Terms & Conditions of the Loyalty Programme

« Les Vagues de la Baie »

1. PURPOSE OF THE PROGRAMME

The “Les Vagues de la Baie” loyalty programme is designed to provide its members (the “Members”) with the benefits described below when making reservations at Camping de la Baie.

These Terms & Conditions set out the rules for joining the programme and the benefits associated with it.

Le Programme de fidélité « Les Vagues de la Baie » a pour objet de faire bénéficier ses adhérents (les Membres) des avantages décrits ci-après lors de leurs réservations dans l’établissement Camping de la Baie.

Les présentes Conditions Générales d’Utilisation décrivent les modalités d’adhésion au programme de fidélité et les avantages liés.

2. DEFINITIONS

Loyalty Account : the account associated with the “Les Vagues de la Baie” programme

Member : any customer who has joined the programme and accepted these Terms & Conditions

3. MEMBERSHIP

You can join the programme:

- When making a reservation on our website www.campingdelabaie.com and subscribing to the free package
- During your stay, by request at reception

Membership is free of charge and becomes effective once you receive a confirmation email including your loyalty account number.

The programme is open to any adult individual with legal capacity. Each member has a unique personal account. Membership implies full and unconditional acceptance of these Terms & Conditions.

The loyalty account is strictly personal.

4. USE OF THE LOYALTY ACCOUNT

To benefit from the programme, Members must provide their loyalty account number when making each reservation.

Failure to do so may result in the loss of associated benefits.

5. EARNING POINTS

Points are accumulated from the date of joining the programme.

For each stay at Camping de la Baie, the Member earns:
1 point per €1 spent (excluding cancellation insurance and tourist tax).

Points are credited and become usable 48 hours after the end of the stay.

Stays in holiday rentals and on campsites are eligible for points. Only accommodation-related expenses are eligible for points.

The following expenses do not qualify for points :

- Additional services (shop, bike hire, etc.)
- External services
- Cancellation insurance

The following are not eligible for points :

- Reservations made via tour operators

Bonus points :

From the second stay within the same calendar year, an additional 10 bonus points are awarded, provided previous stays have generated points.

Points cannot be transferred or exchanged for cash.

6. VALIDITY OF POINTS

Points are valid for 24 months from the end date of the stay.

7. REDEEMING POINTS & BENEFITS

Points can be converted into discounts on future bookings, according to the scale below, up to a maximum of 20% of the total booking amount (excluding cancellation insurance). :

Number of points	Discount	Minimum stay amount TTC*
300 points	5€	150€
450 points	10€	200€
600 points	15€	250€
800 points	20€	300€
1000 points	25€	400€
1200 points	30€	500€
1400 points	35€	500€
2000 points	45€	600€
2500 points	55€	600€
3500 points	75€	700€
5000 points	100€	700€

***hors assurance annulation*

The discount applied corresponds to the highest eligible tier, within the limits of the booking amount and minimum thresholds.

Points are deducted when the discount is applied at the time of booking.

Discounts are applied upon payment of the deposit, subject to booking confirmation.

To redeem points, Members must:

- When booking via the camping's booking website wwwcampingdelabaie.com : enter your loyalty account number when entering the details of guest 1, and select the available loyalty discount by ticking the box provided for this purpose.

- When booking directly with the campsite : provide your loyalty account number at the time of booking.

- For unbooked stays: please provide your loyalty account number when you arrive at reception.

Discounts are valid throughout the opening period of the campsite and can be combined with other offers.

In case of cancellation by the Member, points used will be recredited.

8. CLAIMS

If a Member believes points have not been correctly credited, they may request an adjustment within 2 months by contacting : contact@campingdelabaie.com.

9. TERMINATION

- By the Member

Members may decide to leave the programme at any time. To do so, members of the "Les Vagues de la Baie" programme must send an email to contact@campingdelabaie.com stating that they wish to

cancel their membership and providing their loyalty ID number. Their membership will be cancelled within one month of their request.

- By the campsite

Any use that contravenes the general terms and conditions of the “Les Vagues de la Baie” programme may result in the Member being excluded from the programme at the discretion of the Baie campsite.

- Effects

Termination shall result in the termination of the Member’s membership of the ‘Les Vagues de la Baie’ Programme and the cancellation of all points accumulated up to the date of termination, without the Member being entitled to claim any compensation.

10. PERSONAL DATA & APPLICCABLE LAW

Membership of the Programme implies the Member’s unconditional acceptance of these Terms and Conditions of Use. These Terms and Conditions of Use are subject to change. The Member will be notified in advance of the new Terms and Conditions of Use by any appropriate means (website, email, etc.) within thirty (30) days of their coming into force, so that they may terminate their membership within that period. Unless notice of termination is given, and at the end of this thirty (30)-day period, the new terms and conditions of use shall take precedence over any previous version and shall apply.

These Terms and Conditions take precedence over any previous version. In the event of a dispute between the Member and the establishment that cannot be resolved amicably, the matter shall be referred to the competent court.