



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 exclusively reserved to persons registered on www.les-castels.com, or to persons who have filled in the corresponding membership form and have sent it, with the € 10 annual membership fee, to either Les Castels secretariat or to one of Les Castels campsites.

Membership is valid for the current calendar year and membership fees are revised annually.

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

The member receives a "Castellissime Card" by letter to the postal address registered, within 15 days following registration. This card 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 26/06/2010 and after 27/08/2010*
- 10% for breaks taken between 26/06/2010 and 09/07/2010*
- 5% for breaks taken between 10/07/2010 and 23/07/2010 and between 14/08/2010 and 27/08/2010*
- 2% for breaks taken between 24/07/2010 and 13/08/2010*

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 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 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 payment of the total balance for the break.

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.

Points are valid for 3 years, from the date of your last transaction, subject to annual membership renewal.

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.

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

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.
- The possibility to settle the balance for a break upon arrival at the destination, instead of having to settle the total 30 days before the beginning of the break.

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

4. Annual membership renewal

Annual membership is renewed automatically, at the beginning of every calendar year, by automatic deduction of the number of points corresponding to the membership fee.

5. 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.

6. Claims

Claims should be addressed by letter to:

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

7. 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.

8. 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.

9. Card Replacement

Any misplaced or lost card may be replaced upon request to either Les Castels secretariat or to any of Les Castels campsites. Each new card will be invoiced € 10. Points earned and credited will be conserved.