

GENERAL TERMS AND CONDITIONS OF USE – TERRACAMPS LOYALTY PROGRAM

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1. PURPOSE OF THE PROGRAM

The "Terracamps Family" loyalty program is designed to offer its members (the "Members") the benefits described below during their stays at Terracamps. These General Terms and Conditions of Use (GTCU) describe the terms of enrollment in the Terracamps Family loyalty program by the Terracamps client.

2. DEFINITIONS

- **Member:** The customer who subscribes by accepting the present GTCU of the "Terracamps Family" loyalty program.
- **Program:** The "Terracamps Family" loyalty program.
- **GDPR:** General Data Protection Regulation No. 2016-679.

3. ENROLLMENT IN THE PROGRAM

Enrollment in the program is possible:

- By signing up online on the website www.terraccamps.com via the dedicated space.
- Online via the Terracamps customer account.
- Or during a stay at one of the Terracamps campgrounds, upon request at the reception.

Enrollment in the Program is free and becomes effective upon the Member's receipt of an email confirming their membership, including their physical card number.

Only legal adults with the legal capacity to contract can join the Program. The "Terracamps Family" loyalty account is strictly personal and cannot be sold, transferred, or lent.

To benefit from the Loyalty Program, the client does not need to have a customer account on the Terracamps website.

To enroll, the client must read and accept these GTCU without reservation.

4. USE OF THE PROGRAM

To enjoy the Program's benefits, the Member must provide their "Terracamps Family" account number during each booking or on-site during their stay at the campground. Compliance with these terms is a condition for the benefits to be granted.

5. EARNING POINTS

For each stay at a Terracamps campground, the "Terracamps Family" loyalty account will be credited with 1 point per euro charged by the campground to the Member. Points are earned and can be redeemed within a maximum of 7 days after the end of the stay. Stays booked via www.terraccamps.com or directly with Terracamps network establishments are eligible for points.

The following expenses are not eligible for points:

- Electricity fees
- Booking fees
- Cancellation insurance
- Tourist tax
- Restaurant services
- Sales of external services (tickets, external activities, or any other service provided by another organization than the campground)
- Residential contracts
- Wellness packages
- Stays for business purposes
- Group stays

The number of points earned per stay is increased by 50 points starting from the second stay within the same calendar year (from January 1 to December 31), with the start date of the stay as the reference, provided these stays have indeed earned points.

Welcome Offer: 150 points will be credited to the Terracamps Family account for any new subscription starting from April 8, 2022. The accumulated points cannot be transferred or exchanged for cash.

6. VALIDITY OF POINTS

Points are valid for 36 months from the end of the stay. Any new stay within this period will extend the validity of the points by 36 months.

7. REDEMPTION OF POINTS

Points can be converted into discounts on stays at Terracamps campgrounds according to the following scale, with a maximum discount of €50 per stay:

- 150 points = €5 discount
- 300 points = €10 discount
- 500 points = €15 discount
- 1000 points = €30 discount
- 1500 points = €50 discount

These discounts apply to stays booked through Terracamps distribution channels: the website www.terracamps.com or directly with Terracamps network establishments. They are applied at the time of deposit payment, provided the stay is definitively confirmed by the establishment.

Promotions and benefits linked to the loyalty program cannot be combined with other promotional offers, discounted or special rates. These promotions and benefits apply only to tourist rates and stays of at least one night.

Once the points and associated benefits are fully consumed, the number of points on the Member's loyalty account will return to 0.

To benefit from this discount, the Member must:

- In the case of a booking on www.terraccamps.com, select their "Terracamps Family" physical card during the payment step.
- In the case of a direct booking with the campground, provide their "Terracamps Family" physical card number during booking.
- In the case of a non-booked stay, present their "Terracamps Family" physical card number.

The following expenses are not eligible for point redemption:

- Electricity fees
- Booking fees
- Cancellation insurance
- Tourist tax
- Restaurant services
- Sales of external services (tickets, external activities, or any other service provided by another organization than the campground)
- Residential contracts
- Wellness packages
- Stays for business purposes
- Group stays.

In the event of a stay cancellation, points debited at the time of booking to benefit from a discount cannot be refunded.

8. STATUS AND SPECIFIC BENEFITS

Members of the "Terracamps Family" program will be assigned a "status" based on the number of stays at Terracamps over the last 3 years (36 months) across the last 3 seasons. The Member's status is automatically updated every year in November.

- **Discovery Camper:** Status of any customer who has created their loyalty account.
- **Loyal Camper:** Camper who has made at least 3 stays in the last 3 years (the 3 stays must be on 3 different seasons).
- **Ambassador Camper:** Camper who has made at least 5 stays in the last 3 years (at least 3 stays on 3 different seasons).

Loyal Camper and **Ambassador Camper** statuses grant specific benefits during stays at our campgrounds.

- **Loyal Camper Benefit:** 1 Terracamps cup + 1 pen
- **Ambassador Camper Benefit:** 1 local product

9. TRANSITION FROM LOYALTY CARD TO TERRACAMPS FAMILY LOYALTY PROGRAM

Any client with a valid Terracamps loyalty card with 3 stamps will receive the benefits associated with this card (see terms of use of the loyalty card).

Any client with a valid Terracamps loyalty card with 2 stamps will receive 1000 points credited to their loyalty account.

Any client with a valid Terracamps loyalty card with 1 stamp will receive 500 points credited to their loyalty account.

At the end of this process, the loyalty card will become void and will no longer provide the benefits originally tied to it.

No new loyalty card will be issued after April 8, the day the "Terracamps Family" loyalty program is launched, and no new stamps can be applied.

10. CLAIMS RELATED TO THE OPERATION OF THE TERRACAMPS FAMILY PROGRAM

If a Member notices that their points have not been correctly credited, they can request an adjustment of their point balance by providing their paid invoice within 2 months of the claim via email at: contact@terracamps.com

11. CANCELLATION AND LIABILITY

11.1. Cancellation by the Member

The Member can decide at any time to no longer participate in the program. To do so, the Member must send an email to contact@terracamps.com stating they wish to cancel their membership. Their cancellation will be effective within one month of their request.

11.2. Cancellation by Terracamps

Any use contrary to the terms and conditions of the "Terracamps Family" program may result in the Member's exclusion from the program by Terracamps.

11.3. Effects of cancellation: Cancellation ends the Member's enrollment in the "Terracamps Family" program and results in the removal of all accumulated points on the cancellation date, with no compensation due to the Member.

12. PROCESSING OF PERSONAL DATA

For more information on the processing of your personal data and your rights, please refer to our Data Protection Policy by clicking here.

13. ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS AND APPLICABLE LAW

Any enrollment in the Program implies the Member's unconditional acceptance of these General Terms and Conditions of Use. These General Terms and Conditions may be modified. The Member will be informed of the new terms 30 days before they come into effect via appropriate means (website, email, communication posted at Terracamps network establishments, etc.) so they can terminate their membership during this period. If no cancellation occurs, the new terms will prevail after the 30-day period. In any case, these General Terms and Conditions prevail over any prior text. In case of a dispute between the Member and Terracamps that cannot be resolved amicably, the competent court shall be contacted. This system is the property of Terracamps, and we reserve the right to modify or suspend the loyalty program without notice.