

Sales conditions

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## 1. PURPOSE OF THE PROGRAMME

The purpose of the 'Aquadis Family' loyalty programme is to enable its subscribers (the Members) to benefit from the advantages described below during their stays at Aquadis Loisirs campsites. These General Conditions of Use (GCU) outline the membership terms of the Aquadis Family loyalty programme for Aquadis Loisirs customers.

## 2. DEFINITIONS

**Member:** a customer having subscribed to the 'Aquadis Family' loyalty programme by accepting these GCU

**Programme:** the 'Aquadis Family' loyalty programme

**GDPR:** General Data Protection Regulation N° 2016-679 3

## 3. PROGRAMME SUBSCRIPTION

It is possible to subscribe to the Programme:

- by registering online at [www.aquadis-loisirs.com](http://www.aquadis-loisirs.com) via the dedicated space
- by registering online via an Aquadis Loisirs customer account
- during a stay at an Aquadis Loisirs campsite, by simple request at the reception

Subscription to the Programme is free. This comes into effect as soon as the Member receives an email confirming the subscription, accompanied by the number of their physical card.

Any adult person with the full legal capacity to enter into contracts can subscribe to the Programme. The 'Aquadis Family' loyalty account is strictly personal and it may not be sold, transferred or loaned.

It is not necessary for customers to have a customer account on the Aquadis Loisirs website to benefit from the Loyalty Programme.

In order to subscribe, the customer must read these GCU and accept them unconditionally.

## 4. USING THE PROGRAMME

To benefit from the Programme advantages, the Member must state his/her 'Aquadis Family' loyalty account number at the time of each booking or directly during his/her stay at the campsite. These conditions must be observed in order for the Programme advantages to be granted.

## 5. COLLECTING POINTS

For each stay at an Aquadis Loisirs campsite, the 'Aquadis Family' loyalty account will be credited with one point per Euro that the Member is invoiced by the campsite. Points are credited and available for use 48 hours after the end of the stay. Any stay booked at [www.aquadis-loisirs.com](http://www.aquadis-loisirs.com) or directly with campsites in the Aquadis Loisirs network are eligible to collect points.

The following purchases are not eligible to collect points:

- Food and drink
- Purchases made outside the campsite (tickets, activities outside the campsite, or any other service delivered by a company other than the campsite)
- Residential contracts
- Spa package deals
- Stays for professional reasons
- 'Group' stays

A total of 50 points will be added to the number of collected points per stay, from the second stay within the same calendar year (1 January to 31 December); with the start dates as evidence of these stays and on condition that the stays actually earned points.

Welcome offer: 150 points will be credited for all new subscriptions to the Aquadis Family account from 8 April 2022. No collected points may be transferred or exchanged for cash.

## **6. VALIDITY OF POINTS**

The collected points remain valid for 36 months from the end date of the stay. Any new stay within this period will extend the validity of the points by 36 months.

## **7. USING POINTS**

The collected points can be converted to discounts on future stays at campsites in the Aquadis Loisirs network, according to the following scale and limited to €50 maximum per stay:

- 150 points = €5 reduction
- 300 points = €10 reduction
- 500 points = €15 reduction
- 1,000 points = €30 reduction
- 1,500 points = €50 reduction

These discounts apply for stays booked via the Aquadis Loisirs distribution channels: [www.aquadis-loisirs.com](http://www.aquadis-loisirs.com) or directly at campsites in the Aquadis Loisirs network. The reductions will be applied at the same time as payment of the deposit for the stay, on condition that the stay has been fully confirmed by the campsite.

The advantages and offers linked to the loyalty programme cannot be used in conjunction with any other special offers, or reduced or special rates. The advantages and offers linked to the loyalty programme only apply to tourist rates, and to stays with a minimum of one night.

Once the associated points and advantages have been used entirely, the number of points the customer has in their loyalty account starts again from 0.

To benefit from these discounts, the Member must:

- In the case of a booking made at [www.aquadis-loisirs.com](http://www.aquadis-loisirs.com), he/she must choose their physical 'Aquadis Family' card at the payment stage

- In the case of a booking made directly at the campsite: he/she must state the number of their physical 'Aquadis Family' card at the time of booking
- In the case of a stay without a booking: he/she must show the number of their physical 'Aquadis Family' card.

The following purchases are not eligible to collect points:

- Food and drink
- Purchases made outside the campsite (tickets, activities outside the campsite, or any other service delivered by a company other than the campsite)
- Residential contracts
- Spa package deals
- Stays for professional reasons
- 'Group' stays

In the event the stay is cancelled, any points deducted at the time the stay was booked in order to benefit from a discount can in no way be refunded.

## **8. SPECIFIC STATUSES AND ADVANTAGES**

Different statuses will be attributed to the Members of the Aquadis Family programme according to the number of stays at Aquadis Loisirs in the last three years (36 months), throughout the last three seasons. The Member status will be updated automatically in November of each year.

### **Discoverer Camper**

The status attributed to any camper who creates a loyalty account

### **Loyal Camper**

Campers having stayed at an Aquadis Loisirs campsite at least three times in the last three years (the three stays must have occurred in three different seasons)

### **Ambassador Camper**

Campers having stayed at an Aquadis Loisirs campsite at least five times in the last three years (at least three of these stays must have occurred in three different seasons)

'Loyal Campers' and 'Ambassador Campers' benefit from specific advantages during their stays at our campsites (only for a stay of 7 nights minimum)

**'Loyal Camper' advantage:** 1 Aquadis Loisirs beaker + 1 pen

**'Ambassador Camper' advantage:** 1 free breakfast per stay (for 1 person)

## **9. TRANSFER FROM A LOYALTY CARD TO THE AQUADIS FAMILY LOYALTY PROGRAMME**

Any customer having a valid Aquadis Loisirs loyalty card with three stamps is entitled to the advantages linked to this loyalty card (see the loyalty card conditions of use).

Any customer having a valid Aquadis Loisirs loyalty card with two stamps will receive 1,000 points credited to their loyalty account.

Any customer having a valid Aquadis Loisirs loyalty card with one stamp will receive 500 points credited to their loyalty account.

Following this process, the loyalty card will no longer be valid and will no longer give any rights to the advantages initially stated in the related conditions of use.

No new loyalty card can be delivered from the date the 'Aquadis Family' loyalty programme comes into operation.

## **10. CLAIMS RELATING TO THE OPERATION OF THE AQUADIS FAMILY PROGRAMME**

If a Member notices their points have not been credited correctly, he/she may ask for the points total to be adjusted upon presentation of their paid invoice within two months from their claim by email to: [contact@aquadis-loisirs.com](mailto:contact@aquadis-loisirs.com)

## **11. CANCELLATION AND RESPONSIBILITY**

### **11.1. Cancellation at the Member's discretion**

Any Member may decide to leave the Programme at any time. To do this, the Member of the 'Aquadis Family' programme must send an email to [contact@aquadis-loisirs.com](mailto:contact@aquadis-loisirs.com), stating he/she wishes to cancel the subscription. The cancellation will come into effect in the month following this request.

### **11.2. Cancellation at the discretion of Aquadis Loisirs**

Any use contrary to the 'Aquadis Family' programme General Conditions of Use may result in Aquadis Loisirs excluding the Member from the 'Aquadis Family' programme.

11.3. Consequences of cancellation: This will result in the Member no longer being subscribed to the 'Aquadis Family' programme and deletion of the total number of points collected at the time of cancellation; the Member cannot request any compensation in exchange.

## **12. PERSONAL DATA PROCESSING**

To learn more about your rights and how your personal data is processed, please consult our Data Protection Policy ([click here](#)).

## **13. ACCEPTANCE OF THE GENERAL CONDITIONS OF USE AND APPLICABLE LAW**

All subscriptions to the Programme imply the Member's unconditional acceptance of these General Conditions of Use. These General Conditions of Use may be modified. Members will receive advance notification of the new General Conditions of Use by any appropriate means (website, email, communication posted at the campsites in the Aquadis Loisirs network, etc.) thirty (30) days before they come into effect, in order that any Member can cancel his/her subscription during this period. If notice of cancellation is not received, the new General Conditions of Use will prevail over all previous versions and will become applicable at the end of these thirty (30) days. In any event, these General Conditions supersede all previous texts. Any dispute between the Member and Aquadis Loisirs that cannot be resolved amicably will be submitted to the competent court. This Programme is the property of Aquadis Loisirs; as such, we reserve the right to modify or suspend the loyalty programme without prior notice.