the Order to the Delivery address indicated by the Customer ;

« **Europe Guide** » : guide published annually by the Seller indicating the member establishments of the Camping Travel Club network ;

« **Rental accommodation** » : all of the accommodations offered for rent by Camping Travel Club: mobile homes, equipped tents, chalets, hotel residence, hotel rooms, Riads, and bungalows ;

« **Delivery** » : shipment of the Order to the Customer ;

« **Delivery Method** » : means any standard or express delivery mode available on the Website at the time of the Order ;

« **Price** » : the unit value of the Product or Service; this includes all taxes but not Delivery Cost ;

« **Total Price** » : the total amount of all Products and Services purchased in the Order; this amount includes all taxes ;

« **All-inclusive Price** » : the Total Price to which is added the Delivery Cost; this amount includes all taxes ;

« **Products** » : all products offered for sale on the Website, via the Customer Contact Centre or partners of the Seller such as the Camping Travel Card Silver and Gold, the Camping Travel Box, and the Europe Guide ;

« **Camping Travel Club Network** » : establishments offering, through the Seller, nightly stays during the low season. The list of these establishments may change during the season ;

« **Services** » : any service offered for sale in the Catalogue or on the Website such as the rental of Bare Pitches and Rental Accommodations ;

« **Website** » : online sales Website, www.campingtravelclub.com, used by the Seller for the marketing of its Products and Services ;

« **Seller** » : the *Kawan Group* ;

« **Online sales** » : marketing of the Seller's Products and Services through the Website ;

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

SECTION 2 - CAMPING TRAVEL CLUB SERVICES

The Camping Travel Club offers its Customers two types of Services in the low season in the affiliated establishments of the Camping Travel Club network: the rental of Bare Pitches and Rental Accommodations.

2.1 BARE PITCH RENTALS

2.1.1 Description of the Service

The rental of Bare Pitches entitles the Customer to a stay during the low season for 2 people (+1 child under 6 years old), in one of the affiliated Camping Travel Club network campsites in Europe and Morocco according to the Customer acceptance dates defined by the establishment.

2.1.2 Prices

As an indication, the price of a Camping Travel Club one night stay in a Bare Pitch for 2017 is,

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

The Price for a stay in a Bare Pitch includes a standard pitch for 1 caravan + 1 car, or 1 mobile home, or 1 tent + 1 care with electricity 6A (or 5 kW/day maximum), access to hot showers, and a dog at campsites that accept them (except category 1 and 2).

The Price of a stay does not include the tourist tax or the eco-tax, any additional people, electricity consumption over 5 kW/day, as well as all other services charged according to the campsite's tariffs and, if applicable, the Austrian Tyrol's electricity tax.

2.1.3 Reservations

Bare Pitch rentals at campsites in the Camping Travel Club network require no prior reservation. The duration of stay at the campsite is not limited.

2.2 RENTAL ACCOMMODATIONS

2.2.1 Description of the Service

A Rental Accommodation entitles the Customer to a stay during the low season for 2 to 8 people in one of the affiliated Camping Travel Club network campsites according to the Customer acceptance dates defined

by the establishment. Details of services provided for Rental Accommodations can be found on the Seller's website or in the Europe Guide. Prices per night and per type of accommodation are listed on the Seller's Website and in the Europe Guide and correspond to the number of nights with a minimum price of €30 per night. The minimum stay in these accommodations is two nights, depending on the establishment.

2.2.2 Prices

Prices of stays are quoted in euros and are available from the Customer Contact Centre at: 03 85 72 29 90 from France and +33(0)3 85 72 29 90 from outside France or on the website: www.campingtravelclub.com. Prices and tariffs are confirmed by the Seller at the time of booking.

For reference, there are three price categories for Rental Accommodation stays:

- Price category 1: the price of the night is set in multiples of €15 to €30
- Price category 2: the price of the night is set in multiples of €17 to €34
- Price category 3: the price of the night is set in multiples of €19 to €38

The price includes: nightly stays for the number of people indicated as well as a normal amount of water, gas, and electricity consumption, vehicle parking and access to the reception and leisure facilities, unless otherwise specified. Occupancy is strictly limited to the number of persons indicated when the reservation is made and within the maximum number of persons limited for the accommodation within the Camping Travel Club formula. A baby or child counts as one person.

The price does not include: cancellation insurance (non-mandatory), optional insurance offers and services, cleaning costs (some facilities may include them in the reservation), bed sheets, additional services (pets, rental of a safe, and a baby kit...), paying activities offered by the campsite and tourist or communal taxes that are usually paid on-site unless otherwise specified when booking. Prices do not include transportation or personal consumption costs.

2.2.3 Rental Accommodation reservations

In order to ensure the availability of Rental Accommodations for desired dates, it is advisable for Customers to make a prior reservation. Indeed, all Camping Club Travel network establishments do not offer «Guaranteed Availability», it is thus up to the Customer to check on the Website, the Europe Guide or by telephone through the Customer Contact Centre whether the establishment selected requires an advance reservation.

Reservation requests can be made :

- By calling the Customer Contact Centre at : 03 85 72 29 90 from France or +33(0)3 85 72 29 90 from outside France from January to March: Monday to Friday from 9am to 6pm. From April to September:

Monday to Friday from 9am to 6pm, and Saturday from 9am to 12 noon and from 1pm to 5pm. From October to December: Monday to Friday from 9am to 12 noon and from 2pm to 6pm.

- By mail to : Centre de Contact Clients **Camping Travel Club, Kawan Group**, 3 rue du Suroit, Zone des Alleux – CS 81010 22101 DINAN cedex–France

- On the website : www.campingtravelclub.com

Proposed stays are available, in principle, subject to the Seller’s verification with the establishment concerned; any changes will be exceptional and beyond the control of the Seller. The Seller reserves a delay of 48 business hours to confirm the reservation by email or phone.

Any change made by the Customer in the number of people is subject to a specific request to the Customer Contact Centre six days before arrival. For any changes the provisions in section «Modification» will apply.

2.2.4 Terms of payment

Payment for Rental Accommodations can only be made with sufficient nightly credits on a «Camping Travel Card Silver» or a «Camping Travel Card Gold».

After reserving, the balance is debited by the Seller no later than 5 days prior to arrival.

If the number of nightly credits on one’s «Camping Travel Card Silver» or «Camping Travel Card Gold» is insufficient to pay the full stay, the Customer will be informed in advance and must reload his account to make the payment no later than 6 days before his arrival. Otherwise, the reservation will be automatically cancelled.

If the Customer has not made a reservation and his balance is insufficient, he must recharge his account with nightly credits upon arriving at the campsite, or through the website, or by simply calling the Customer Contact Centre.

2.2.5 Changing an existing reservation

Any reservation change shall be confirmed by the Customer in writing no later than six days before arrival by email, and will be processed by the Seller by email. A change is defined as a modification that does not affect the essence of the booking in terms of destination, dates, and accommodation. The Customer will be immediately informed of any inability to change the reservation, stating the reasons for the denial. The Customer can either retain his initial reservation, or cancel his stay. In this case the Customer will not owe any fees.

Modifications are not allowed within 5 days of arrival and if so the Customer shall not be entitled to any refund of their stay.

2.2.6 Cancellations

If case of cancellation, the Customer must immediately notify the Customer Contact Centre by email at: contact@campingtravelclub.com or by phone at 03 85 72 29 90 from France or +33(0)3 85 72 29 90 from other countries. From January to March: Monday to Friday from 9am to 6pm. From April to September: Monday to Friday from 9am to 6pm, and Saturday from 9am to 12 noon and from 1pm to 5pm. From October to December: Monday to Friday from 9am to 12 noon and from 2pm to 6pm.

Every cancellation made by the Customer will lead to the following charges :

Total amount of the stay (in nightly credits)	D-5	D-4	D-3 or less
< or equal to 6 nights*	1 night*	2 nights*	All nights
7 nights * - 12nights*	3 nights*	5 nights*	All nights
13 nights * - 18 nights *	5 nights*	10 nights*	All nights
19 nights * - 25 nights*	7 nights*	12 nights*	All nights
26 nights * - 31 nights *	9 nights*	16 nights*	All nights
32 nights* and +	19 nights*	19 nights*	All nights

* On a value basis determined according to the tariff category of the ESTABLISHMENT.

Any interrupted or shortened stay, or any unused service by the Customer for any reason whatsoever, does not give rise to a refund.

SECTION 3 - RECEPTION AND CONDITIONS OF STAY

Once the stay is paid for, the Customer receives (by email or letter) a confirmation summarising the booking and which serves as a reservation confirmation to be presented to the campsite upon arrival. The Customer should find out from the establishment about arrival and departure times. Outside these hours, it is recommended that the Customer inform the campsite of his estimated time of arrival; any additional cost due to a late arrival is the sole responsibility of the Customer. Beyond 24 hours without word from the Customer, the Seller may freely dispose of the Rental Accommodation without owing the Customer any refund.

The Customer must respect the rules of the campsite. The missing respect in observing the rules does not give right to any compensation or reimbursement. In addition, a deposit may be requested of the Customer by the establishment upon arrival. In the event the Customer does not clean the Rental Accommodation upon departure, the cleaning costs will be deducted from the deposit. The amount of the deposit, and cleaning costs etc., are specific to each establishment and separate from Camping Travel Club. Information regarding such security deposits is available on the information sheets of each campsite on the website. The Customer's personal belongings are strictly his own responsibility. The Customer is required to insure against the risks in case of theft, loss, or damage that may occur during his stay. In case of force majeure or acts of God, neither the Seller nor the campsite may be held responsible for the disturbance to the Customer's stay (drought, floods, power cuts, water, gas, strikes, or construction...) By construction, we refer to roads, buildings, etc. that may occur in the vicinity of the campsite. The Seller will always try to notify the Customer of these potential nuisances if previously informed.

SECTION 4: BEST PRICE GUARANTEED OFFER

4.1 Conditions of the offer

The «best price guaranteed» offer is included for Bare Pitch stays throughout the entire Camping Travel Club Network. However, for Rental Accommodations, the offer is only available for establishments that actually signed up for the offer and are identified as such on the website and in the Europe Guide.

In the event the Customer books a stay at a Camping Travel Club Network campsite and within 7 days of the reservation and at least 30 days before the beginning of his stay he finds a lower fare for the same stay on another Website. This offer only applies to stays purchased on the Seller's website or from the Seller's Customer Contact Centre for which a confirmation number was sent validating the reservation.

The offer only applies to identical stays, namely:

- The campsite and accommodations are identical
- Identical starting date, end date and length of stay

• Identical conditions of sale, including conditions of the security deposit, payment, cancellation and modification of the stay...

The lower rate stay must be available on the other site at the date of the request. The price of the stay booked with the Seller does not include the booking fee, promotional deals, «tourist packages» or «private» sales

4.2 Offer processing method

The request must be sent by mail to the following address: contact@campingtravelclub.com at the latest within 7 calendar days of the booking with the Seller and at least 30 days before the date of arrival. The email should include the following information:

- A copy of the booking confirmation sent by the Seller;
- A screenshot of the competing website page showing the offer at a lower rate than that paid. The screenshot should be the final step of the third-party site's order form (last step before payment), containing all the elements of the Order.

After verification by the office of the Seller and if all conditions of the Offer are fulfilled, the difference in the price of the stay will be credited to the Customer's «Camping Travel Card Silver» or «Camping Travel Card Gold».

This offer is only applicable for Rental Accommodations if the establishment selected by the Customer adheres to the «Best Price Guarantee» offer.

SECTION 5 - CAMPING TRAVEL CLUB'S AFFILIATED ESTABLISHMENTS

The list of establishments affiliated with the Camping Travel Club Network appears in the Europe Guide and is also available on the Website at: www.campingtravelclub.com. The list of member establishments to the Camping Club Travel Network is updated on the Website: www.campingtravelclub.com and the «Camping Travel Club» mobile app as well as the information on the establishments.

The Europe Guide provides a descriptive listing of affiliated establishment of the Camping Travel Club Network. This descriptive listing details the following information: the price or tariff category of the establishment, and its acceptance dates for nightly credits, ...

The information and images of the establishments in the Europe Guide are sent to the Seller by the affiliates under their own responsibility.

They are thus provided for information only and may not be considered contractual insofar as they may be modified during the season (e.g. closure of the site by municipal decision). The establishment guarantees the authenticity and character of the information as not being misleading or deceptive. It goes without saying that Customers will be informed of any amendment as soon as the Seller is informed.

Details of services and descriptions of Rental Accommodations and Bare Pitches are available on the Website at www.campingtravelclub.com or may be obtained by calling the Customer Contact Centre.

SECTION 6: NIGHTLY CREDIT MEDIUM

6.1 Paper form: voucher

The voucher is a paper document used to prepay overnight Bare Pitch stays at campsites of the Camping Travel Club Network. The unit voucher on paper consists of two parts. A first part to be completed by the Customer containing the following information: Name, Address, Postcode, City, Country, email address, and a detachable tab kept by the campsite as a receipt.

Paper unit vouchers are to be submitted to the Camping Travel Club Network's affiliated campsite upon the Customer's arrival. A voucher is valid for 2 calendar years from the date of its purchase.

As part of its digital switchover, Camping Travel Club will no longer issue paper based vouchers as of 31/10/2016.

However, the €16 paper vouchers, still in circulation, will be accepted until 31/12/2017. They may be extended under the conditions of Section 6.3 hereof.

6.2 Digital Medium

The nightly credits may be added to the «Camping Travel Card Silver» or the «Camping Travel Card Gold». These are rechargeable plastic smart cards enable crediting the Customer's account in order to pay for stays on Pitches and Rental Accommodations at Camping Travel Club Network establishments. Nightly credits are loaded onto the Customer's card and debited on D-5 for Rental Accommodations with prior reservation, or upon the Customer's arrival at the establishment without reservation.

For Pitches the nightly credit is debited when the Customer checks out of the campsite.

Before each use and under his responsibility, the cardholder must ensure the card's account has a sufficient available balance to pay for his stay in a timely manner.

Nightly credits are not assignable or transferable; they are for the use of the owner or spouse (unless specifically mentioned herein). Camping Travel Club Network affiliated campsites are obliged to refuse paper vouchers or cards presented by any person other than the cardholder or spouse.

6.3 – Period of validity and extension procedure for nightly credits

It is possible to extend the period of validity of the nightly credits on a «Camping Travel Card Silver» or €16 paper vouchers that are still outstanding. This extension can only occur once during the nightly credits' period of validity.

From 1 January 2017 until 30 June 2017 inclusive, nightly credits issued in 2015 whose validity date expires on 31 December 2016 will be extended for one

calendar year. Beyond 30 June 2017, extensions are no longer possible.

- For any extension request for paper vouchers, see conditions in Section 6.4 hereof.

- For nightly credit extension requests on a Camping Travel Card Silver, the holder must:

- Make the request online at:

www.campingtravelclub.com.

Extension fees are paid online with a credit card.

- Or by phone at: 03 85 72 29 90 from France or + 33(0)3 85 72 29 90 from outside France from January to March: Monday to Friday from 9am to 6pm. From April to September: Monday to Friday from 9am to 6pm, and Saturday from 9am to 12 noon and from 1pm to 5pm. From October to December: Monday to Friday from 9am to 12 noon and from 2pm to 6pm. Extension fees are paid with a credit card

- Or by email at: contact@campingtravelclub.com (Extension fees are paid with a credit card)

Upon receipt of the request within the proper delay, along with payment of the €15 extension fee, the Customer's nightly credit will be extended for one calendar year.

If the nightly credits or the vouchers are not used during their period of validity, the Customer may not claim a refund or compensation of any kind.

6.4 – Digital switchover

From 1 January 2017 until 30 June 2017 inclusive, the paper vouchers issued in 2015 whose validity expires on 31 December 2016 may be extended for one calendar year under the «Digital switchover» program described below. Be aware that under the digital switchover, the extension of paper vouchers will be converted into nightly credits on a Camping Travel Card Silver or Gold.

«Digital switchover» allows the paper voucher holder to transfer them to a Camping Travel Card. For this, the holder must fill-in the online form at www.campingtravelclub.com to choose his Camping Travel Card:

- **Camping Travel Card-Silver**: The Customer must fill in the presented form.

- Within 8 working days, the Customer will receive an unloaded Silver Card and a stamped envelope.

- Upon receiving this letter, the paper vouchers should be mailed in the postage-paid envelope along with the provided slip indicating your Last name / First name / email address & the Silver card's number that was sent to you.

- Upon receipt of the paper vouchers, the Customer Contact Centre will credit them to your Camping Travel Card-Silver.

- The Customer will receive a free 2017 Europe Guide as soon as it becomes available.

• **Camping Travel Card-Gold** : The Customer must fill in the presented form.

- Within 8 working days, the Customer will receive a pre-paid envelope and the bank transfer details of the KAWAN GROUP

- Upon receipt of this letter, the paper vouchers should be mailed in the postage-paid envelope along with the provided slip indicating your Last name / First name / email address and a check for €21 corresponding to a 4-year subscription to the Camping Travel Card - Gold with 1 year offered for free, if the customer chooses to pay by check, OR proof of payment if the Customer chooses to pay by bank transfer.

SECTION 7: CAMPING TRAVEL CLUB PRODUCTS

7.1 Camping Travel Card - Silver

The «Camping Travel Card - Silver» is free. The card is valid for the Customer's entire membership period, and the nightly credits are valid for two calendar years.

7.2 Camping Travel Card - Gold

The subscription price of the «Camping Travel Card - Gold» is €28. The subscription is for a 4 year period, renewable on Customer request for the same duration. Subscription renewals are not automatic. The nightly credits are valid for 4 calendar years, non-renewable.

7.2.1 Specific advantages offered to « Camping Travel Card - Gold » cardholders »

The «Camping Travel Card - Gold» entitles the holder, during the subscription period, to a number of privileges, services and benefits. The «Camping Travel Card - Gold» holder receives the annual Europe Guide and the 3 Seasons Magazine of the Club. One also benefits from a dedicated phone line and special offers from establishments affiliated with the Camping Travel Club Network.

The privileges and additional benefits that the «Camping Travel Card - Gold» provides are limited to the duration of the subscription. However, the nightly credits validated on the «Camping Travel Card - Gold» can be used after the card's subscription ends within the limits of their validity.

7.2.2 The Camping Travel Card - Gold's loyalty program

The loyalty program rewards the holder's use of the «Camping Travel Card - Gold» under the following conditions :

- 1 credit used = 1 loyalty point
- 15 credits used = 15 loyalty points + 2 loyalty points offered
- 30 credits used = 30 loyalty points + 3 loyalty points offered

- 43 loyalty points = a 50% discount on the renewal of the Gold Card subscription

- 46 loyalty points = a €15 nightly credit offered in the Camping Travel Club network

- 53 loyalty points = a €17 nightly credit offered in the Camping Travel Club network

- 59 loyalty points = a €19 nightly credit offered in an establishment of the Camping Travel Club network

- 87 credits used = a free Gold Card subscription renewal

A loyalty point can be used during 1 year from the date obtained. Loyalty points are annually reset to zero on their anniversary date in the event the Customer has not purchased or used them during the previous 12 months. These points cannot be transferred or exchanged for cash.

7.2.3 Camping Travel Card - Gold's assistance and cancellation offer is included

AXA Assistance is included in the «Camping Travel Card - Gold» subscription and it includes :

- A translation - interpreting Assistance service
- Assistance in the event of theft or loss of your identity papers, documents, or means of payment
- Cash advance in case of loss or theft
- Trip cancellation coverage
- Guarding of one's home in case of a break-in or burglary

The Customer acknowledges having received the AXA Assistance information notice with all the guarantees and conditions for benefiting from such guarantees. One may also speak with the Customer Contact Centre by phone or consult the conditions on the Internet at www.campingtravelclub.com

The reimbursement of the costs of cancellation/ Assistance is made in nightly credits on the Customer's Camping Travel Card - Gold.

For further information please contact +33(0) 85 72 29 90

7.3 Comprehensive Insurance - Rental Accommodations CAMP COVERED

The holder of a Camping Travel - Silver or Gold card has the opportunity, upon each reservation in a Rental Accommodation, to subscribe to comprehensive insurance policy:

This is a paid for optional insurance policy.

- Customer prices under Camping Travel Card - Gold: 3.5% of the amount of the stay
- Customer prices under Camping Travel Card - Silver: 4% of the amount of the stay

The Customer acknowledges having received the CAMP COVERED information notice with all the gua-

rantees and conditions for benefiting from such guarantees. One may also speak with the Customer Contact Centre by phone or consult the conditions on the Internet at www.campingtravelclub.com.

The reimbursement of the costs of cancellation/Assistance is made in nightly credits on the Customer's Camping Travel Card - Gold or Silver.

For further information please contact +33(0) 85 72 29 90

SECTION 8: HOLIDAY REWARDS PROGRAM AND SPONSORSHIP

8.1 The Holiday Rewards Program

The «Holiday Rewards» scheme is a loyalty program that compensates the holder's use of his «Camping Travel Card - Gold» or «Camping Travel Card - Silver». Each year, between 1 January and 31 December, for each twenty-five (25) nightly credits used with the «Silver or Gold Card» at Camping Travel Club affiliate establishments, the cardholder will be offered €15 worth of nightly credits. These offered nightly credits can be used within the Camping Travel Club Network, with the same benefits and services as paid credits. It will have the same validity duration as a nightly credit purchased on the same date. It is exchangeable under the same conditions, but not refundable. The offered nightly credit cannot be used towards a «Holiday Rewards» credit. Every 1 January, the «Holiday Rewards» accounts are reset to zero. This nightly credit cannot be transferred, nor exchanged for cash.

The Seller reserves the right to suspend the privileges of anyone involved in fraudulent activity or who uses the «Holiday Rewards» program inconsistently to these terms of use. The Seller's decisions are final for all questions or disputes regarding the eligibility for the program, obtaining or using the credits or compliance with these terms of use of the «Holiday Rewards».

8.2 Sponsorship Program

Camping Travel Club offers a sponsorship program to all its Customers holding a Camping Travel Card - Silver or Gold.

For all new sponsored Customers having activated a card and credited with a minimum of 3 nightly credits (at least €45):

- The sponsor holding a Camping Travel Card - Silver will receive a €15 nightly credit.
- The sponsor holding a Camping Travel Card - Gold will choose between receiving 53 loyalty points or a €17 nightly credit.

SECTION 9: PROCEDURE FOR TRANSFERING DIGITAL NIGHTLY CREDITS

The transfer procedure described below applies only to digital nightly credits. Paper vouchers, being nominative, are not refundable or transferable.

If the holder cannot personally use his nightly credits, it is exceptionally possible to pass them to a third

party free of charge upon request by internet at contact@campingtravelclub.com or phone at 03 85 72 29 90 from France or +33(0)3 85 72 29 90 from outside France.

Only valid nightly credits may be transferred. Transferred nightly credits will retain their initial validity period.

SECTION 10: PROCEDURE FOR REFUNDING DIGITAL NIGHTLY CREDITS

Valid nightly credits and vouchers purchased by the Customer (excluding promotional offer purchases) may be refunded, less a 25% processing fee of the total amount of the originally purchased credits.

The only grounds for reimbursement accepted by the Seller are:

1. The death of the «Camping Travel Card» holder or spouse. The refund request must be accompanied by the holder's death certificate or that of the spouse.
2. The medically certified invalidity of the «Camping Travel Card» holder preventing him from staying in one of the Camping Travel Club Network campsites. The refund request must be accompanied by a disability medical certificate justifying the inability of staying in one of the Camping Travel Club Network of campsites.

All supporting documents justifying the reimbursement request, such as the death certificate or medical disability certificate, must be conveyed within six months from the date of death or from the invalidity declaration. Without which, no refund can be made.

SECTION 11: IN CASE OF LOSS OR THEFT OF THE PAPER VOUCHERS OR THE CAMPING TRAVEL CARD SILVER AND GOLD

Paper vouchers are not exchangeable or refundable if lost or stolen.

In case of loss or theft of a «Camping Travel Card», the holder must immediately contact the Customer Contact Centre at +33(0)3 85 72 29 90 from anywhere in Europe (price of a normal call from abroad) and 03 85 72 29 90 from France (from January to March: Monday to Friday from 9am to 6pm / from April to September: Monday to Friday from 9am to 6pm and Saturday from 9am to 12 noon and from 1pm to 5pm / from October to December: Monday to Friday from 9am to 12 noon and 2pm to 6pm) to place an opposition on the card. Once opposition has been made, the card will be replaced as well as the number of nightly credits registered on it at the time of its opposition.

The holder must pay €10 in replacement costs and for sending the new card. Exceptionally, «Camping Travel Card Gold» holders, in the case of their first loss or theft, receive a free replacement card. This replacement is valid only once during the «Camping Travel Card Gold» subscription period.

SECTION 12: CUSTOMER ORDERS OF CAMPING TRAVEL CLUB PRODUCTS

12.1 Ordering by Phone

Camping Travel Club products can be ordered by phone at +33(0)3 85 72 29 90 from anywhere in Europe (price of a normal call from abroad) and 03 85 72 29 90 from France (from January to March: Monday to Friday from 9am to 6pm / from April to September: Monday to Friday from 9am to 6pm and Saturday from 9am to 12 noon and from 1pm to 5pm / from October to December: Monday to Friday from 9am to 12 noon and 2pm to 6pm).

12.2 Ordering over the Internet

Camping Travel Club Products can be ordered from the website at www.campingtravelclub.com

The «double click» of the Customer under the purchase order constitutes an electronic signature that, between the parties, has the same value as a handwritten signature; it being understood that with the first click, the Customer confirms his Order and with the second click he definitively accepts it after having reviewed it. The Order will only be registered after the second click. Any Order finalised by the Customer is a binding commitment.

Records stored on the Seller's computer systems under reasonable security conditions, will be considered as proof of communications, Orders and payments between the Parties. The archiving of purchase orders and invoices is made on reliable and durable media that can be produced as evidence.

To finalise the Order the Customer must necessarily take the following steps:

1. Go to the Website;
2. Follow the Website's instructions, in particular the instructions for opening an account;
3. Fill in the Order form. In case of prolonged inactivity during the connection, it is possible that the Products selected by the Customer before this inactivity are no longer available. The Customer is then prompted to resume his selection from the beginning;
4. Check the ordered items and if necessary, identify and correct errors;
5. Confirm the Order, the Total Price and the All-inclusive Price, the «Validating the Order».
6. Read and accept the General Sales Conditions
7. Follow the online payment instructions of the server to pay the All-inclusive Price.
8. The Customer then electronically receives a confirmation of the Order payment.
9. The Customer also receives electronically an Order Confirmation (the «Order Confirmation»).
10. Delivery will be made at the delivery address indicated by the Customer in the Order.

When carrying out the various steps of the aforementioned Order, the Customer undertakes to respect these contract terms pursuant to Article 1316-1 of the Civil Code.

The Seller agrees to fill the Order only within the limits of Product availability. In the absence of Product availability, the Seller undertakes to inform the Customer.

However, the Seller reserves the right to refuse the Order if it is abnormal, in bad faith, or for any other legitimate reason, especially if there was a previous dispute with the Customer regarding payment of an order.

Prices are in euros and valid until 31 October 2017.

The Price refers to the Total Price. They do not include the Delivery Cost, charged as extras and shown on the Order form before validation. Prices include all taxes, as well as the VAT applied on the French national territory on the date of the Order. Any change to the VAT rate will be reflected in the Price of the paper voucher or nightly credits. Payment of the full Price must be made when ordering.

The price will conform to the rules relating to VAT for each country

SECTION 13: CAMPING TRAVEL CLUB PRODUCT PAYMENT CONDITIONS

Paying the All-inclusive Price by the Customer is carried out via one of the following payment methods: Cash, cheque, credit card, e-banking card, bank transfer or holiday vouchers...

If paying by credit card, the Customer's card is immediately debited after verification, and upon receipt of the debit authorisation from the card's issuer.

The commitment to pay, provided by means of a payment card, is irrevocable. By providing information related to the credit card, the Customer authorises the Seller to debit his credit card for the amount corresponding to the All-inclusive Price. To this end, the Customer confirms that he is the owner of the debited credit card and that the name on the credit card is actually his own. The Customer communicates his card number, the expiration date, and, where appropriate, the numbers of the security code.

In cases where debiting the All-inclusive Price is not possible, the Online Order will be immediately cancelled.

The Seller will take every means to ensure the confidentiality and security of the data transmitted on the Website www.campingtravelclub.com

SECTION 14: DELIVERY OF CAMPING TRAVEL CLUB PRODUCTS

The Customer chooses one of the Delivery Methods offered when placing the Order.

The Customer indicates his delivery address and is solely responsible for any delivery failure due to a wrong

indication when ordering. Delivery is only made to the main address of the Camping Travel Card holder, or to that of the order placer. No deliveries will be made directly to a member establishment of the Camping Travel Club Network.

The Delivery Cost depends on the amount of the Order and the Delivery Method chosen. In any event, the Delivery Cost is indicated to the Customer before validating the Order.

Delivery Times are indicated and may vary according to the availability of the Ordered Products.

The Delivery Times are quoted in working days and correspond to average preparation and delivery of the Order within the Territory.

The Delivery Times run from the date of the Order Confirmed by the Seller.

If the Order has not yet been shipped upon the Seller's receipt of the Customer's cancellation notice, the Delivery is blocked and the Customer is refunded any amounts debited within fifteen days of receipt of the cancellation notice. In case the order has already been shipped upon the Seller's receipt of the Customer's cancellation notice, the Customer can still cancel the Order by refusing it. Then the Seller will refund the amounts debited, and the return costs paid by the Customer within fifteen days of receipt of the complete returned Order in its original state. The Customer must check the condition of the packaging and the Products upon Delivery.

The Customer must ensure that the Products delivered correspond to the Order. In case of non-conformity in kind or in quality with the specifications mentioned in the delivery slip, the Customer must inform the Seller's «customer service» by email and return the Products to the following address: Customer Contact Centre Camping Travel Club, Kawan Group, 3 rue du Suroit, Zone des Alleux – CS 81010 22101 DINAN Cedex–France

SECTION 15: RIGHT OF WITHDRAWAL

Pursuant to the provisions of Article L. 121-21-8 12° of the Consumer Code, the Products on the Website proposed by the Seller are not subject to the right of withdrawal provided in Articles L 121-21 et seq. of the Consumer Code for remote sales.

Consequently, the Products ordered on the Website are exclusively subject to the cancellation and modification terms provided in these General Sales Conditions and the user may not invoke a right of withdrawal.

SECTION 16: CLAIMS

The Customer must address any claims to Customer Contact Centre along with the reference and date of the Order:

- By email : contact@campingtravelclub.com

- By phone : +33(0)3 85 72 29 90 from outside France from January to March: Monday to Friday from 9am to 6pm. From April to September: Monday to Friday from 9am to 6pm, and Saturday from 9am to 12 noon and from 1pm to 5pm. From October to December: Monday to Friday 9am to 12 noon and from 2pm to 6pm.

- By mail to: Customer Contact Centre Camping Travel Club, Kawan Group, 3 rue du Suroit, Zone des Alleux – CS 81010 22101 DINAN Cedex–France

Only claims relating to Camping Travel Club Products will be considered.

After failing to obtain a satisfactory response from the Customer Contact Centre within a reasonable time, the Customer may file a complaint to the consumer Ombudsman within a maximum delay of one year from the date of the initial complaint sent by registered mail with acknowledgement of receipt. The Company's Ombudsman is the MEDICYS Association - Centre for Mediation and Amicable settlement by judicial officers. Any mediation request must be made electronically at www.medicys.fr, or by post to MEDICYS, 73 Boulevard de Clichy - 75009 Paris, France.

SECTION 17: INTELLECTUAL PROPERTY RIGHTS

The Seller's brands, illustrations, images and logos appearing on his Products, accessories and packaging, whether registered or not, are and remain the exclusive property of the Seller. Any total or partial reproduction, modification or use of the brands, illustrations, images, logos and elements for any reason and on any medium whatsoever, without the Seller's express prior consent is strictly prohibited. The same goes for any combination or conjunction with any other mark, symbol, logo and more generally any distinctive sign intended to form a composite logo. The same goes for any copyright, drawing, model, and patent owned by Seller.

SECTION 18: DATA CONFIDENTIALITY

The information requested from the Customer is required to process the Order.

In the event the Customer agrees to disclose his personal data, he has an individual right of access, withdrawal and rectification of this data in accordance with Act 78-17 of 6 January 1978 relating to computers, files and freedoms. The Customer must send a written request to the following address:

- Be email: contact@campingtravelclub.com
- By mail to: Customer Contact Centre Camping Travel Club, Kawan Group, 3 rue du Suroit, Zone des Alleux – CS 81010 22101 DINAN Cedex–France

When creating his account on the Website, the Customer will be able to choose whether to receive offers from the Seller and his partners.

The Website www.campingtravelclub.com is listed with the French Data Protection Authority (CNIL) under number 1410011.

SECTION 19: COOKIES

The Customer is informed that the Website uses Cookies designed to be used only by the Seller. At each connection to the Website, Cookies allow recording the following information: the type and version of the Customer's browser, the date and time of visit, the history and content of Orders, including those not finalised. Thus, upon future connections, the Customer does not need to enter certain information again. To enjoy the full functionality of the Website, it is best if the Customer allows his Internet browser (e.g. Internet Explorer, Mozilla Firefox, Safari, etc.) to accept Cookies.

However, the Customer is allowed to object to the recording of these Cookies. Indeed, most browsers allow configuring one's Internet Options, security level, or preferences to refuse or disable Cookies, or to receive a message indicating that Cookies are being used.

SECTION 20: FORCE MAJEURE

The Seller's obligations under this Agreement shall be suspended upon the occurrence of a fortuitous event

or force majeure that would impede or delay their execution.

The Seller will notify the Customer of the occurrence of such a fortuitous event or force majeure within 15 days from the occurrence date.

If the Seller's obligations continue to be suspended for a period exceeding 30 days, the Customer may terminate the current Order and the Seller then will refund the Order under the conditions specified above.

SECTION 21: REVOCATION OF A CLAUSE OF THE GENERAL SALES CONDITIONS.

If any provision of these terms of sale is revoked, this shall not result in the revocation of the other provisions of the General Sales Conditions, which shall remain in force between the Parties.

SECTION 22: GOVERNING LAW

These General Sales Conditions are governed by French law.

Photos credits : © Shutterstock.com, Lucky Business, Andrey Pavlov, JackFrog, New Phox Studio, almgren, Roesebeck Photography, oneinchpunch, amenic181, altanaka, stefanolunardi, Air Images, Sandra van der Steen, Monkey Business Images, oliveromg, chainarong 06, Blazej Lyjak, Who is Danny, Alexander Chaikin, Pawel Kazmierczak, canadastock, ZM_Photo, Botond Horvath, Honey Cloverz, jorisvo, InnervisionArt, kurt, Sira Anamwong, Thomas La Mela, ronnybas, Shebeko, photo.ua, DagboekvaneenAvonturier, S-F, Nick_Nick, lowsun, Lyubov Timofeyeva, Zoltan Gabor, Prezoom.nl, Andrey Armyagov, Galyna Andrushko, TTphoto, DronG, Conny Sjostrom, Greg V King, Audrius Merfeldas, Leonid Andronov, VVDVDD, PHOTOCREO Michal Bednarek, posztos, Andrea Obzerova, Agnes Kantaruk, Yongyut Kumsri, Jorg Hackemann, B and E Dudzinscy, MarKord, Pecold, anyaianova, Annto, kostasgr, Anton Ivanov, Anastasios71, MaraZe, Gaspar Janos, eFesenko, Fesus Robert, Mila Atkovska, Istvan Csak, Dani Vincek, Andrew Mayovskyy, Eric Fahrner, Radiokafka, PHB.cz (Richard Semik), zbindere, FERNANDO BLANCO CALZADA, eugeniek, KPG Payless2, S.Borisov, Samot, massimofusaro, Jag_cz, LucVi, Matej Kastelic, Lipskiy, catwalker, Pawel Kazmierczak, Iryna Gyrych, silky, Paulo Vilela, Migel, Sam Strickler, Steve Photography, Oliver Hoffmann, Andrew Mayovskyy, Maranello34, melis, xbrchx, Dennis van de Water, tgergo, Susy Baels, OPIS Zagreb, Risto Kostovski, Pecold, JeniFoto, Zimneva Natalia, Kiev.Victor, Sergey Dzyuba, Cloud Mine Amsterdam, Twisted Shots, minik, Jearu, siete_vidas, Cyril PAPOT, Hans Geel, Seaphotoart, ah_fotobox, kvaram, PHB.cz (Richard Semik), Delpixel, Yuryev Pavel, Hans-J. Aubert, Baranov E, kavalenkau, Philip Lange, Mapics, Jorg Hackemann, Sergey Novikov, Worakit Sirijinda, Jens Goepfert, Juergen Wackenhut, by Paul, Pawel Kazmierczak, Emi Cristea, r.classen, VanderWolf Images, Milan Kuminowski, Armin Voeller, Bildagentur Zoonar GmbH, Photoprofi30, Sean Pavone, Artur Bogacki, Steve Photography, Rrainbow, Noradoa, Philip Lange, Robcartorres, In Green, holbox, Alexander Tihonov, nito, Valentin Volkov, Lipskiy, Eduardo Estellez, Gema Garcia Martin, Justin Black, tkachuk, PavleMarjanovic, Stratos Giannikos, andras_csontos, Philip Bird LRPS CPAGB, Kutlayev Dmitry, Wead, Marco Ossino, Markus Gann, gab90, Buffy1982, Elena Ermakova, Max Topchii, javarman, Jaroslaw Pawlak, Brandon Bourdages, Banet, Seqoya, Vlada Photo, kapyos, Karol Kozlowski, Ekaterina Pokrovsky, Teng Wang, Littleaom, Alexander Tihonov, MRTfotografie, Boris Stroujko, Patryk Kosmider, Aleksandra Duda, Tupungato, Jane Rix, Kanuman, Ian Woolcock, Martina Fornal, Konstantin Tronin, saiko3p, TasfotoNL, vallefrías, prochasson frederic, Andrey Armyagov, nito, leoks, Songquan Deng, Sean Pavone, Pawel Kazmierczak, Elena_Suvorova, gadag, Jacob Lund, kostasgr, bikeriderlondon, oneinchpunch, gtfour, varuna, altanaka, Monkey Business Images, Proworks, EpicStockMedia, bikeriderlondon, Sergei Drozd, cornfield, Kayo, Stefanolunardi, Andrey Armyagov, Dmitry Naumov, paffy, notbad, davooda, Brothers Good, Rabus Carmen Olga, ruzanna, Ivonne_Wierink, Pichugin Dmitry, mimagephotography, EpicStockMedia, Blan-k, Epsicons, lukaszmilena, Natalija Sahraj, yui, Tomsickova Tatyana, lkoimages, Soloviova Ludmyla, AlenD, maga / Shutterstock.com, Vacalians Pro, Thomas Lambelin / Camping Ma Prairie

Production graphique : Groupe Easycom® - www.groupe-easycom.com