

General Terms and Conditions of Sale

Article 1: A booking for a chalet, mobile home, bungalow, or campsite pitch will only be considered valid and effective once the rental agreement has been properly completed and the requested deposit has been paid to the company Terracamps Loisirs.

Article 2: By signing the rental agreement, you agree to accept all the general terms and conditions of sale.

Article 3: In the event that the specific housing request cannot be fulfilled, the customer has the right to cancel the reservation and receive a refund of the deposit paid.

Article 4: In case of contract termination, the deposit will be retained, and the balance must be paid as a termination fee.

Article 5: The rental agreement will specify a precise date of arrival and departure.

Article 6: The rental agreement obligates the reserver to pay the full amount for the stay, even in the event of total or partial absence.

Article 7: All rentals are personal and cannot be transferred or sublet under any circumstances.

Article 8: The rental agreement becomes effective only after the receipt of a deposit payment, the amount of which is specified in the contract.

Article 9: In the absence of a notice from the client stating that the arrival date has been delayed, the pitch will be considered available 48 hours after the scheduled arrival date specified in the rental agreement, and full payment for the services will still be required.

Article 10: For rentals, a deposit, determined based on the chosen rate and depending on the reservation date (ranging from 30% to 100% of the total amount of the stay), is required at the time of booking. The balance of the stay must be paid 30 days before the scheduled arrival date or upon arrival at the campsite if the client has not made a reservation. Please note that for stays of 6 nights or less, the required deposit is 100% of the total amount of the stay.

Article 11: For any changes to the dates of the stay, the same pitch, chalet, mobile home, or bungalow cannot be guaranteed.

Article 12: It is reminded that under the provisions of Article L221-28 and following of the Consumer Code, none of the services offered by Terracamps are subject to the right of withdrawal. Any interrupted or shortened stay (late arrival, early departure) for any reason will not be eligible for a refund.

Article 13: Civil liability insurance is mandatory.

Article 14: Any dissatisfaction regarding cleanliness or the general condition of the rental unit must be reported within 24 hours of arrival to allow for corrective action. No complaints will be accepted more than 24 hours after the arrival date. All campers are required to follow the campsite's internal regulations, displayed at the reception, and are responsible for any disturbances caused by individuals staying with them. A serious violation of the internal regulations may result in the expulsion of the camper.

Article 15: In the event of a dispute regarding the validity, interpretation, execution or non-performance, modification, or termination of the contract, the client and Terracamps will make efforts to find an amicable solution. If no satisfactory resolution is reached, and in accordance with Article L. 616-1 of the Consumer Code, the client has the option to initiate an amicable resolution process through mediation, with: SAS Médiation Solution - 222 Chemin de la Bergerie, 01800 Saint Jean de Niost.

<https://www.sasmediationsolution-conso.fr>

contact@sasmediationsolution-conso.fr

Article 16: Cancellation or interruption fees may be covered by the cancellation insurance offered by Meetch (CMAM group), a partner designated by Terracamps Loisirs. No refund will be made without subscribing to the cancellation insurance.

HOW TO FILE YOUR CLAIM

HOW TO CONTACT MEETCH INSURANCE

15 Rue des Halles - 75001 PARIS

Monday to Friday from 9:00 AM to 12:00 PM and 2:00 PM to 4:30 PM

You must file your claim at: <https://claim.meetch.io/fr/login>

If you encounter difficulties, we recommend using the two contact methods below to optimize the processing of your case:

By email: contact@meetch.io

By mail: MIMAT – 15 Rue des Halles, 75001 Paris

Be sure to gather the following information that will be requested during your call:

- Your contract number,
- Your first and last name,
- Your home address,
- The phone number where Meetch can reach you,
- The reason for your claim.

During your first call, an insurance claim number will be provided to you. Always refer to this number in any subsequent communications with Meetch's Insurance Service.

Reasons covered by Meetch cancellation insurance (CMAM group):

The guarantee is granted for the reasons and circumstances listed below, excluding all others:

- Serious illness (including serious illness due to an epidemic or pandemic declared within 30 days before departure), severe bodily injury or death, including the aftermath, consequences, complications, or worsening of an illness or injury, diagnosed before the booking of your trip, for you, your legal or de facto spouse, your ascendants or descendants (of any degree), your guardian, or any person living permanently under your

roof, your brothers, sisters, including the children of your spouse or cohabiting partner of one of your direct ascendants, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law, your designated professional substitute at the time of booking, the person designated at the time of booking to look after or accompany your minor children or disabled person living under your roof during your trip, provided there is hospitalization of more than 48 hours or death.

- Pregnancy complications up to the 32nd week,

✓ resulting in the absolute cessation of any professional or other activity, and provided that at the time of departure, you are not more than 6 months pregnant, or

✓ if the nature of the trip itself is incompatible with the pregnancy, provided that you were unaware of your condition when you booked the trip.

It is your responsibility to prove the validity of the situation entitling you to benefits. Therefore, Meetch reserves the right to refuse your claim, based on the advice of its doctors, if the information provided does not substantiate the facts.

INSURANCE COVERAGE LIMITS

1 / CANCELLATION

✓ Cancellation for medical reasons, including:

Cancellation due to illness declared in the month prior to departure in the event of an epidemic or pandemic.

✓ Cancellation for any random cause.

2 / COSTS OF INTERRUPTION OF STAY (in case of early return)

✓ Reimbursement of unused land services on a pro-rata basis (excluding transportation) (B).

€10,000 per person, limited to €40,000 per stay.

CANCELLATION FOR ANY REASON

The coverage applies to the reasons and circumstances listed below, excluding all others, within the limits indicated in the

Insurance Coverage Table:

- Serious material damage requiring your presence on the day of the planned departure to take the necessary protective measures, resulting from a fire, water damage, or natural elements affecting your private or professional premises.
- Theft in private or professional premises, requiring your presence on the day of departure, provided the theft occurred within 48 hours before the trip.
- Your summons for an organ transplant, on a date falling during the planned trip, provided that the summons was not known at the time of the contract subscription.
- A contraindication to vaccination, side effects from vaccination, or a medical impossibility to follow a necessary preventive treatment for the chosen destination or in relation to your vaccination passport.

- Severe damage to your vehicle occurring within 96 hours before departure, and provided that it can no longer be used to reach your destination or departure point.

DESCRIPTION OF INSURANCE COVERAGE

- An accident or breakdown of your means of transport during your pre-arranged travel, resulting in a delay of more than two hours, causing you to miss the booked flight for your departure, provided that you have made arrangements to arrive at the airport at least 2 hours before the boarding deadline.
- Your economic dismissal or that of your legal or de facto spouse, provided that the procedure had not been initiated at the time of subscribing to this contract and/or that you were unaware of the date of the event when subscribing to the contract. The coverage is extended in the case of a mutual termination agreement.
- Obtaining a salaried job or a paid internship, starting before or during the planned dates of your trip, while you were registered with Pôle Emploi, provided that it is not an extension, renewal, or modification of a contract or a temporary work assignment.
- Your mandatory, unforeseeable, and non-deferable summons by an administration on a date during your planned trip, provided that the summons was not known at the time of subscribing to the contract.
- Your summons to a university resit exam during the period of your trip, provided that the exam failure was not known at the time of subscribing to this contract.
- The refusal of a tourist visa by the authorities of the country you have chosen for your trip, provided that you had not previously had a refused application by these authorities during a prior trip, that your application allowed them to make a decision before your trip, and that you meet the requirements set by the administrative authorities of that country.
- Your non-disciplinary professional transfer imposed by your employer, requiring you to relocate, provided that the transfer was not known at the time of subscribing to the contract. This coverage is granted to salaried employees, excluding members of a liberal profession, directors, legal representatives of companies, self-employed workers, artisans, and those in the entertainment industry.
- The refusal, cancellation, or modification of your paid leave by your employer. This coverage is granted to salaried employees, excluding members of a liberal profession, directors, legal representatives of companies, self-employed workers, artisans, and those in the entertainment industry. In the case of cancellation or modification, these leave days, which correspond to an acquired right, must have been subject to prior written agreement from the employer before the subscription of the contract.
- Your summons for child adoption during your insured stay, provided that the summons was not known at the time of subscribing to the contract.
- Your summons for in vitro fertilization during your insured stay, provided that the summons was not known at the time of subscribing to the contract.
- Cancellation due to separation of a married couple, civil union (PACS), or cohabiting couple. This coverage is only granted upon presentation of legal and administrative documents proving the actual nature of the separation or cohabitation (divorce proceedings, termination of PACS contract, any documents proving cohabitation, such as utility bills, TELECOM, joint bank accounts, joint declarations, etc.).

- The theft, within 48 hours before departure, of your identity documents (passport, ID card) essential for crossing the borders during your trip, provided that a police report was filed as soon as the theft was discovered with the nearest police authorities.
- A riot, an attack, an act of terrorism or piracy, pollution due to an industrial accident, or an epidemic zone or natural disaster occurring in France or at the destination.

The coverage applies when both of the following conditions are met:

- The event caused material and bodily damage in the city or cities of your destination or within a 100 km radius around your accommodation.
- Your departure date is less than 30 days after the event and no similar event has occurred in the affected area within the thirty days prior to the subscription of the contract. The event must occur after the contract is signed.

A strike by transport operators, the staff of the transport company or the thermal center, provided that the strike occurs in France, that a notice of strike was given 48 hours before the start of the stay, and that the insured has no other means of transport to reach the destination. This coverage is extended in the case of a major refinery strike making the journey impossible.

The cancellation of professional events:

Cancellation of the professional appointment for which the service was booked. This coverage applies, notably, in the following cases:

Cancellation of the construction site for which the service was booked.

Cancellation of the professional assignment for which the service was booked.

The cancellation of your stay in the event of an administrative closure of the thermal center, provided that the stay is linked to the reserved service. Coverage for your cancellation also applies if your annual treatment is denied or its coverage by social security is removed.

- Theft or Serious Damage to your caravan or motorhome essential for the reserved stay. The coverage applies if the theft or damage was unknown at the time of subscribing to the insurance contract and makes your stay impossible.

The coverage is also granted, within the limits indicated in the Table of Guarantees, for any other unforeseen event, whatever it may be, that constitutes an immediate, real, and serious obstacle preventing your departure and/or the performance of the activities planned during your stay.

An unforeseen event refers to any sudden, unpredictable circumstance beyond the control of the insured that justifies the cancellation of the trip.

The unforeseen event must have a direct causal link with the inability to depart.

WHAT IS EXCLUDED FROM THE CANCELLATION GUARANTEES

The Cancellation coverage does not cover the inability to depart due to the closure of borders, logistical arrangements, or the accommodation or security conditions at the destination.

In addition to the exclusions common to all guarantees, the following are also excluded:

- ◆ An event, illness, or accident that has been first diagnosed, relapsed, worsened, or resulted in hospitalization between the date of purchase of the stay and the date of subscription to the insurance contract,

- ◆ Any circumstance that only affects simple enjoyment,
- ◆ Pregnancy, including complications beyond the 32nd week, and in all cases, voluntary termination of pregnancy, childbirth, in vitro fertilization, and their consequences,
- ◆ Failure to vaccinate,
- ◆ Any type of failure, including financial, of the carrier making it impossible for them to fulfill their contractual obligations,
- ◆ Any medical event where the diagnosis, symptoms, or cause are of a psychological, psychiatric, or emotional nature, and which did not result in hospitalization for more than 3 consecutive days after the subscription of this Contract. If you cancel the trip later with your travel agency, we will only refund the cancellation fees starting from the date of the contraindication confirmed by a competent authority, in accordance with the cancellation scale outlined in the specific terms and conditions of the travel agency..
- ◆ Pollution, local health situations, natural disasters covered by the procedure under Law No. 82.600 of July 13, 1982, and their consequences, as well as meteorological or climatic events.,
- ◆ The consequences of criminal proceedings in which you are involved,
- ◆ Any other event occurring between the date of subscription to the insurance contract and the date of departure of your trip
- ◆ Any event occurring between the date of booking the trip and the date of subscribing to the insurance contract.
- ◆ The absence of risk,
- ◆ An intentional act and/or one punishable by law, the consequences of being under the influence of alcohol, the consumption of drugs, any narcotic substance mentioned in the Public Health Code, as well as the use of medications and treatments not prescribed by a doctor.,
- ◆ Simply because the geographical destination of the trip is advised against by the French Ministry of Foreign Affairs,
- ◆ An act of negligence on your part,
- ◆ Any event for which the travel agency could be held responsible under the applicable Tourism Code,
- ◆ The non-presentation, for any reason, of essential documents for the stay, such as passport, identity card, visa, travel tickets, vaccination record, except in the case of theft, of the passport or identity card within 48 hours prior to departure.

COSTS OF INTERRUPTION OF STAY

Following your interruption of stay, Meetch will reimburse you, as well as the members of your family who are policyholders or a person accompanying you under this contract, for the accommodation costs already paid and not used (excluding transport), prorated from the night following the event that caused the interruption of stay.

Similarly, if a member of your family who is not participating in the trip is diagnosed with a serious illness, a severe bodily injury, or passes away, and as a result, you have to interrupt your stay, Meetch will reimburse you, as well as the members of your family who are policyholders or a person accompanying you, prorated, for the accommodation costs already paid and not used (excluding transport), from the night following the date of your early return.

Meetch also intervenes in cases of theft, serious damage from fire, explosion, water damage, or damage caused by natural forces to your private or professional premises, which require your presence to take necessary protective measures. In such cases, Meetch will reimburse you, as well as the members of your family who are policyholders or a person accompanying you, prorated, for the accommodation costs already paid and not used (excluding transport), from the night following the date of your early return.

Exclusions of the Guarantee Related to Stay Interruption

In addition to the common exclusions to all guarantees, the following are also excluded:

- ◆ The refund requests for transportation tickets,
- ◆ Requests for reimbursement of services not listed on the trip registration form and therefore not covered (even if these services are purchased from the local representative of the organizer on site),
- ◆ Interruptions of stay where the event causing the interruption was known before the departure of the trip.

Obligations in Case of a Claim

You must report your claim to MEETCH, a subsidiary of PHENOMEN, located at 15 Rue des Halles - 75001 PARIS, within five business days from when you become aware of it, unless there are exceptional circumstances or force majeure. After this period, if Meetch suffers any loss due to the late declaration, you will forfeit your right to compensation. You will need to submit all the necessary documents to support your claim and prove both the validity and the amount of the claim. In all cases, you must provide Meetch with:

- the original detailed invoices from the travel agency showing the land services and transport services,
- the travel registration invoice or the agency's registration form,
- The certificate or proof from the Assistance provider confirming the date of repatriation or early return and its reason,

Any other document that Meetch deems necessary for the processing of the claim.

Without providing the necessary medical information to the medical advisor for processing, the claim cannot be settled.

General Exclusions Related to Cancellation Insurance

Do not trigger intervention:

- ◆ Services that were not requested during the trip or not organized by us, or in agreement with us, do not entitle you to a refund or compensation retroactively,

- ◆ Meals and hotel expenses, except those specified in the terms of the coverage,
- ◆ Damages intentionally caused by the Beneficiary and those resulting from their participation in a crime, offense, or brawl, except in cases of self-defense,
- ◆ The amount of convictions and their consequences,
- ◆ The use of narcotics or drugs not medically prescribed,
- ◆ The state of alcohol intoxication,
- ◆ Customs fees,
- ◆ Participation as a competitor in a competitive sport or rally that qualifies for a national or international ranking, organized by a sports federation that issues a license, as well as training for these competitions,
- ◆ The professional practice of any sport,
- ◆ Participation in competitions or endurance or speed events and their preparatory trials, aboard any land, water, or air vehicle,
- ◆ The consequences of failing to comply with recognized safety rules related to the practice of any recreational sport activity,
- ◆ The expenses incurred after the return from the trip or the expiration of the coverage,
- ◆ Accidents resulting from your participation, even as an amateur, in the following sports: motor sports (regardless of the motor vehicle used), aerial sports, high-mountain mountaineering, bobsleigh, big game hunting, ice hockey, skeleton, combat sports, spelunking, snow sports with international, national, or regional ranking,
- ◆ The voluntary disregard of the regulations of the visited country or the practice of activities not authorized by the local authorities,
- ◆ Official prohibitions, seizures, or enforcement actions by the authorities,
- ◆ The use of air navigation devices by the Beneficiary,
- ◆ The use of war machines, explosives, and firearms,
- ◆ Damage resulting from an intentional or fraudulent act by the Beneficiary in accordance with Article L.113-1 of the Insurance Code,
- ◆ Suicide and attempted suicide,
- ◆ Epidemics and pandemics, unless otherwise specified in the coverage, pollution, natural disasters,
- ◆ Civil or foreign war, riots, strikes, popular movements, acts of terrorism, hostage-taking,
- ◆ The disintegration of the atomic nucleus or any irradiation coming from a source of energy with radioactive properties.

The insurer's liability can in no case be engaged for failures or delays in the performance of its obligations arising from force majeure events, or circumstances such as civil or foreign war, riots or popular movements, lock-outs, strikes, attacks, acts of terrorism, piracy, storms and hurricanes, earthquakes, cyclones, volcanic eruptions or other cataclysms, nuclear core disintegration, explosion of devices, radioactive nuclear effects, epidemics, the effects of pollution and natural disasters, radiation effects, or any other fortuitous event or force majeure, as well as their consequences.

Article 17 : Bloctel system – Pursuant to Article L.223-2 of the French Consumer Code, the customer has the right to register on the list to oppose telemarketing calls.