



“CASTELLISSIME CARD” GENERAL SALES CONDITIONS

Preamble

The general sales conditions detailed hereafter define the terms and conditions required to access the services proposed within the “Castellissime” loyalty programme.

1. “Castellissime” Programme Terms of Participation

The programme is free and exclusively reserved for persons registered on www.les-castels.com, with the Les Castels secretariat or at one of Les Castels campsites.

To benefit from the Castellissime programme, the member can either buy a Castellissime Card at a cost of 10€ or use a virtual Castellissime card for free.

For membership to be validated, the Cardholder expressly accepts the terms and conditions stipulated in the membership contract as well as the present general sales conditions.

2. “Castellissime” Programme Terms of Access and Use of Advantages

Once the card is ordered through www.les-castels.com website, the member receives a “Castellissime Card” and the Castellissime Programme General Sales Conditions by letter to the postal address registered, within 15 days following registration. If a member purchases its card from reception at a Castel location, he will be given its Castellissime Card immediately.

Any member requesting a virtual Castellissime card at the reception desk of a Castels site will receive, as soon as their account is created, a confirmation email informing them of their virtual Castellissime card number and the PIN. The virtual Castellissime card cannot be delivered via our Internet site.

The Castellissime card, which can be virtual, is valid indefinitely.

The “Castellissime” programme enables the Cardholder to collect points for each break, in any season, in any of Les Castels sites, via:

- an online reservation on www.les-castels.com,
- a reservation through one of Les Castels campsites,
- payment at the break location.

The points thus acquired enable the Cardholder to benefit from reduced rates for future breaks.

The point-earning scale (2% to 15% of accommodation expenses) is variable and is based on the period of the year as stipulated hereafter:

15% for breaks taken before 30/06/2012 and after 01/09/2012*

10% for breaks taken between 30/06/2012 and 13/07/2012*

5% for breaks taken between 14/07/2012 and 27/07/2012 and between 18/08/2012 and 01/09/2012*

2% for breaks taken between 28/07/2012 and 17/08/2012*

*The dates of the periods, the point-earning scale and the value of the point may be revised annually by Les Castels. Customers will not be informed individually by postal letter or by mail of any modification to the above but may consult the www.les-castels.com website annually for such modifications.

The points thus acquired are valued at 1 point = 1 Euro and may be used for any payment of any accommodation. (Scale currently in use on 1st February 2009)

The points acquired for a break are credited to the cardholder, provided that the card number corresponding to the Cardholder has been registered in the campsite computer system before payment of the total balance for the break.

Points are automatically credited 7 days following the checkout date.

The Cardholder may at any time check his total number of points and his personal information on his personal password-access-only page on www.les-castels.com.

To make a payment using your Castellissime points, the member must present their Castellissime card at the reception desk of the Castel site. The card is inserted into the electronic payment terminal for an instant debit from the points balance requested by the member subject to the number of points available. To pay using a virtual Castellissime card, the member's card number is entered into the EPT and the payment is validated with the member entering their personal PIN.

Cardholders can pay for their holiday online using loyalty points, on www.les-castels.com - use points either to pay in full or as part payment and pay the rest by other means (credit card etc.).

It is advisable for Castellissime customers to indicate the card number when reserving and to confirm this registration when paying the total balance for the break. Points cannot be credited to a Cardholder once the customer account for a break has been closed.

Points are valid for 3 years, from the date of the last transaction.

The Castellissime programme is applied to public camping rates and cannot be used in conjunction with any other current promotional offer or low-season reduction card.

3. Services and Privileges Associated with the “Castellissime” Card

Cardholders may also benefit from specific services and privileges such as:

- Special offers, reserved exclusively to “Castellissime” members, sent by email, by text message or by post, depending on the offer and the personal details given.

Les Castels retains the right to modify its services and privileges annually without prior notice.

4. Responsibility

Les Castels cannot be held responsible, in any way or by any means, for any problems, direct or indirect, encountered when using the card in any of Les Castels sites. Les Castels cannot be considered, in any way or by any means, as a third party to any disagreement or any contesting fact which may arise between the Cardholder and any partner campsite, and this, no matter what the cause may be. Les Castels will, nevertheless, do everything within its power to seek out an amicable solution to the problems encountered.

5. Claims

Claims should be addressed by letter to:

Les Castels - Manoir de Terre Rouge - 35270 Bonnemain - France

6. Data Protection and Privacy Act

All personal information requested from the Cardholder, relevant to programme membership or relevant to associated services, is recorded in full compliance with confidentiality regulations and measures as stipulated by the French Data Protection and Privacy Act of 6th January 1978.

The Cardholder has subject access rights and data modification rights which may be exercised by request to:

Les Castels - Manoir de Terre Rouge - 35270 Bonnemain - France

Les Castels is committed to answering any request within 10 days following request receipt.

Les Castels reserves the right to collect relevant information from Cardholders, and, upon agreement from this latter, to transmit this information to commercial partners, in full compliance with legal confidentiality regulations and measures.

7. Terminating “Castellissime” Card Programme Membership

Membership may be terminated at any moment by simple request. Points earned and credited will be considered null and void and no refund will be provided.

8. Card Replacement

Any misplaced or lost Castellissime card may be replaced upon request to either Les Castels secretariat or to any of Les Castels campsites. Each new membership card will be invoiced €10. Points earned and credited will be conserved. For a virtual Castellissime card, the card number and the PIN can be sent by email on request at no extra cost.