

General Terms and Conditions of Sale

Our general terms and conditions of sale comply with the provisions of article R. 211-12 of the French Tourism Code. In order to meet our legal terms and conditions, we will reproduce articles R. 211-3 to R. 211-11 of said Code.

Art. R.211-3 – Any offer or sale of services mentioned in Article L. 211-1 gives rise to the submission of appropriate documents that comply with the rules defined in this section.

Art. R.211-3-1 – The exchange of pre-contractual information or the issuing of contractual terms and conditions is carried out in writing. This may be sent by e-mail. The name or company name and address of the organiser or retailer are mentioned along with their registration number in the register provided for in Article L. 141-3 or, where applicable, the name, address and indication of registration of the federation or union mentioned in the second paragraph of Article R. 211-2.

Art. R.211-4 – Prior to the conclusion of the contract, the vendor or the retailer must provide the traveller with the following information:

1° The main features of travel services:

a) The destination(s), the itinerary and the periods of the stay, along with the dates and, where accommodation is also concerned, the number of nights included;

b) The means, characteristics and categories of transport, the locations, dates and times of departure and return, the duration and location of stopovers and connections; When the exact time is as yet unknown, the vendor or retailer will give the traveller an approximate time of departure and return;

c) The location, the main characteristics and, if necessary, the tourist category of the accommodation under the applicable rules of the destination country;

d) Meals provided;

e) Visits, day trips or other services included in the total price agreed for the contract;

f) When it is not out of context, whether the eventual travel services will be provided to the traveller as a part of a group and, in that case, if possible, the approximate size of the group;

g) When the other tourist services to be provided to the traveller depend upon efficient verbal communication, the language in which those services will be provided;

h) Information regarding knowledge of whether the journey or the holiday is, generally speaking, suitable for individuals of reduced mobility and, at the request of the traveller, specific information on the compatibility of the journey or the holiday with the needs of the traveller;

2° The legal name and the geographic address of the vendor and the retailer, as well as their telephone numbers and, if necessary, email addresses;

3° The total price including taxes and, where necessary, the charges, fees or other additional costs, or, when these cannot be accurately calculated before the conclusion of the contract, an indication regarding the type of additional costs that the traveller could still be required to pay;

4° The terms of payment, including the amount or the percentage of the price to be paid for a deposit and the payment schedule for the balance, or the financial guarantees to be paid or provided by the traveller

5° The minimum number of persons required for the trip or stay and the deadline mentioned in III of article L. 211-14 prior to the start of the trip or stay for possible termination of the contract in the event that this number is not reached;

6° General information concerning the conditions applicable in terms of passports and visa, including the approximate time required for the obtaining of visas, as well as information on the sanitary formalities of the destination country;

7° A note indicating that the traveller may cancel the contract at any time before the beginning of the journey or holiday, but will be obliged to pay the applicable cancellation fee or, where appropriate, the standard cancellation fee requested by the vendor or the retailer pursuant to I of article L. 211-14;

8° Information concerning mandatory and optional insurance to cover fees for cancellation of the journey by the traveller or the cost of assistance that covers repatriation in the event of accident, illness or death.

With regard to the fixed amounts defined in point e of 2° of A of II of article L. 211-2, the organiser or retailer and the professional to whom the data is transmitted shall ensure that each of them provides, before the traveller is bound by a contract, the information set out in this article to the extent that it is relevant for the travel services they offer. The notification form by which the information detailed under the present

article is brought to the attention of the traveller is set by joint decree of the minister of tourism and the minister of economy and finance. This decree specifies the minimum information to be brought to the attention of the traveller when the contract is concluded by telephone.

Art. R.211-5 – Information mentioned in paragraphs 1°, 3°, 4°, 5° and 7° of article R. 211-4 and communicated to the traveller is a part of the contract and can only be altered under the conditions described under article L. 211-9.

Art. R.211-6 – The contract must include, other than the information described in article R.211-4, the following information:

1° The specific expectations of the traveller that the vendor or retailer has accepted;

2° A statement indicating that the organiser and the retailer are responsible for the proper performance of all travel services included in the contract in accordance with article L. 211-16 and that they are required to provide assistance to the traveller if he or she is in difficulty, in accordance with Article L. 211-17-1;

3° The name of the entity responsible for the protection against insolvency and their contact details including their geographic address;

4° The name, telephone number, e-mail address and, where necessary, the fax number of the local representative for the vendor or retailer, a point of contact or any other service by intermediary of which the traveller may rapidly contact the vendor or retailer and communicate with them effectively, request assistance if the traveller is in difficulty or claim any non-conformity observed during the execution of the journey or holiday;

5° A note indicating that the traveller is obliged to communicate any non-conformity that they might observe during the execution of the journey or the holiday pursuant to II of article L. 211-16;

6° When minors, unaccompanied by a parent or other authorised person travel on the basis of a contract including accommodation, information that enables direct contact with the minor or the person responsible for them on location at the minor's holiday destination;

7° Available information on the internal handling of complaints and on the extrajudicial settlement mechanisms for disputes and, if necessary, the entity on which the professional depends and the online settlement platform for disputes provided for by EU directive no. 524/2013 of the European Parliament and Council;

8° Information regarding the right of the traveller to transfer the contract to another traveller pursuant to article L. 211-11.

With regards to the packages defined under point e of 2° of A of II of article L. 211-2, the professional to whom the data is transmitted informs the vendor or the retailer of the conclusion of the contract giving rise to the creation of a package. The professional provides them with the information necessary to enable them to fulfil their obligations as vendor. As soon as the vendor or the retailer is informed of the creation of a package, they provide the traveller, via a durable medium, with the information mentioned in points 1° to 8°.

Art. R.211-7 – The traveller may transfer their contract to a transferee who fulfils the same conditions as them in respect of taking the trip or holiday as long as the contract has not yet come into force. In the absence of more favourable specifications given to transferors, they are bound to inform the vendor or the retailer of their decision by any means enabling an acknowledgement of receipt to be received seven days before the start of the journey at the latest. This transfer is, under no circumstances, subject to prior authorisation from the vendor or the retailer.

Art. R.211-8 – If the contract includes the express possibility of a price review, within the limits provided for in article L.211-12, it shall state the exact method of calculation of upward and downward price variations, in particular the amount of transport expenses and related taxes, the currency or currencies which may have an impact on the price of the journey or holiday, the portion of the price to which the variation applies and the exchange rate of the currency or currencies used as a reference when establishing the price featured in the contract. In the case of downward variation in price, the vendor or the retailer is within their rights to deduct real administrative expenses from the refund due to the traveller. Upon request from the traveller, the vendor or the retailer will provide proof of these administrative expenses.

Art. R.211-9 – When, prior to the traveller's departure, the vendor or the retailer is obliged to make a change to one of the basic elements of the contract, if they cannot satisfy the specific requirements cited in 1° of article R.211-6, or in the event of an upward price variation of more than 8%, they will inform the traveller in the briefest of delays, in a clear, understandable and apparent manner, via a durable medium:

- 1° Of proposed modifications and, where relevant, their impact on the price of the journey or the holiday;
- 2° Of the reasonable time period in which the traveller should inform the vendor or the retailer of his/her decision;
- 3° Of the consequences of the absence of a reply from the traveller within the fixed time period;
- 4° If necessary, the alternative proposed, along with its price.

When the alterations to the contract or the alternative solution lead to a drop in quality of the journey or the holiday or of its cost, the traveller is entitled to an appropriate reduction in price. If the contract is cancelled and the traveller does not accept an alternative solution, the vendor or the retailer refunds all the payments made by the traveller or in their name within the briefest delay and in all events, within fourteen days at the most following the cancellation of the contract, without prejudice to claim damages pursuant to article L. 211-17.

Art. R.211-10 – The organiser or the retailer proceeds with refunds due in virtue of article L.211-14 – II and III or, under I of article L.211-14, of all payments carried out by the traveller or on their behalf, minus the appropriate cancellation fee. These refunds to the benefit of the traveller will be carried out within the briefest delay and in all events, within fourteen days at the latest following cancellation of the contract. In the events provided for under III of article L. 211-14, the supplementary compensation that the traveller is likely to receive is at least equal to the penalty that they would have been charged if the cancellation had been instigated by them at this date.

Art. R.211-11 – The assistance due by the organiser or the retailer in application of article L.211-17-1 consists of, in particular:

- 1° Providing useful information on health services, local authorities and consular assistance;
- 2° Assisting the traveller in carrying out long distance communications and in finding other travel services.

The vendor or the retailer is entitled to bill a reasonable price for this assistance if the difficulty is deliberately caused by the traveller or his/her negligence. The amount billed will under no circumstances exceed the actual expenses assumed by the vendor or retailer.

Particular terms and conditions of sale

With the exception of customers who make one or more holiday bookings in Pierre & Vacances Residences proposing the offers in **article 6** hereinafter, and in Tourist Residences, Resorts and Hotels in Spain and Andorra proposing the offers in article 6 hereinafter, the conditions of our “flexible” offers and of our “non-flexible” offer from the Terms and Conditions of Sale herein are not applicable.

ARTICLE 1 - BOOKING/PAYMENT

1.1 - Registration and booking terms and conditions

All reservation infers acceptance of the general terms and conditions of sale and should be accompanied by a payment including:

- A deposit equivalent to:
 - 30% of the overall price of your booking and any additional services, whether included or not, in particular meals, children’s clubs, sporting activities, etc.
 - 100% of the total cost of transport services (flights, transfers, car hire, rail travel, etc.), and any insurance premiums you wish to take out.
- A valid email address must be provided with each booking to enable us to process your request.

1.2 - Right of withdrawal

- From the date of payment of the deposit up until, and including, the 31st day prior to your stay, you benefit from the right to withdraw. The total amount of insurance is payable upon booking and cannot be refunded.
- Your attention is drawn to the fact that business relating to the organisation and sale of travel and holidays for a specific date and/or period is not subject to the fourteen-day “cooling-off” period which applies to other forms of long-distance selling.

In the case of Adagio: you benefit from the right to withdraw up until the 3rd day prior to your arrival for any booking made with an Aparthotel Adagio or Adagio Access.

1.3 - Payment of the balance

The full price of your booking plus any additional services is payable (excluding multiple payments):

- 30 days before the start of your holiday in a Tourist Residence,
- or immediately for any last-minute reservation on the basis of our specific offers.

Full payment of the price is conditional upon the sending by **PV** of the travel book (including your rental contract or residence permit, site description, plane tickets, etc.). Your commitment therefore becomes final from the 30th day preceding your stay. **PV** is committed to the booking once the booking confirmation has been issued. The customer is liable for all recovery costs. If you have not paid the full balance within the specified time frame and you have not used your right to withdraw, **PV** reserves the right to cancel the sale from the 30th day before your stay depending on your booking and may apply the cancellation conditions provided for this purpose and defined hereafter as a consequence.

1.4 - Methods of payment

- For all call centre bookings:
 - up to the 30th day before your stay, you can pay by credit/debit card*, cheque**, bank transfer*** or holiday vouchers****
 - less than 30 days before your stay, you must settle the full amount by credit/debit card* or with holiday vouchers**** according to the conditions below. Bank cheques are not accepted.
- For all online bookings:
 - credit/debit card*, PayPal, Ideal (only available via the Dutch website)
- NB: payments made by customers living outside France must be by credit/debit card or international bank transfer accompanied by a reservation number.

Settlement by credit/debit cards (*) on our payment site <https://paiement.pierreenvacances.com> or in your customer space

Payments are to be sent to the following address: PV DISTRIBUTION – Gestion des Ventes, BP 291, 75921 PARIS Cedex 19.

(*) Bank cards accepted: Visa, Eurocard/MasterCard, American Express, Credit Card:

(**) Cheques accepted: bank cheques, and holiday vouchers:

(***) Bank transfer details: IBAN FR76 3000 7000 1100 0211 0640 664 / BIC NATXFRPPXXX

(****) Authorised holiday vouchers (under terms to be confirmed with the vendor) - guarantee: All voucher bookings less than 30 days before your stay must be guaranteed by a credit/debit card number that is valid on the start date of your stay and a payment of at least 30% of the total rental price. Only the balance of the reservation may be settled with holiday vouchers that must be addressed by post (date as postmarked) within 5 days of your reservation. Please note that we will not reimburse overpayments in approved partner voucher value. If a stay paid for using this method is cancelled, we reserve the right to apply administration charges not exceeding 10% of the total cost of the booking and of a minimum of €10.

For all payment by means other than credit/debit card and in particular for all cash payments (excluding payments made at the reception desk of our establishments), we reserve the right to apply administration charges of a minimum of €10 and not exceeding 10% of the total cost of the booking.

For the Maeva Particuliers label: for all cash payments made directly on site, we reserve the option to apply service charges of a total of €5.

Delays in payment: In the event of non-compliance with the aforementioned payment schedule, a late penalty may be applied by PV-CP. Penalties will be owed as of the day following the invoice deadline at a rate of 15% per annum, applied to the total amount of the invoice including VAT. A fixed penalty equal to 15% of the sums owed will also be payable in the event of contentious recovery.

Payment deadlines: the extension of payment deadlines can be granted (with or without fees) with our partner banking company under certain conditions, more information on the website www.pierreenvacances.com.

1.5 – Your travel file

Provided full payment has been received before the beginning of your stay, you will receive your travel file within 24 hours, sent either by post or electronically via a link sent to your PVCP account. Your travel file

contains all the practical information required to help you get organised (itinerary, map, address) and the rental contract or accommodation slip as well as any booked services.

ARTICLE 2 – PRICES

2.1 - Prices

Prices charged for services are based on economic data available at the time they are set. Changes to applicable taxes may lead us to change prices for the services involved. Prices are flexible and variable according to a number of customisable criteria such as booking date, arrival date, length of stay, type of accommodation, additional services.

2.2 - Accommodation

Our prices include all taxes and the provision of the accommodation, including charges (water, electricity, heating) but excluding tourist tax, miscellaneous services and optional insurance premiums, payable on booking where applicable. We also wish to remind you that accommodation provided for a specific number of occupants on booking may in no circumstances be occupied by a larger number of people. It is reminded that young children are considered as a full occupant. Some of our balconies, loggias, terraces and gardens are not equipped with tables and chairs.

For residences operated by Maeva, Pierre & Vacances, and Pierre & Vacances Premium, you may choose the location of your apartment using an additional fee-based service (subject to availability). This request must be directly addressed to the Residence's reception up to 15 days before the beginning of your stay. Unless you have subscribed to this service, we cannot guarantee a specific view or location and you will be automatically allocated an apartment.

2.3 - Package deals (air transport + accommodation)

Our prices are valid subject to availability on scheduled or charter flights (the price depends on the date of departure); all taxes included (excluding special taxes such as airport and security duties, passenger fees), and include the travel service on regular or charter flights departing from Paris (possible supplement for departures from other cities), the sub-letting of the accommodation, including charges (water, electricity, heating) with the exception of: Tourist tax, transfer costs, additional optional services, fixed charge for pets, insurance premiums and the supplement for single rooms at hotels.

For transport, you may be offered special rates depending on the terms and conditions and availabilities at the time of booking and the economic situation at that time. Changes to the economic situation compared to that at the time of publication may include the following:

- changes in the fares themselves (due to fuel prices, extra costs invoiced, etc.),
- price supplements which **PV** may have to charge in the event of additional commitments arising mid-season due to the exhaustion of stocks originally on offer before your booking.

2.4 - Optional services

Our accommodation rates do not include optional extra services on offer in the catalogue, on our website or on site.

In the event of a related travel service, we inform you that:

1. the rights applicable to tourist packages do not apply;
2. the service provider will be held responsible for the proper contractual execution of the service;
3. you benefit from a protection in the event of insolvency.

2.5 – Reduction

The reductions mentioned on our sales media are only applicable to accommodation; any other services (catering, sports and leisure, etc.) are therefore excluded...

These promotions are subject to specific conditions, provided with the promotion.

2.6 – Adjustment of travel prices

Prices are based on the following economic data:

- the cost of transport depending on the fuel costs,
- fees and taxes pertaining to the services provided, such as landing, boarding or disembarkation taxes in ports and airports.

In the event of change to any of this data, **PV** reserves the right to alter its sales prices, by fully passing on the said variation(s) directly in its prices. In accordance with the legislation in force and for **PV** guests already booked, no changes will be made to prices less than 30 days before their departure.

ARTICLE 3 - TOURIST TAX

Tourist tax, collected on behalf of the local authorities, is not included in our prices. The amount is calculated per person per day and varies according to the destination. This must be paid either at the resort or at the time of booking.

ARTICLE 4 - ALTERATION / CANCELLATION OF HOLIDAY BY THE CUSTOMER

4.1 - Modification

4.1.1 – Of the holiday

a) For Aparthotels Adagio/Adagio Access

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue or optional services, as far as possible subject to availability. These alterations may be made at no additional cost. Given that the degression of prices is related to the duration of stays, if partial cancellation of the reservation means a change in the duration of the stay, this is likely to entail a change in price. Any request to reduce the duration of your stay, the number of apartments booked or optional services required, will be treated by **PV** as a partial cancellation, and will be subject to the cancellation conditions set out in 4.2 hereafter.

b) For Tourist Residences in France

We will do everything in our power to accommodate your desired change of holiday dates, format, location or optional services, subject to availability. However, please note that this type of modification generates costs for **PV**, which will vary depending on the date on which you make your request. If the cost of your booking (including services) after it has been changed is less than the cost before modification, we will pay compensation as follows:

- if your request for modification is made more than 30 days prior to your arrival: €50 per accommodation unit

- if your request to change is made between 30 and 21 days prior to your arrival: **30%***

- if your request to change is made between 20 and 8 days prior to your arrival: **50 % ***

- if your request to change is made between 7 and 4 days prior to your arrival: **100 % ***

*of the total cost of your holiday (accommodation and services).

No request for modification will be taken into account if it is received by **PV** 3 days or less prior to your arrival.

NB:

- any request to extend the length of your holiday will be accepted by **PV** without any additional charge

- any request to shorten the duration of your holiday will be treated by **PV** as a partial cancellation, and will be subject to the cancellation conditions set out in 4.2 hereafter.

d) For Partner Residences at any destination:

- any modification request made in the 31-day period before your arrival will be considered as a partial cancellation and subject to the cancellation terms and conditions listed in article 4.2.1. (below).

4.1.2 – Package (flights + accommodation)

The modification of outbound and/or return date of your transport is either impossible or generate variable expenses based on several criteria notably linked to the date on your request involves, the identity of the transporter, etc.

Changes to a package (accommodation + flights) incurs costs:

- For flights: an amount equal to 100% of the cost of transport including tax (flights, car hire and transfers);

- For accommodation: an amount as specified in the terms laid down in article 4.1.1 above;

In any event, depending on the airline and the services affected, a partial refund may be possible under some conditions. In this case, where the conditions are met, **PV** will make the refund, after deducting the applicable cancellation fees.

NB:

- any request for an increase in the length of your holiday will be granted by **PV** without additional charge except for transport services (see conditions above).

- any request to reduce the length of your holiday will be deemed by **PV** to be a partial cancellation and will be subject to the cancellation terms referred to in 4.2 hereafter.

4.2 – Cancellation (total or partial)

In the event of cancellation, you must notify us either by telephone for a Pierre & Vacances residence at the following number: +33 (0)8 92 70 21 80 (English speaking advisor) (0.25 EUR/min + cost of call), for Adagio/Adagio Access on +33(0) 8 92 70 21 80 (English speaking advisor) (0.25 EUR/min + cost of call) or by post at the following address: Groupe Pierre & Vacances Center Parcs - Service Relation Client – Annulations, 11, rue de Cambrai - 75947 PARIS CEDEX 19 FRANCE. The date of cancellation is determined by the date of receipt of notification.

4.2.1 – For Aparthotels Adagio/Adagio Access

For all stays of less than 3 nights, if you inform us between the 3rd day prior to your stay and midday on the day prior to your arrival, we will retain compensation equal to 1 night's stay for any cancellation.

Furthermore, for a stay of more than three nights, if you inform us between the 3rd day prior to your stay and midday on the day prior to your arrival, we will retain a compensation equal to 2 nights for any cancellation.

*the cost per night corresponds to the total cost of the holiday booked divided by its number of nights.

4.2.2 – Holiday in a Tourist Residence

Regardless of the date on which the reservation is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.

Please note, in the event of a cancellation, we will impose the following charges:

- if your cancellation request is made more than 30 days prior to your arrival: €50 per accommodation unit

- if your cancellation request is made between 30 and 21 days prior to your arrival: **30%***

- if your request to change is made between 20 and 8 days prior to your arrival: **50 % ***

- if your cancellation request is made less than 8 days prior to your arrival: **100 % ***

*of the total cost of your holiday (accommodation and services).

These fees also apply in the event of partial cancellation (in the case of a booking for several accommodations).

4.2.3 – Package (flights + accommodation)

Regardless of the date on which the reservation is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.

• If your cancellation request is made more than 30 days prior to your departure, we will retain: €50 per accommodation unit If your cancellation request is made between 30 and 21 days prior to your departure: 30%*

• If your cancellation request is made between 20 and 8 days prior to your departure: 50%*

• If your cancellation request is made less than 8 days prior to your departure: 100%*

*of the total cost of the holiday (accommodation and services, car hire and transfers)

AND

- 100% cancellation charge per return scheduled flight ticket

4.3 - No-show at the holiday venue

If you do not arrive at your holiday destination on your scheduled arrival date and fail to notify the residence or the Customer Relations Department in advance, the residence cannot guarantee the availability of your accommodation or that you will be able to enjoy your stay under the conditions stipulated at the time of booking. In addition, we will retain the amount of any insurance premiums taken out plus the following compensatory amounts:

4.3.1 – Holidays in Residences and in Hotels

● **100%** of the total cost of your holiday (accommodation and services).

4.3.2 – Package deals (air transport + accommodation + services)

● **100%** of the total cost of the package.

4.3.3 – Optional services

You will not receive any refund for not using any booked and invoiced optional services at your holiday venue.

We recommend that you take out insurance with our insurer (see article 19 - Insurance). The insurance premium must be paid in full at the time of booking and is not refundable in any circumstances.

ARTICLE 5 - NON-EXCHANGEABLE AND NON-REFUNDABLE HOLIDAYS, SERVICES AND OFFERS

Some of our holiday offers are marked "Non exchangeable, non-refundable". For these holidays or services, the following conditions replace the conditions for cancellation and modification detailed in article 4.

5.1 – Non-exchangeable, non-refundable and non-modifiable in nature

Given the preferential rates conceded by **PV**, subscription to the Offer/services and/or the Holidays booked is not exchangeable, refundable or alterable. No requests for modifications and/or cancellations can be taken into consideration. Irrespective of the date on which a booking is cancelled, we retain a penalty payment equal to 100% of the total cost of the accommodation. Failure to take up any booked or invoiced Related Services will not give rise to any refund.

5.2 - No-show at holiday venue

If you do not arrive at your holiday destination on your scheduled arrival date and fail to notify the residence or the Customer Relations Department in advance, we will retain compensation equivalent to 100% of the total amount of your stay. In addition, the residence cannot guarantee the availability of your accommodation or that you will be able to enjoy your stay under the conditions stipulated at the time of booking.

Article 6 – Specific terms and conditions of “flexible” and “non-flexible” offers

For any booking of “flexible” and “non-flexible” offers, 100% of the total cost, any transport services (flights, transfers, car hire, rail travel, etc.), and any insurance premiums you may wish to take out, remain entirely and definitively at your expense.

6.1. Booking and payment of “flexible” or “non-flexible” offers

6.1.1 - Registration and booking terms and conditions

All reservation infers acceptance of the general terms and conditions of sale and should be accompanied by a payment including:

● A deposit equivalent to:

- a payment of €1.

- 100% of the total cost of transport services (flights, transfers, car hire, rail travel, etc.), and any insurance premiums you wish to take out.

A valid email address must be provided with each booking to enable us to process your request.

6.1.2- No right of withdrawal

Flexible offers that can be changed or cancelled up to 31/15/8/3 days prior to arrival and up to the day arrival:

- All bookings must be accompanied by a payment of €1.

- You benefit from the right to withdraw up to, respectively, the 31st, 15th, 8th, 3rd day prior to arrival or on the day of arrival, depending on the type of rate selected.

In the event that you decide to exercise this right, the amount of the deposit paid will be refunded.

However, the total sum of any non-refundable insurance premiums taken out, paid at the time of booking, will be retained by PV Distribution (**hereinafter “PV”**).

- Your attention is drawn to the fact that business relating to the organisation and sale of travel and holidays for a specific date and/or period is not subject to the fourteen-day “cooling-off” period which applies to other forms of long-distance selling.

Specific case of non-flexible offers

- Any booking must be accompanied by a payment corresponding to the full overall price.

- You have no right of withdrawal.

6.1.3 - Payment of the balance

The full price of your booking plus any additional services is payable (excluding multiple payments):

- 30 days before the start of your holiday in a tourist Residence,

- or immediately when you make your booking.

The full price must be paid before **PV** can send your travel documents (including your rental contract or accommodation slip, description of the location, plane tickets, etc.).

You will thus be committed to the sale from the 30th day before your stay. **PV** is committed to the booking once the booking confirmation has been issued. The customer is liable for all recovery costs. If you have not paid the full balance within the specified time frame and you have not used your right to withdraw, **PV** reserves the right to cancel the sale from the 30th day before your stay depending on your booking and may apply the cancellation conditions provided for this purpose and defined hereafter as a consequence.

6.1.3.1. "Flexible" offer, which can be changed or cancelled up to 15 days before arrival:

The full price of your rental and any additional services is payable (except in the case of payment in several instalments) 14 days before the start of your stay for a booking in a Tourist Residence,

6.1.3.2. "Flexible" offer, which can be changed or cancelled up to 8 days before arrival:

The full price of your rental and any additional services is payable (except in the case of payment in several instalments) 7 days before the start of your stay for a booking in a Tourist Residence,

6.1.3.3. "Flexible" offer, which can be changed or cancelled up to 3 days before arrival:

The full price of your rental and any additional services is payable (except in the case of payment in several instalments) 2 days before the start of your stay for a booking in a Tourist Residence,

6.1.3.4. "Flexible offer that can be modified or cancelled up until the day of arrival":

The full price of your rental and any additional services is payable (except in the case of payment in several instalments) on the day of your arrival for a booking in a Tourist Residence,

6.1.3.5. "Non-flexible" offer:

The full price of your booking plus any additional services is payable (excluding payment in several instalments) immediately upon making your booking.

6.2. Modification and cancellation of "flexible" offers and our "non-flexible" offer

For "flexible" or "non-flexible" offers, regardless of the date or residence chosen when the booking is cancelled, we retain, where applicable, any transport services (flights, transfer, car rental, rail transport, etc.) and the amount of any insurance premiums taken out.

6.2.1. "Non-flexible" offer

In the case of a non-flexible offer, subscription to the Offer/services and/or Stays booked are not exchangeable, refundable or modifiable. No requests for modifications and/or cancellations can be taken into consideration. Irrespective of the date on which a booking is cancelled, we retain a penalty payment equal to 100% of the total cost of the accommodation.

If you do not show up at your holiday destination, we will retain an indemnity equal to 100% of the total amount of the stay. In addition, the residence cannot guarantee the availability of your accommodation or that you will be able to enjoy your stay under the conditions stipulated at the time of booking.

6.2.2. Flexible offer:

6.2.2.1. Flexible offer, which can be modified or cancelled up until 31 days before arrival

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, please note that this type of modification can result in changes to the total cost of your stay (in line with the new arrival and/or departure dates, accommodation, holiday venue and/or optional services that you have requested) and that this generates costs for **PV**, which will vary depending on the date on which you make your request. If you wish to change your booking, we will impose the following charges:

- If your request for modification is made less than 30 days prior to and up to 3 days before your arrival:
 - in the case of changes to dates:
 - in the event of an increase or reduction in duration, 100%*
 - changes to additional services:
 - If added, 0%*
 - If cancelled, 100%*
 - in the case of a change of residence: 100%*
 - in the case of a change in type of accommodation, if the change is made in favour of a higher category: 0%*, subject to our availability, if the change is made in favour of a lower category: 100%*
- In the event of a change in several booking criteria (dates, services, residences or type of accommodation), we will apply the most restrictive conditions.
- *of the total cost of your holiday (accommodation and services).
Regardless of the date on which the reservation is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.
Please note, in the event of a cancellation, we will impose the following charges:
If your cancellation request is made 30 days or less before your arrival: 100%*
*of the total cost of your holiday (accommodation and services).

6.2.2.2. Flexible offer, which can be modified or cancelled up until 15 days before arrival

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, please note that this type of modification can result in changes to the total cost of your stay (in line with the new arrival and/or departure dates, accommodation, holiday venue and/or optional services that you have requested) and that this generates costs for **PV**, which will vary depending on the date on which you make your request. If you wish to change your booking, we will impose the following charges:

- If your change request is made more than 14 days before your arrival: 0%*
 - If your change request is made 14 days or less before your arrival:
 - in the case of changes to dates:
 - in the event of an increase or reduction in duration, 100%*
 - changes to additional services:
 - If added, 0%*
 - If cancelled, 100%*
 - in the case of a change of residence: 100%*
 - in the case of a change in type of accommodation, if the change is made in favour of a higher category: 0%*, subject to our availability, if the change is made in favour of a lower category: 100%*
- In the event of a change in several booking criteria (dates, services, residences or type of accommodation), we will apply the most restrictive conditions.
- *of the total cost of your holiday (accommodation and services).
Regardless of the date on which the booking is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.
Please note, in the event of a cancellation, we will impose the following charges:
If your cancellation request is made more than 14 days prior to your arrival: 0%*
If your cancellation request is made 14 days or less before your arrival: 100%*
*of the total cost of your holiday (accommodation and services).

6.2.2.3. Flexible offer, which can be modified or cancelled up until 8 days before arrival

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, please note that this type of modification can result in changes to the total cost of your stay (in line with the new arrival and/or departure dates, accommodation, holiday venue and/or optional services that you have requested) and that this generates costs for **PV**, which will vary depending on the date on which you make your request. If you wish to change your booking, we will impose the following charges:

- If your change request is made more than 7 days before your arrival: 0%*
- If your cancellation request is made 7 days or less before your arrival:

- in the case of changes to dates:
in the event of an increase or reduction in duration, 100%*
- changes to additional services:
If added, 0%*
If cancelled, 100%*

- in the case of a change of residence: 100%*
- in the case of a change in type of accommodation, if the change is made in favour of a higher category: 0%*, subject to our availability, if the change is made in favour of a lower category: 100%*

In the event of a change in several booking criteria (dates, services, residences or type of accommodation), we will apply the most restrictive conditions.

*of the total cost of your holiday (accommodation and services).
Regardless of the date on which the reservation is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.

Please note, in the event of a cancellation, we will impose the following charges:

If your cancellation request is made more than 7 days prior to your arrival: 0%*

If your cancellation request is made 7 days or less before your arrival: 100%*

*of the total cost of your holiday (accommodation and services).

6.2.2.4. Flexible offer, which can be modified or cancelled up until 3 days before arrival

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, please note that this type of modification can result in changes to the total cost of your stay (in line with the new arrival and/or departure dates, accommodation, holiday venue and/or optional services that you have requested) and that this generates costs for PV, which will vary depending on the date on which you make your request. If you wish to change your booking, we will impose the following charges:

- If your change request is made more than 2 days before your arrival: 0%*
- If your cancellation request is made 2 days or less before your arrival:

- in the case of changes to dates:
in the event of an increase or reduction in duration, 100%*
- changes to additional services:
If added, 0%*
If cancelled, 100%*

- in the case of a change of residence: 100%*
- for a change in type of accommodation, if the change is made in favour of a higher category: 0%*, subject to our availability, if the change is made in favour of a lower category: 100%*

In the event of a change in several booking criteria (dates, services, residences or type of accommodation), we will apply the most restrictive conditions.

*of the total cost of your holiday (accommodation and services).
Regardless of the date on which the reservation is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.

Please note, in the event of a cancellation, we will impose the following charges:

If your cancellation request is made more than 2 days prior to your arrival: 0%*

If your cancellation request is made 2 days or less before your arrival: 100%*

*of the total cost of your holiday (accommodation and services).

6.2.2.5. Flexible offer that can be modified or cancelled up until the day of arrival

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, please note that this type of modification can result in changes to the total cost of your stay (in line with the new arrival and/or departure dates, accommodation, holiday venue and/or optional services that you have requested) and that this generates costs for PV, which will vary depending on the date on which you make your request. If you wish to change your booking, we will impose the following charges:

- If your change request is made before arrival: 0%*
 - If your change request is made after arrival:
- in the case of a change to the departure date:

any night cancelled will be charged at 100%. any night added will be charged at the rate in force on the day of the request.

- changes to additional services:
If added, 0%*
If cancelled, 100%*

- in the case of a change of residence: 100%*

- for a change in type of accommodation, if the change is made in favour of a higher category: the supplement corresponding to the difference between the price paid and the price in force on the day of the request shall be applied, subject to our availability, if the change is made in favour of a lower category: 100%*

In the event of a change in several booking criteria (dates, services, residences or type of accommodation), we will apply the most restrictive conditions.

*of the total cost of your holiday (accommodation and services).

6.3 - No-show at holiday venue

If you do not arrive at your holiday destination on your scheduled arrival date and fail to notify the residence or the Customer Relations Department in advance, the residence cannot guarantee the availability of your accommodation or that you will be able to enjoy your stay under the conditions stipulated at the time of booking. In addition, we will retain the amount of any insurance premiums taken out plus the following compensatory amounts:

6.3.1 – Holidays in Residences and Hotels

- 100% of the total cost of your holiday (accommodation and services).

6.3.2 – Package deals (air transport + accommodation + services)

- 100% of the total cost of the package.

6.3.3 – Optional services

You will not receive any refund for not using any booked and invoiced optional services at your holiday venue.

We recommend that you take out insurance with our insurer (see article 19 - Insurance). The insurance premium must be paid in full at the time of booking and is not refundable in any circumstances.

ARTICLE 7 – TRANSPORT

- Times/delays: you will be informed of times and routes, types of aircraft, subject to last-minute changes. **PV** cannot be held liable for any independent event or case of force majeure affecting the intensity of traffic or its punctuality. We therefore advise you not to plan any important commitments the day before departure or the day following your return.

- Length of journey: If due to travel times, the first and/or last day are shortened, no refund will be given.

⇒ **Special note concerning air travel**

In compliance with the terms of article 211-15 of the French Tourism Code, **PV** undertakes to notify you of the identity of the airline that will actually carry you on the flight leg(s) concerned. The main travel companies engaged by **PV** are as follows:

- for Spain: Air France, Iberia, Air Europa, Vueling, Easyjet, Ryanair, and Transavia;

- for Mainland France and Corsica: Air France, Easyjet, Ryanair;

- for the West Indies: Air France, Air Caraïbes, Corsair, XL Airways;

- for Italy: Air France, Alitalia, Ryanair, Easyjet, Meridiana.

- for Mauritius: Air Mauritius, Corsair, Air France

PV may also propose charter flights. **PV** undertakes, at the latest 8 (eight) days prior to your departure, or at the time of full payment of your booking if this is made within 8 (eight) days of your departure, to confirm the identity of the actual travel company operating the flight(s) concerned.

ARTICLE 8 – ARRIVAL AND DEPARTURE

For Maeva, Pierre & Vacances and Pierre & Vacances Premium:

On arrival, you must present the credit card used for the booking, plus valid identification. Failure to comply may result in access to your accommodation being refused by **PV**.

PV draws your attention to the fact that in the absence of full payment of the price despite reminders, we will not be able to hand over the keys if you show up at your place of stay. For holidays of one week or more, keys will be available from 5 pm on the day of your arrival, subject to the aforementioned payment. These keys must be handed in by 10 am on the day of your departure (Saturday in most cases). After this time you will be charged for an extra night.

For short stays, keys are available from 4 pm subject to payment of the said sum and must be returned before 12 noon on the day of departure. For certain Residences (in particular Adagio, hotels; Spain and Partner Residences), arrival and departure times may be different: Information available directly from each Residence or from the website. You may be requested to complete a police form upon arrival, in compliance with the current laws and regulations in certain countries.

ARTICLE 9 – DEPOSIT

All labels: on arrival, you may be asked for a deposit of between €200 and €1,500.

Pierre & Vacances, Pierre & Vacances Premium labels: a deposit, the total of which will be determined according to the type of accommodation, may be requested in the form of bank card payment authorisation (also called "pre-authorisation"). This authorisation request is not a debit but reserves a payment to be made at a future date, authorised by your bank, which will temporarily reduce the limit attached to your bank card to guarantee the possibility of a debit. In some cases, the pre-authorisation can appear as a debit in your bank account according to conditions fixed by your bank which are beyond our control. This pre-authorisation can be used by **PV** up until 8 days following the date of the end of your stay. The release period of the pre-authorised amount can vary according to deadlines fixed by your bank. For further information, please ask your bank.

Maeva Particuliers label: a deposit, the total of which will be determined according to the type of accommodation, may be requested in the form of bank card payment authorisation. This authorisation will be valid for 8 days following the end of your holiday.

The deposit will be returned to you, with deductions made for any damage caused (this includes damages and/or trouble of any sort in either the private (kitchen not cleaned, etc.) or communal parts of the building), unpaid services including optional services used on site (telephone, parking, etc.) and loss of the keys to the accommodation provided to you upon arrival. Information available directly from each residence or on the website.

ARTICLE 10 – MINORS

We draw your attention to the fact that our Residences are not run as Holiday or Leisure Centres in the sense of Law No. 2002-883 of 3 May 2002, and are not suitable for group or individual holidays for minors under 18 years of age outside the family home and unaccompanied by their legal guardians. **PV** reserves the right to refuse access to an apartment, room or villa that has been booked in ignorance of this provision, for minors aged under 18 years, who are not accompanied by their legal guardians and who report to the residence reception, and to cancel the holiday with immediate effect. Under the same conditions, **PV** may, at any time before the start of the stay, cancel the booking, if it is discovered that the cottage or room is to accommodate minors aged under 18 years who are not accompanied by their legal guardian.

ARTICLE 11 – PETS

Pets are accepted, except for category 1 and 2 dogs defined as dangerous, upon presentation of an anti-rabies certificate and a declaration of suitability for possession in the case of listed dogs, in most of our Residences, on payment of a fixed fee, the amount of which can be found by contacting the Residence concerned or consulting the website. The fee is payable at the destination. They are permitted, on a lead, in the communal sections, but are forbidden around swimming pools. Our partner residences may charge different rates and may not accept animals. Contact the residence directly for information. Animals are not permitted in our hotels, with some exceptions (please contact us). For "Adagio": ask the Residence directly.

ARTICLE 12 – INTERNAL RULES

In order to make your holiday easier, internal rules are displayed in each apartment, room and house and/or at the establishment's reception. Please read and comply with these rules. In accordance with local regulations, specific and additional measures, particularly concerning safety, hygiene and the environment, may be communicated to you by our teams during your stay. We invite you to take precautions to avoid any potential inconvenience: close your picture windows before leaving your apartment, room or house and lock the door. We remind you that leaving any personal effects inside your apartment, room or house when

vacating the premises shall not incur the liability of **PV**. In the event of a breach by the occupant of the obligations incumbent upon him/her hereunder, in particular non-compliance with the internal rules and more generally as a result of any behaviour contrary to common decency and public order within the establishment, **PV** reserves the right to interrupt your stay and our teams may ask you to leave the establishment and your apartment, room or house.

If no payment has yet been received, the customer must pay for any Services he or she has used prior to leaving the premises. This departure will not result in any kind of compensation, and any payments that have already been made will not be reimbursed.

The customer is responsible for any damage he, she or the occupants have caused in their apartment within the Residence and will bear all costs related to this damage and/or to their non-compliance with the aforementioned rules. **PV** reserves the right to intervene if necessary and to take any action it deems appropriate against the Customer.

ARTICLE 13 – FORMALITIES CONCERNING TRANSPORT OR TRAVEL ABROAD

For these holidays, including travel, each passenger must have a currently valid identity card or passport. We advise you to check the validity of the identity cards or passports of all members of the party (adults/children/infants), your insurance, and for holidays abroad, currency exchange regulations and any necessary vaccinations. We are not responsible for people who do not comply with all applicable regulations:

- Minors travelling alone: in order to travel abroad, in addition to their valid identity card or passport, minors must have an official authorisation to leave the country signed by their parents or guardians.
- Foreign nationals or holders of travel documents: You must enquire with the consulates of each country about any necessary visas.

ARTICLE 14 – EARLY DEPARTURE/INTERRUPTION TO SPORTS OR LEISURE ACTIVITIES

Early departure or any interruption to sports or leisure activities booked with **PV** does not entitle you to a refund from the latter. However, if you have taken out the insurance policy proposed by **PV** (see article 19), depending on the cause of departure from the Residence or termination of the activity being duly proven and falling within the terms of the policy, you may benefit from a refund on a pro rata basis, from the date of your departure from the Residence or the day of termination of the activity. With respect to early departure, you may benefit from pro rata reimbursement of the holiday only if you have fully vacated your apartment or room.

ARTICLE 15 – CHANGES MADE TO OUR PROGRAMMES

If circumstances compel us, and only in circumstances of force majeure, outside our control, we may be obliged to change all or some of our programmes (total or partial closure of a Residence or a communal facility such as a swimming pool, restaurant, etc.). In the case of holidays including transport, you will be informed of the times and routes, types of train, plane or boat, subject to last-minute changes. Delays are sometimes unavoidable (congestion at airports, increased air or rail traffic, strikes, bad weather, etc.) and you will be notified as quickly as possible.

ARTICLE 16 – CUSTOMER SERVICE

If you wish to contact **PV** for anything you may need during your stay, please call the following toll-free number +33 (0)1 73 27 55 90. **PV** can be reached at this number from Monday to Friday from 9 am to 8 pm, on Saturdays from 9 am to 7 pm and on public holidays from 9 am to 5 pm. Our on-site teams are at your disposal during your holiday to respond to your complaints, resolve any problems and enable you to enjoy your holiday to the full. Simply contact them with any requests. After your holiday, any claim should be made:

on our website via the online section: <https://www.pierreetvacances.com/reclamation> or by sending a registered letter with acknowledgement of receipt to – Groupe Pierre & Vacances Center Parcs - Service Relations Client APS - 11, rue de Cambrai - 75947 Paris cedex 19 – within 2 months from the end of your holiday. We remind you that the later you leave it to lodge a complaint, the more difficult it will be for us to handle your claim and resolve it to your advantage. In your letter, please specify the name of the person who booked the holiday, the booking number, the place and dates of your holiday and the type of apartment or room booked in order to

facilitate the processing of your claim. Please also enclose all documentary evidence to enable us to process your claim as quickly as possible.

We hereby inform you that following a previously unsuccessful attempt to resolve a dispute filed in writing by our Customer Relations service, you have the possibility to request a mediation process by contacting the Tourism and Travel Mediator at the following address: MTV Médiation Tourisme Voyage - BP 80 303 - 75 823 Paris Cedex 17 - <http://mtv.travel>.

In compliance with the decree of 20 December 2017, the vendor or the retailer must provide assistance if the traveller finds themselves in difficulty.

You can make your request via the online section: <https://www.pierreetvacances.com/reclamation> or by sending a letter to the Customer Relations Department (address provided above).

ARTICLE 17 – VALIDITY OF GENERAL TERMS AND CONDITIONS OF SALE

The reservation of one of our holidays via any channel (call centre, online booking, reservation at the reception desk of our residences, etc.) implies acceptance of our general and specific terms and conditions of sale. These conditions are those applicable at the date the brochure was printed and supersede all previous versions. To see the conditions applicable at the date of your booking (in particular, the booking, payment, modification and cancellation conditions), please refer to the conditions online at pierreetvacances.com. The ceding of your reservation to a third-party requires that you inform us at least 7 days in advance of the identity of the third-party concerned and of their acceptance of the terms and conditions herein. In the event of non-compliance with the above with the 7-day rule above, access to their accommodation may be refused. General descriptions and photos of apartments are provided for information purposes only. Given the diversity of the PV range, there are differences in the layout and decoration of certain apartments and rooms. We present general descriptions of our apartments, sample layout plans, photographs and virtual visits in our catalogue and on our website. These are supplied for informational purposes only. Please do not hesitate to contact us for any further information.

All information on sporting and leisure activities at the resorts and surrounding area is supplied to us by tourist offices and is passed on to you for information purposes only. We cannot be held liable if any of these facilities are no longer available at the time of your holiday. For further information on the facilities of the resorts, please contact their respective tourist offices directly. As our catalogue is printed well in advance, please contact your Residence to find out about opening dates, sports facilities (type and quantity), activities and services offered by the Residence, which determine your choice of site. Furthermore, we cannot be held responsible for works undertaken by individuals or local authorities which might inconvenience our customers in the resorts or towns.

ARTICLE 18 – LIABILITY – LIMITATION PERIOD

- We would like to draw your attention to the fact that renting a holiday apartment does not fall within the framework of hotel operators' liability as provided for in articles 1952 et seq. of the French Civil Code. Consequently, **PV** or any company for whom **PV** acts for distribution purposes, cannot be held liable in the event of the loss, theft or damage to personal effects in our Residences, whether in apartments, (including, where relevant, the individual safes provided), car parks or communal areas (ski sheds, etc.)

- Please note that the liability of hotel operators for the rental of accommodation in the hotels is governed by the French Civil Code. The hotel operator can therefore be held liable only within the legal limits in the event of loss, theft or damage to personal belongings in their rooms, car parks or communal facilities (cycle garages, etc.).

- The statute of limitations for sums due for services sold by **PV** is not included in the scope of the hotel statute (article 2272 of the French Civil Code). In exception to Article 2244 of the French Civil Code, the sending of a registered letter by **PV** to any indebted customer interrupts the statute of limitations applicable in such matters.

In the event of a combination of travel services, that which is proposed is a package in the sense of the EU directive 2015/2032 and of article L. 211-2 II of the French Code of Tourism. You benefit from all the rights granted by the European Union applicable to packages such as replicated in the French Code of Tourism. **PV** will be wholly responsible for the proper execution of the package in its entirety. In addition, as required by law, **PV** has insurance coverage to reimburse your

payments and if the transport is included in the package, to ensure your repatriation in the event that **PV** goes bankrupt.

For further information on basic rights under the EU directive 2015/2032, please consult our website www.pierreetvacances.com

ARTICLE 19 – INSURANCE

19.1 – General considerations

For you, we have taken out an insurance policy that offers you the choice to subscribe to a range of guarantees. The policy takes effect:

- 1) for the "Cancellation Cover" policy: the day following your payment of the insurance premium at midnight;
- 2) for the "Traveller Assistance" policy: as soon as the insured person has left the Travel Departure Point (a maximum of 24 hours before the departure date indicated in the Specific Conditions and not before payment of the premium);
- 3) for all other policies: at midnight on the Departure Date indicated in the Specific Conditions, and not before payment of the premium.

NB: insured under this policy are persons residing in the EUROPEAN ECONOMIC AREA. The term European Economic Area refers to the following countries: Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (including Guadeloupe, Reunion, Martinique), Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Norway, Netherlands, Poland, Portugal, Principality of Monaco, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom.

Assessment process for claims: The insurance company has set up a handling procedure for claims concerning the insurance policy. This procedure can be consulted in the General Administrative Terms and Conditions of the insurance policy, which you can download from www.pierreetvacances.com, under the "Conditions" section > GTCS.

19.2 – Right of cancellation

You have a right to cancel this policy for a period of up to 14 calendar days after taking it out, incurring no penalties or costs, if all the relevant conditions are fulfilled, including:

- 1) You can prove that you are already insured against one of the risks covered by the new policy;
- 2) the policy you wish to cancel has not been fully implemented;
- 3) You have not made any claims for which this policy provides cover.

In this situation, you may exercise your right to cancel this policy by notifying it by post to the following address:

Groupe Pierre & Vacances Center Parcs - Service Relation Client – Annulations, 11, rue de Cambrai - 75947 PARIS CEDEX 19 FRANCE
The date of cancellation is determined by the date of receipt of notification.

For any information on the right of cancellation, you can contact us by telephone on the following number: for Pierre & Vacances: +33 (0) 8 92 70 21 80 (English speaking advisor) (0.25 EUR/min + cost of call), For Adagio/Adagio

Access on +33 (0) 8 92 70 21 80 (English speaking advisor) (0.25 EUR/min + cost of call).

Requests will be considered by our insurer. If the terms are met, the insurer is bound to refund the premium paid within 30 days of cancellation. If you wish to cancel the policy, but do not meet all the terms, check the cancellation terms in your contract.

ARTICLE 20 – PERSONAL DATA

PV-DISTRIBUTION (PV) as the entity responsible for data handling, handles personal data for the set-up and execution of the contract or pre-contractual measures upon your request and for other purposes with the prior consent of the customer, in view of the necessity to fulfil the legitimate interests of the entities concerned.

1. Purposes

- (i) Within the context of executing the contract or of pre-contractual measures carried out upon request from the person concerned, this data is collected and handled for the purposes of managing your holiday (including booking operations, follow-up, payment, customer satisfaction assessment and information).
- (ii) Within the framework of Client consent, the latter's personal data is collected and handled for the purposes of communicating information on our products, services and special offers, and participating in competitions from Pierre & Vacances Center Parcs Group brands. The following are considered to be Pierre & Vacances Center Parcs Group brands: PIERRE & VACANCES, PIERRE & VACANCES PREMIUM, MAEVA, MAEVA.COM, LA

FRANCE DU NORD AU SUD, LE SKI DU NORD AU SUD APARTHOTEL ADAGIO, APARTHOTEL ADAGIO ACCESS, CENTER PARCS, SUNPARKS, PIERRE & VACANCES CONSEIL IMMOBILIER AND SENIORIALES.

- (iii) in the context of compliance with legal obligations, data is collected and processed for the purpose of securing payment transactions by determining the level of fraud risk associated with each transaction, and more generally with a view to complying with any applicable legislation.

2. Data handled

Mandatory information is indicated by an asterisk.

Information indicated as mandatory governs (i) the subscription and execution of the contract signed between the customer and **PV** or (ii) the communication of personalised information for the purpose of preparing any future contract. Optional information not communicated will not call into question the delivery of the services agreed or the response to requests for information, although it may limit the pertinence.

3. Recipients of data gathered

Data gathered is destined for **PV**, who is responsible for data handling, as well as the entity responsible for delivering the subscribed service, and any potential subcontractor where necessary.

Data may also be transferred to partners when necessary for the performance of the contract.

4. Transfer of data abroad

No transfer of data is operated outside the European Union unless legally required, or should the booking involve a destination located outside the European Union, in which case to the local entity of the Pierre & Vacances Center Parcs Group, or its partner, administrator of the destination site for the purposes of managing your holiday on location.

5. Security

Pierre & Vacances Center Parcs Group entities and their subcontractors implement technical and organisational measures in order to ensure the security and the protection of data.

6. Retention period

The Pierre & Vacances Center Parcs Group entity/ies that handle(s) personal data conserve(s) it in a secure environment for the required duration for pre-contractual measures and the execution of the contract then store(s) it pursuant to the existing legal provisions. Data relative to prospection operations is deleted within the prescribed legal delays following execution of the service or the obtaining of your consent depending on the case.

For further information concerning PV's data protection policy and the handling of your personal data, please consult our website www.pierreetvacances.com or request an electronic copy by e-mail.

7. Individual rights

Individuals subject to the handling of their personal data have the right to:

- access their personal data,
- rectify or delete this data (right to be forgotten), restrict the handling of this data or oppose its handling,
- exercise data portability,
- for personal reasons, oppose the handling of their data,
- withdraw consent for the use or processing of optional data at any time,
- define the directives relative to the storage, deletion and communication of their personal data after their death and oppose telephone solicitation by signing up to the BLOCTEL list,
- lodge a complaint with the CNIL or the Supervisory Authority of their place of residence.

You can make your request via the online section: <https://www.pierreetvacances.com/reclamation>, or by sending a registered letter with acknowledgement of receipt to Groupe Pierre & Vacances Center Parcs - Service Relations Client, APS
11, rue de Cambrai - 75947 Paris Cedex 19. You may be asked to provide valid proof of identity.

For further information concerning PV's data protection policy and the handling of your personal data, please consult our website www.pierreetvacances.com or request an electronic copy by e-mail.

ARTICLE 21

In order to improve the quality of our services, please note that your telephone calls with our employees may be recorded.

PV Distribution – Limited Company with capital of €6,055,935 – Registered Office: L'Artois - Espace Pont de Flandre - 11, rue de Cambrai - 75947 PARIS CEDEX 19 - 314 283 326 R.C.S. PARIS – (Business Identification) SIRET 314 283 326 00093 APE 7912 Z – Registered as a travel and holiday provider - IM075110024 – Intracommunity VAT number: FR 96314283326; Professional civil liability insurance: RSA, Immeuble PACIFIC, 11-13 Cours Valmy – 92977 PARIS LA DEFENSE Financial guarantee: APST Association Professionnelle de Solidarité du Tourisme – 15, AVENUE CARNOT – 75017 PARIS-FRANCE

On behalf of the Residence and Hotel operators of Groupe Pierre et Vacances Center Parcs, PV Distribution is responsible for offering holidays and ensuring the administration and monitoring of bookings (excluding transport services, insurance and the sale of package deals under its own name). Operating companies: ADAGIO S.A.S (503 938 110 RCS PARIS), PIERRE & VACANCES ITALIA S.R.L (1014782 – Rome), PV-CP CITY (513 635 987 RCS PARIS), PV EXPLOITATION FRANCE (508 321 155 RCS PARIS), SNC DOMAINE DU LAC DE L'AILETTE (450 540 695 RCS PARIS), CP RESORTS EXPLOITATION FRANCE (508 321 213 RCS PARIS), SOCIETE D'EXPLOITATION TOURISTIQUE PIERRE & VACANCES GUADELOUPE (478 890 890 RCS PARIS), SOCIETE D'EXPLOITATION TOURISTIQUE PIERRE & VACANCES MARTINIQUE (478 890 684 RCS PARIS), SOCIEDAD DE EXPLOTACION TURISTICA PIERRE ET VACANCES ESPAÑA SL (Volume 41188 Section 14 Page B 382084 Inscriccion 11 Barcelona), CP RESORTS EXPLOITATION FRANCE in the name of and on behalf of VILLAGES NATURE TOURISME SAS (801 435 306 MEAUX).

Updated: 14.10.2021