

General Terms and Conditions of Sale

With the exception of customers who make one or more holiday bookings in Pierre & Vacances accommodations or in accommodations in Spain and Andorra which propose the offers covered by **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

1.1.1. Customer account creation process

(full terms and conditions available at <https://www.pierreetvacances.com/gb-en/myaccount>):

Access to this service is exclusively reserved for registered users. A valid email address is required to access this service. To create your account, you must first complete the account creation form, by filling in your email address. Reception of the account creation form is confirmed by the sending of an email to the address indicated in said form. A link will then be provided, enabling you to choose a password. The link remains valid for 48 hours, if you do not click on the link within this given period, you will need to make a new request. Once your password has been registered, your account will be created.

The email address given in the account creation form and your password comprise your login details that will enable access to your My Account portal at each connection.

When creating your account, you will be asked to complete your profile by entering the following minimum information: - Your surname, first name and title * - Your postcode and city * - Your preferred language - Your date of birth * Information indicated by asterisks (*) is mandatory. You can also choose to further personalise your account by entering the following information: - Your full address * - Your telephone number * - Your family status (number of children)

In the event that the email address provided is associated with a previous booking, some of your personal details may already be filled in. Other additional details may be requested in order for you to access and use certain specific Services available via My Account.

1.1.2 Booking process

The customer can select an accommodation unit with a capacity equal to or greater than the total number of occupants entered (adults, children, babies), depending on availability. The customer may simultaneously book two identical accommodation units for the same establishment and the same dates of stay, depending on availability. The customer can choose between the flexible rate (cancellation and modification of Stay subject to conditions) and the non-flexible rate (Stay non-modifiable and non-refundable in the event of cancellation) when selecting their accommodation unit. In this respect, for stays with a pet, the "pet" service must be added to the basket by the customer. The number of animals allowed is limited to four (4) per accommodation unit for villages and residences, and it is limited to one (1) animal per room in hotels. If the customer does not have a customer account, the customer must add the additional services required prior to confirming the booking. Conversely, if the customer has a customer account, additional services may be added after confirming the booking of the stay in their "My Account" space (full terms and conditions available at <https://www.pierreetvacances.com/gb-en/myaccount>).

Customers with a customer account may log in to confirm the booking via the said account. Customers who do not have a customer account may, at their discretion, (i) create an account in accordance with the procedures defined in Article 1.1.1 above or (ii) make their booking without creating a customer account according to the following process: Customers are invited to enter their personal information in order to ensure that their booking is properly processed. The information requested (surname, first name, email address, telephone number and postal address) is mandatory to pay for the stay. A valid email address

must be provided with each booking. Enable us to process your request. The choice of insurance must also be made by the customer before paying for the stay. Customers can enter a promotional code granting them a discount on their basket if all the conditions for benefiting from this code are met. Several means of payment are offered to the customer to pay for their stay. Once payment for the stay has gone through smoothly, the customer obtains instant confirmation directly on the website, as well as by email to the address previously entered. The booking confirmation page and email include the summary of the stay booked by the customer as well as practical information to prepare for their arrival.

All bookings infer acceptance of the General Terms and Conditions of Sale and must be accompanied by an immediate 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 any transport services (flights, transfers, car hire, rail travel, etc.), and any insurance premiums you have chosen to take out.

The balance shall be paid under the conditions provided for in Article 1.3 below.

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. In this case, the amount of the deposit will not be returned to you.

However, in accordance with the provisions of Article L.211-14 II of the French Tourism Code, you have the right to withdraw from the contract without having to pay a fee if exceptional and unavoidable circumstances, occurring at the destination or in the immediate vicinity of the destination, have significant consequences on the performance of the contract or on the transport of passengers to the destination. In this case, the amount of the deposit paid will be returned to you no later than fourteen days from notification of withdrawal to Pierre & Vacances.

- The total amount for the insurance is payable upon booking and cannot be reimbursed.

- 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.

Situation specific to Adagio: You benefit from the right to withdraw up until the 3rd day prior to your arrival for any booking made with an Adagio or Adagio Access Aparthotel. In this case, the amount of the deposit will not be returned to you.

1.3 - Payment of the balance

The full price of your rental and any additional services is payable in accordance with the procedures defined below, except in the event of payment in instalments for eligible bookings and subject to acceptance by our partner Floa (full terms and conditions available at https://www.pierreetvacances.com/fr-fr/faq/137_paiements/1189_puis-je-payer-en-plusieurs-fois):

- 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 required in order for Pierre & Vacances ("PV") to send the travel documents (which includes your rental contract or accommodation slip, site description, plane tickets, etc.). Your commitment therefore becomes final from the 30th day provided that the balance of the booking is paid. PV's commitment becomes final once

the booking confirmation has been issued upon full payment of the balance. 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: payment 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.pierreetvacances.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:

(**) Vouchers accepted: holiday, gift

(***) 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 right to apply service charges of a total of €5.

Delays in payment. In the event of non-compliance with the aforementioned payment deadlines, a late penalty may be applied by PV. 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. For more information, please visit www.pierreetvacances.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. They are variable according to a number of customisable criteria that are applied automatically such as booking date, arrival date, length of stay, type of accommodation and additional services.

2.2 - Accommodation

Our prices include all taxes and the provision of the accommodation unit, including charges (water, electricity, heating) but excluding tourist tax, additional services and optional insurance premiums, payable upon booking where applicable. We also wish to remind you that an accommodation unit provided for a specific number of occupants upon booking may under 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 by subscribing to 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 subject to availability of seats on regular or charter airlines (price is dependent on the departure date). They include all taxes (excluding individual taxes such as airport & security taxes or passenger charges) and include transport on regular or chartered flights departing from Paris (additional fees may be incurred for other departure locations) as well as the provision of accommodation including charges (water, electricity and heating) but excluding tourist tax, transfer costs, optional additional services, pet charges, insurance premiums, and the single occupancy room supplement for 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 shall be responsible for the proper contractual performance of the service, within the limits imposed by Article L.221-15 of the French Tourism Code;
3. you are protected in the event of insolvency.

2.5 – Reduction

The reductions mentioned in the catalogue are only applicable to accommodation; therefore all other services (meals, sport and leisure activities, etc.) are 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 before the booking has been confirmed 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 considered by **PV** to be a partial cancellation, and will be subject to the cancellation conditions set out in 4.2 below.

c) 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 shorten the duration of your holiday will be considered by **PV** to be a partial cancellation, and will be subject to the cancellation conditions set out in 4.2 below.

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: 0870 0267 145 (Mainland UK) / +33 173 27 55 02 (International), for Adagio/Adagio Access accommodations at the following number: 0870 0267 145 (Mainland UK) / +33 173 27 55 02 (International) or 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.

These cancellation conditions apply without prejudice to the application of the provisions of Article L.221-15 of the French Tourism Code.

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.

Furthermore, 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.

These cancellation conditions apply without prejudice to the application of the provisions of Article L.221-15 of the French Tourism Code.

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 accommodation or the Customer Relations Department in advance, we will retain compensation equivalent to 100% of the total amount of your stay. In addition, we cannot guarantee the availability of your accommodation unit 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

Some of our holiday packages are branded "flexible" and "non-flexible". For any booking of these 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

The process for booking offers branded "flexible" and "non-flexible" is the same as that described in Article 1 of these General Terms and Conditions of Sale.

All bookings infer acceptance of the General Terms and Conditions of Sale and must be accompanied by an immediate 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.

The balance shall be paid under the conditions provided for in Article 6.1.3 below.

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

6.1.2 - Booking procedures according to the type of offer

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

- All bookings must be accompanied by an immediate 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 taken out, paid at the time of booking, will be retained by **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 remote sales.

Specific case of non-flexible offers

- Any booking must be accompanied by an immediate 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.).

Your commitment therefore becomes final from the 30th day before the start of your stay, subject to payment of the balance of the booking. **PV**'s commitment becomes final once the booking confirmation has been issued upon full payment of the balance. 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, which can be changed or cancelled up to 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 offers branded "flexible" or "non-flexible", regardless of the date or type of accommodation unit, when the booking is cancelled, we retain, where applicable, any transport services (flights, transfers, car rentals, rail transport, etc.) and the amount of any insurance premiums taken out.

For these stays or services, the following conditions replace the cancellation and modification conditions provided for in Article 4 and are applicable without prejudice to the application of the provisions of Article L.221-15 of the French Tourism Code.

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 accommodation cannot guarantee the availability of your

accommodation unit 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 change request 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%*
- 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.

Furthermore, 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%*
- 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 booking is cancelled, we retain, if applicable, the amount of any insurance premiums taken out.

Furthermore, 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 change 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%*
- 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.

Furthermore, 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 change 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.

Furthermore, 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 the 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, and 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**

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 types of accommodation (and in particular Adagio, hotels; Spain and Partner Residences), the arrival and departure times may vary: further information is available directly from each Residence or on 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 – SECURITY DEPOSIT

All labels: on arrival, you may be asked for a security deposit of between €200 and €1,500. These sums do not constitute an advance deposit.

Label Pierre & Vacances, Pierre & Vacances Premium: A security deposit, the amount 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 damage and/or trouble of any sort in either the private (e.g. cleaning of kitchenette not carried out) or shared parts of the building), unpaid services including optional services used on site (telephone, parking, etc.) as well as 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

Please note that our Residences are not dependent on the types of accommodation referred to in Articles R. 227-1 et seq. of the French Family and Social Action Code and are not suitable for group or individual stays of minors under the age of 18 outside the family home not accompanied 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 as pleasant as possible, ground rules are displayed in each apartment, room and house and/or at the establishment's reception desk. 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 recommend that you take certain precautions in order to avoid any unpleasantness: close your bay windows before leaving your apartment, room or villa, and lock your door. We remind you that **PV** cannot be held liable for the loss of any personal belongings left in your apartment, room or villa when you vacate it. In the event that an occupant breaches his or her obligations as laid out in this document, particularly by failing to comply with the establishment regulations and, more broadly, as a result of any conduct within the establishment that is deemed contrary to accepted standards of proper behaviour and public order, **PV** reserves the right to cancel the rest of your stay and our teams may ask you to vacate the premises and your apartment, room or villa.

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:

- For minors travelling unaccompanied: 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.

- People from other countries or those requiring a travel document: you must contact the consulates for each country for any visas you may need.

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 inevitable (overcrowded airports, increase in air or rail traffic, strikes, bad weather conditions, etc.). You will be informed of any such circumstances as soon 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:

by completing the declaration on our website https://contactariane.com/?pays=2&l=en&cur_flag=5 or by sending a registered letter with acknowledgment of receipt to Groupe Pierre & Vacances Center Parcs - Service Relations Client APS - 11, rue de Cambrai - 75947 Paris Cedex 19 - France within the 2 months following the end of your stay. We draw your attention to the fact that the longer you take to inform us of your claim, the more difficult it becomes to deal with it in your best interests. 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 accordance with Article L. 211-17-1 of the French Tourism Code, the organiser or retailer must provide assistance if the traveller is in difficulty. The request can be made via our website at https://contactariane.com/?pays=2&l=en&cur_flag=5 or by sending a letter to the Customer Relations Department (address provided above). The European Commission has set up a platform for online dispute resolution (ODR) available at this address: <https://ec.europa.eu/consumers/odr/>.

These General Terms and Conditions are subject to French law. In the event of a dispute, the courts of Paris shall have sole jurisdiction, without prejudice to the provisions of the public policy jurisdiction rules for the benefit of consumers.

ARTICLE 17 – VALIDITY OF GENERAL TERMS AND CONDITIONS OF SALE

The booking of one of our holidays via any channel (call centre, online booking, reservation at the reception desk of our establishments, etc.) implies acceptance of our General Terms and Conditions of Sale. These conditions are those applicable at the date the brochure was printed and supersede all previous versions. To learn of the conditions applicable on the date of your booking (and in particular the conditions of booking, payment, modification and cancellation), please consult the conditions online at pierreetvacances.com. The transfer of your booking to a third party requires that you inform us at least 7 days in advance of the identity of the third party concerned and the acceptance by this third party of these conditions. 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

You may take out a policy with our insurance company which offers a variety of insurance coverage. The policy takes effect:

- 1) for the "Cancellation Cover" policy: the morning after payment of your insurance premium is received at midnight;
- 2) for the "Traveller Assistance" policy: as soon as the insured party has left the travel departure point (a maximum of 24 hours before the departure date indicated in the particular conditions and not before payment of the premium);
- 3) for all other policies: at midnight on the departure date indicated in the particular 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.

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

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: 0870 0267 145 (Mainland UK) / +33 173 27 55 02 (International),
for Adagio/Adagio Access: 0870 0267 145 (Mainland UK) / +33 173 27 55 02 (International).

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 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) On the basis of customer consent, the customer's personal data is collected and processed for the purposes of communicating information on our products, services and special offers, and participating in competitions.
- (iii) (iii) In the context of legitimate interest, personal data is processed to enable us to ensure continuity of service and the long-term viability of the activity.
- (iiii) 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 Distribution** 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

The data collected is intended for **PV Distribution**, in its capacity as data controller, as well as for the entity responsible for delivering the subscribed service and any sub-processor or recipient if applicable, in particular the entities of the Business Line Center Parcs or the GIE PV-CP Services Holding for the management of accounting data, IT databases and the Call Centre.

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,
- stipulate what happens regarding the storage, erasure and transfer of their personal data after their death and object to telephone solicitation by signing up to a "Do Not Call" list in their place of residence, such as the "Telephone Preference Service" (TPS) in the UK.
- lodge a complaint with the CNIL or the Supervisory Authority of their place of residence.

A request can be made via the website at: https://contactariane.com/?pays=2&l=en&cur_flag=5, 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 - France. 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 - France – Paris Trade & Companies Register (RCS) no. 314 283 326 – SIRET no. 314 283 326 00093 APE code 7912 Z – Registered as a travel and holiday provider – IM075110024 – Intracommunity VAT number: FR 96 314 283 326; Professional Civil Liability: 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 The financial guarantee covers all destinations marketed by PV Distribution through French distribution channels.

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 & VACANCES ESPAÑA SL (Volume 41188 Section 14 Sheet B 382084 Inscription 11 Barcelona), CP RESORTS EXPLOITATION FRANCE in the name and on behalf of VILLAGES NATURE TOURISME SAS (801 435 306 MEAUX).

In addition, PV Distribution is mandated by its partners, under marketing contracts, for the distribution of stays and for managing and monitoring your bookings in its name and on their behalf.

Updated: 11.2022.