



**LES MÉDITERRANÉES**

Campings Villages & Spa depuis 1976

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## **GENERAL TERMS AND CONDITIONS OF USE - LES MEDITERRANEEES ADVANTAGE PROGRAMME**

### 1 - PURPOSE OF THE PROGRAMME

The “LES MEDITERRANEEES ADVANTAGE” loyalty programme is designed to allow its subscribers (members) to benefit from the advantages set out below during their stays in Les Méditerranées campsites.

### 2 - JOINING THE PROGRAMME

You can join the programme:

- By activating it on the website [www.lesmediterranees.com](http://www.lesmediterranees.com) once you have created a client account;
- By telephone with the campsites in question or by inquiring at reception.

Joining the programme is free of charge and will take effect as soon as the member receives an e-mail confirming their subscription and informing them of their loyalty account number.

Any real person of legal age and of sound mind may join the programme.

Les Méditerranées Advantage accounts are strictly personal and may not be sold, transferred or lent out. Each account has a unique “Les Méditerranées Advantage” loyalty programme number.

By joining the “Les Méditerranées Advantage” programme, you accept to receive messages associated with the operation and services proposed by the programme.

Any member joining the programme will be deemed to have accepted these general terms and conditions of use without reservation.

Members of the programme accept that the terms and conditions thereof may be modified by Les Méditerranées at any time without notice.

Joining the programme involves creating a personal Les Méditerranées account. Members undertake to refrain from communicating their e-mail address and password or their “Les Méditerranées Advantage” account number to anyone.

### 3- USING THE LOYALTY ACCOUNT

To qualify for the benefits of the “Les Méditerranées Advantage” programme, members must enter their account number when making each booking. This condition must be observed in order to benefit from the programme.



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#### 4- EARNING POINTS

**€1 spent = 1 point earned.**

At certain times, the points earning scale may be modified as part of promotional campaigns.

Points are earned and may be spent 48 hours after the end of the stay in question.

Stays booked via the [www.lesmediterranees.com](http://www.lesmediterranees.com) website or directly from Les Méditerranées campsites, either by phone or on-site, allow members to earn points.

The following expenditure shall not entitle members to earn points:

- Restaurants
- Sale of services outside the campsites (events tickets, external activities, or any service provided by a body other than the Les Méditerranées campsites).
- Residential contracts.

Points earned may not be transferred or redeemed for cash.

#### 5- VALIDITY OF POINTS

Points earned are valid for 24 months from the end date of the stay onwards. Each new stay will extend the validity of any remaining points on the member's "Les Méditerranées Advantage" account by 24 months.

#### 6- SPENDING POINTS

Points earned can be converted to reductions on stays or on services in Les Méditerranées campsites according to the following scale: 20 points earned = €1 off the next stay, up to a maximum of 10% of the total cost of the stay\*.

\*Points earned are not valid for a stay between August 1 and 22. They cannot be combined with special rates, offers, promotions and / or seasonal discounts.

These reductions are valid for all stays booked via the distribution channels of the Les Méditerranées campsites: the [www.lesmediterranees.com](http://www.lesmediterranees.com) website or directly from Les Méditerranées locations (on-site or by phone). They take effect as soon as the deposit for the stay has been paid, provided that the stay is confirmed by the establishment in question.

If the deposit is paid using "Les Méditerranées Advantage" points and the amount of the deposit payable (calculated based on the general terms and conditions of the campsite concerned) is lower than the discount to which the member is entitled, the amount of the deposit will be adjusted to the maximum discount to which the member is entitled, i.e. 10% of the total cost of the stay.



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To qualify for this discount, members must:

- If booking via [www.lesmediterranees.com](http://www.lesmediterranees.com): at step 2 of the booking process, connect to their Les Méditerranées client account (after having joined the “Les Méditerranées Advantage” programme) and, during step 3 (payment), select the option to pay using “Les Méditerranées Advantage” loyalty points.
- If booking directly with the campsite: state their “Les Méditerranées Advantage” account number when making the booking.

Discount conditions on services :

- « La Boutique » by Les Méditerranées : 3000 points : €20 voucher.
- Bars at Nouvelle Floride or Beach Garden: 5000 points: 4 cocktails or 4 ice creams.
- Spa: 10 000 points = 60 minutes custom made massage (body treatment) with a 30 minutes facial care and a Spa complete pass
- 20 000 points: 2 nights offered for the « SIGNATURE » category, except the high season, long week-ends and school holidays.

Points cannot be used to cover the following expenditure:

- Restaurants
- Sale of services outside the campsite (events tickets, external activities, or any service provided by a body other than the Les Méditerranées campsites).
- Residential contracts.

If a stay is cancelled, the points deducted when booking that stay in order to qualify for a discount will not be refunded.

#### 7- CLAIMS RELATING TO THE OPERATION OF THE LOYALTY PROGRAMME

If a member observes that their points have not been credited correctly, they may request that their points balance be corrected by submitting their paid invoice to the campsite by e-mail within 2 months of their claim.

#### 8- TERMINATION

##### **Termination at the initiative of the member**

Members may decide to leave the programme at any time. To do so, they simply need send an e-mail to the campsite stating that they wish to close their subscription. Their membership will then be cancelled within one month of their request.

##### **Termination at the initiative of Les Méditerranées campsites**



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Any usage of the “Les Méditerranées Advantage” loyalty programme contrary to the general terms and conditions thereof may result in the member in question being excluded from the “Les Méditerranées Advantage” programme at the initiative of Les Méditerranées.

### **Effects of termination**

Termination will result in the end of the member’s participation in the “Les Méditerranées Advantage” programme and in all the points they have earned up to that point being cancelled; this shall not entitle the member concerned to claim any compensation.

### 9- PERSONAL ACCOUNT

Joining the programme involves creating a personal Les Méditerranées account.

This account allows the member to consult their points balance, manage their bookings and manage their personal information.

In accordance with the French Law on Information and Liberties of 06/01/1978, you have the right to access, correct and contest any information pertaining to you, and you may exercise this right by e-mail: [communication@lesmediterranees.com](mailto:communication@lesmediterranees.com).

### 10- ACCEPTANCE OF THE GENERAL TERMS AND CONDITIONS OF USE AND APPLICABLE LAW

Any member joining the programme will be deemed to have accepted these general terms and conditions of use without reservation.

These general terms and conditions shall prevail over all previous texts.

In the event of a legal dispute between a member and les Méditerranées that cannot be resolved amicably, the court of Béziers (Hérault, France) shall have sole jurisdiction.