

General Terms and Conditions of Sale

The purpose of these general terms and conditions (hereinafter referred to as the "General Terms and Conditions of Sale" or "GTC") is to set out the terms and conditions under which PV DISTRIBUTION (hereinafter referred to as "PV") enables its customers (hereinafter referred to as the "Customer(s)") to benefit from all its services, in particular bookings, available on the website www.pierreetvacances.com.

The products and services marketed by PV are provided at the various establishments operated directly or indirectly under one or more of the Pierre & Vacances – Center Parcs Group's brands, including "Pierre & Vacances", "Pierre & Vacances Premium" (collectively, the "Residences"), "Adagio" and "Adagio Access" ("Adagio and Adagio Access"), or by partners (the "Partner Residences").

The Terms and Conditions are subject to change. The version applicable to your booking is the one available online at www.pierreetvacances.com on the date of booking, and which will be provided to you prior to confirmation of your booking.

ARTICLE 1 - BOOKING / PAYMENT / ONLINE REGISTRATION

1.1 - Terms and conditions of registration and booking

1.1.1 Customer account creation process

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

Access to this service is exclusively reserved for registered users.

To access this service, the Customer must have a valid e-mail address. To create an account, the Customer must first complete the account creation form by entering their e-mail address. Receipt of the account creation form is confirmed by an e-mail sent to the e-mail address entered on the form. You will then receive a code enabling you to choose the account password. The code is only valid for 10 minutes. If no action is taken by the Customer within this period, it will be necessary to make a new request. Once the password has been registered, the customer account will be validly created.

The e-mail address given on the account creation form and the password will be the identifiers that will allow access to the Customer's personal "My Account" space each time the Customer logs on.

When creating a customer account, you may be asked to complete a personalised profile by providing at least the following information: - surname, first name and title* - postcode and town* - preferred language - date of birth* Customers may also choose to personalise their account even further by providing the following information: - full postal address* - telephone number* - family situation (number of children)

If the e-mail address given as your login has already been associated with a booking for one of our holidays, some of the personal information may be pre-filled by us. Additional information may be requested to access and use certain specific services offered via My Account.

Details marked with an asterisk (*) are mandatory.

1.1.2 Booking process

a) Selecting accommodation: Customers 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. Customers may simultaneously book two (2) identical accommodation units for the same establishment and the same dates, depending on availability. Customers can choose between different types of offer when selecting their accommodation:

- The "non-flexible" tariff offer: The stay cannot be changed and is non-refundable in the event of cancellation (payment and cancellation conditions detailed in Article 4.1)
- The "flexible" tariff offer: The stay can be cancelled and modified subject to conditions (payment and cancellation conditions detailed in Article 4.2)
- Where the application of a "flexible" or "non-flexible" offer is not mentioned, the payment and cancellation conditions provided for under Article 4.3 shall apply.

b) Pets: For stays with pets in our eligible accommodation units, the "pet" service must be added to the basket by the Customer. The number of pets allowed is limited to four (4) per accommodation unit for holiday villages and tourist residences, and is limited to one (1) pet per room in hotels (see conditions in Article 10).

c) Optional services during the stay: 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 via the "My Account" space (Full terms and conditions available at <https://www.pierreetvacances.com/gb-en/myaccount>).

d) Booking confirmation: 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 either (i) create an account in accordance with the procedures set out in Article 1.1.1 above, or (ii) make their booking without creating a customer account in accordance with the following process: Customers are asked to provide their personal details to ensure that their booking is processed correctly. The information requested (surname, first name, e-mail address, telephone number and postal address) is required to pay for the holiday. All bookings require a valid e-mail address. Otherwise, PV will not be able to process your request. The Customer must also make a choice about insurance before the holiday can be paid for (Conditions set out in Article 19). Customers can enter a promotional code to obtain a discount on their basket if all the conditions for the promotion are met. Completion of the booking implies acceptance of these General Terms and Conditions of Sale and immediate payment of the deposit corresponding to the tariff selected by the Customer (see conditions relating to the type of tariff selected by the Customer below).

Several means of payment are available to the Customer to pay for their stay (See Article 4). Once payment for the stay has gone through smoothly, the Customer obtains instant confirmation directly on the website, as well as by e-mail to the address previously entered. A summary of the stay booked by the Customer will then be displayed on the page, together with practical information to help prepare the stay, which will also be included in the booking confirmation e-mail.

1.2 - Payment of the balance

Payment of the balance and of any additional services when booking depends on the type of offer booked by the Customer. Payment is due in accordance with the procedures defined in Article 4, except in the event of payment in instalments for eligible bookings, according to the terms of 1.3 below, and subject to acceptance by our partner KLARNA.

1.3 – Currencies and means of payment

1.3.1 – Foreign currencies

For bookings of accommodation (and ancillary services) in Switzerland, the applicable currency is the Swiss franc (CHF). Foreign currency transaction fees may vary depending on the customer's bank.

For bookings of accommodation (and related services) located in any other country, the currency is the euro (EUR).

1.3.2 – Conditions for accepting payment methods

• For all bookings made via the call centre:

- up to the 30th day before the stay: payment by credit card*, bank cheque**, bank transfer***, vouchers or gift vouchers****, PV gift card*****, ANCV Connect holiday vouchers*****;

- less than 30 days before the stay: only payments by credit card*, PV**** gift cards and ANCV Connect***** holiday vouchers are accepted. Bank cheques are not accepted.

*If you wish to pay for all or part of your stay with gift vouchers (**), you must first pay the full amount by bank card (*), then send your vouchers by post. The bank account will be credited back on receipt.*

- For all bookings made on the website or your customer account:

<https://paiement.pierreenvacances.com>

- credit card*, PayPal, iDEAL (available only on the Dutch website), PV***** gift card, ANCV Connect***** holiday vouchers;

• For all bookings made by people residing outside France, via the call centre and via the website:

- Only the following are accepted: bank card (*), PV***** gift card, or international bank transfer (must be accompanied by the booking number, only for bookings made through the call centre).

• If the means of payment used to pay for a booking is rejected, PV reserves the right to cancel the booking after an unsuccessful reminder.

1.3.3 – Means of payment

The means of payment available to the Customer and set out below are subject to change. They may also vary depending on the country in which the Customer is located when making their booking.

The means of payment applicable to your booking are specified in the order summary, prior to payment.

If a means of payment is rejected, PV reserves the right to cancel the booking after a reminder has remained unsuccessful for eight (8) days.

(*) **Credit/debit cards** accepted: Visa, Eurocard / Mastercard, Carte Bleue

(**) **Bank cheques:** to be sent to the following address:

PV DISTRIBUTION – Gestion des Ventes, BP 291, 75921 PARIS Cedex 19

(***) **Bank transfer:**

- IBAN FR76 3000 7000 1100 0211 0640 664 / BIC NATXFRPPXXX

- Must be accompanied by the booking number

(****) **Vouchers/gift vouchers from approved partners, excluding ANCV Connect*****:**

- subject to the conditions of use of the gift voucher issuer.
- Bookings must be guaranteed by a bank card which will still be valid at the start of the stay.

- All bookings made using vouchers or gift vouchers require payment of the full amount (= the total cost) of your stay at the time of booking. Vouchers / gift vouchers must be sent by post within five (5) days of your booking (as evidenced by the postmark). In the event of an overpayment, PV will refund the overpayment within 15 days of receipt of the vouchers / gift vouchers.

- Any cancellation of a holiday booked without cancellation insurance and paid for by vouchers or gift vouchers will give rise to a credit note for the initial value of the vouchers, the validity of which will be the earlier of the date of initial validity of the voucher or one (1) year from the date of issue of the credit note. PV reserves the right to charge a handling fee of up to 10% of the total amount of the booking, with a minimum of €10.

(*****) **PV gift card:**

- The use of a PV gift card as a means of payment is based on the use of the code communicated when the PV gift card was purchased.

- A PV gift card can be used to book accommodation and ancillary services when these are booked at the same time as the accommodation.

- It is expressly stated that flights, packages (flights + accommodation) and accommodation services in establishments in Switzerland can never be booked using a PV gift card.

- In the event of a booking for an amount greater than that available on the gift card, the balance must be paid by bank card.

- Any cancellation of a holiday booked without cancellation insurance and paid for by a PV gift card will be the subject of a credit note, the validity of which will be that of the nearest date between the initial validity date of the gift card and one (1) year from the date of issue of the credit note.

(*****) **ANCV Connect holiday vouchers (ANCV Connect):**

- Use of ANCV Connect is subject to the issuer's terms and conditions and applies to all prices offered by PV, with no minimum or maximum booking amount required. This is only available for payments made in EUR.

- It is expressly stated that flights, packages (flights + accommodation) and accommodation services in establishments in Switzerland may not be booked using ANCV Connect.

If the booking amount exceeds the balance available on the ANCV Connect voucher, the difference can only be paid by credit card (Carte Bleue, Visa, Mastercard) or by using another ANCV Connect voucher. Any cancellation of a holiday entitling the customer to a refund, where the holiday was paid for in full or in part via ANCV Connect, will result in a credit note being issued for the amount paid via this method. The validity period of the credit note will be the earlier of the original expiry date of the ANCV Connect voucher or one (1) year from the date of issue of the credit note.

Payment in 3 instalments by credit card with our partner KLARNA.

Our financial partner KLARNA offers private customers payment solutions in three instalments by bank card for purchases made via the PV website. These solutions are reserved exclusively for natural persons of legal age who hold a Visa, MasterCard or Carte Bleue bank card with a validity date that covers at least the duration of the refund.

KLARNA BANK AB, having its registered office at 46 SVEAVAGEN 11134, STOCKHOLM, SWEDEN.

KLARNA reserves the right, at its discretion, to accept or refuse any request for financing.

The first payment will be taken when the order made via the Pierre & Vacances website is validated. The next two payments will be debited at 30-day intervals from the date of the first direct debit. To be eligible for the payment solution developed by KLARNA, the total amount of the order must not exceed €4 500. This payment solution is exclusively available online on the KLARNA website.

In accordance with the legal provisions applicable to credit, you have a withdrawal period of fourteen (14) calendar days.

Any cancellation of a holiday booked via KLARNA that entitles the Customer to a refund will result in a credit note being issued.

When you make a reservation using the payment solution offered by KLARNA, your personal data will be sent to KLARNA for the purposes of processing your financing request, managing the credit contract and, where applicable, debt collection. For further information on the processing of your data:

https://www.pierreenvacances.com/fr-fr/protection-donnees_ms.

Detailed information about KLARNA payment methods, as well as how to benefit from them online, is available on the KLARNA website: <https://www.klarna.com/fr/>

If you have any questions or require assistance with your payment, please contact KLARNA customer service via the following link: <https://www.klarna.com/fr/service-client/>.

The general terms and conditions applicable to the payment solutions offered by KLARNA can be consulted directly on its [website](https://www.klarna.com/fr/).

1.4 – Rental agreement

Provided full payment has been received before the beginning of your stay, you will receive your booking confirmation within twenty-four (24) hours of payment, either by email containing a link to your customer account, or by post. In your booking confirmation, you will find a summary of your forthcoming stay as well as practical information to help you get organised (itinerary, map, address), and your rental agreement to download in PDF format. Please note that in the event of a change to your booking resulting in a new payment (e.g. adding a service, changing the dates of the stay), an email confirming the change with an updated rental agreement will be sent to you.

1.5 – Online check-in

To make the Customer's arrival at the accommodation simpler and more convenient, the Customer has the option of checking in online in advance of their stay, provided that their booking and the establishment concerned support this service.

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 vary 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 utilities (water, electricity, heating) but excluding tourist tax, additional services, and optional insurance premiums, payable upon booking where applicable. We remind you that accommodation is intended for a specific number of occupants at the time of rental and may under no circumstances be occupied by a greater number of people. You are reminded that babies and young children are considered occupants in their own right.

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

For bookings of fourteen (14) consecutive days or more, the Customer may, on rare occasions, have to change accommodation at the end of the first week of their stay. This change will be made in accordance with the Customer's booking conditions and will not incur any additional costs for the Customer.

2.3 - Package deals (air transport + accommodation)

Package bookings are made via a partner.

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 and 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 utilities (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, special rates may be offered depending on conditions and availability at the time of booking and the economic conditions prevailing at that time. Changes in these economic conditions compared with those prevailing at the time of publication may relate in particular to:

- Data relating to the fares themselves (due to fuel prices, extra costs invoiced, etc.),

- Price supplements that 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.

The prices quoted are based on the following economic data:

- The cost of transport depending on 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 a change in any of these factors, the sale prices may be modified prior to confirmation of the booking, with the change or changes being passed on in full. In accordance with current legislation, no price revision will be applied once the booking has been confirmed.

These terms and conditions shall apply subject to the provisions set out in our partner's general terms and conditions of sale.

2.4 - Optional services

Our accommodation rates do not include additional optional services offered in our on-site sales materials.

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

1. The rights applicable to package holidays do not apply in accordance with Directive (EU) 2015/2302;
2. The service provider shall be responsible for the proper contractual performance of the service, within the limits imposed by Article L. 211-16 of the French Tourism Code;
3. You are protected in the event of insolvency of PV. This cover does not extend to the insolvency of individual service providers.

2.5 – Discount

The discounts mentioned in our marketing materials are subject to specific conditions communicated with the offer.

ARTICLE 3 – TOURIST TAX

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

ARTICLE 4 - TYPES OF OFFERS AND RELATED TERMS

The organisation and sale of travel and stays for a specific date and/or period is not subject to the fourteen-day (14) "cooling-off" period, which applies to other forms of remote selling.

In accordance with the stipulations of Article L.211-14 II of the French Tourism Code, you have the right to cancel the contract without having to pay any costs if exceptional and unavoidable circumstances arise at the destination or in the immediate vicinity of the destination and have a significant impact on the performance of the contract or on the carriage of passengers to the destination. In this case, the amount of the deposit paid will be returned to you no later than fourteen (14) days from notification of withdrawal to Pierre & Vacances.

For all group bookings of 12 people or more and/or 5 accommodation units, the Customer must make a specific booking request to PV, via the website www.pierreenvacances.com or by calling 0870 0267 145 (Mainland UK) / +33 (0)1 73 01 85 66 (International). Acceptance of such requests will be at PV's discretion.

Bookings are considered to be group bookings and must comply with the procedure set out above when they are made in the same name, for the same dates, the same Residence, and/or via the same booking channel, whether they are made simultaneously or not. PV has sole discretion to assess whether the criteria have been met.

In the event of non-compliance, PV reserves the right to cancel the booking with immediate effect, at no cost to the customer, and/or to refuse access to the accommodation.

4.1 - Non-flexible offer: non-exchangeable / non-modifiable / non-refundable

Our "non-flexible" offers are non-exchangeable, non-modifiable, and non-refundable. These offers are booked under the process set out in Article 1 above. Due to the preferential rate applied, these offers are subject to specific conditions concerning payment, cancellation, and modification.

4.1.1 Terms and conditions of booking

All "non-flexible" bookings require immediate payment of the following:

- 100% of the total price of the accommodation and any optional services, whether or not they are included, in particular catering, children's clubs, sports lessons, etc,
- 100% of the overall price and any insurance premiums the Customer may wish to take out.

4.1.2 Conditions of modification and cancellation

If you need to cancel your booking, you must notify us either by telephone for our Residences and Partner Residences on the following number: +33(0)1 73 27 55 90, Monday to Friday from 9.00 am to 8.00 pm, on Saturdays from 9.00 am to 7.00 pm and on public holidays from 9.00 am to 5.00 pm. For Adagio/Adagio Access accommodation, please use the following number: 0870 0267 145 (Mainland UK) / +33 (0)1 73 01 85 66 (International).

Given the special rates offered by PV, stays are not exchangeable, refundable, or modifiable. However, optional services booked as part of this offer may be exchanged, refunded, or modified up to five (5) days before the date on which the stay begins.

No requests for exchange and/or cancellation of optional services will be accepted from four (4) days before the start of the holiday.

In the event of cancellation, irrespective of the date on which a booking is cancelled, PV will apply a penalty charge equal to 100% of the total cost of the stay. No refund will be made for the non-use of any optional services booked and invoiced, unless cancelled at least five (5) days before the start of the holiday, in which case only the optional services will be refunded.

These conditions are applicable without prejudice to the application of the provisions of Articles L. 211-14 and R. 211-10 of the French Tourism Code.

4.2 - Flexible offers: exchangeable / modifiable / refundable, subject to conditions

Our "flexible" offers may be cancelled or modified, for a fee of one euro (€1), up to a specific fixed date, or until the day of arrival depending on the type of rate booked, except where the holiday has been booked via ANCV Connect. The deadline for cancellation or modification for a fee of one euro (€1) is the date indicated during the booking process and communicated in the booking confirmation (hereinafter referred to as the "Deadline"). These offers are booked under the process set out in Article 1 above.

4.2.1 Terms and conditions of booking

a) Payment of deposit

All "flexible" bookings require immediate payment of the following:

- A deposit of €1 for the rental of the accommodation. In the event that the Customer wishes to pay the total price of their stay at the time of booking, they may do so and only the amount of €1 referred to above will be considered as a deposit.
- 100% of the overall price and any insurance premiums the Customer may wish to take out.

b) Right of withdrawal

You have a right of withdrawal until the Deadline indicated during the booking process and communicated in the booking confirmation, depending on the type of offer booked.

In the event that you avail of this right, only the amount of the deposit (one euro – €1), together with the total amount of insurance, payable upon booking and non-refundable, will be retained by PV.

c) Payment of the balance

The full price of the rental and any optional services is due (unless paying in several instalments) on the date following the Deadline.

The Customer's commitment therefore becomes final as of the Deadline. PV's commitment becomes final once the booking confirmation has been issued upon full payment of the balance. If you have not paid the full balance within the specified timeframe and you have not used your right of withdrawal, PV reserves the right to cancel the sale and to apply the cancellation conditions provided for this purpose and defined hereafter. The Customer is liable for all recovery costs.

4.2.2 Conditions of modification and cancellation

If you need to cancel your booking, you must notify us either by telephone for our Residences and Partner Residences on the following number: +33(0)173275590, Monday to Friday from 9.00 am to 8.00 pm, on Saturdays from 9.00 am to 7.00 pm and on public holidays from 9.00 am to 5.00 pm. For Adagio/Adagio Access accommodation, please use the following number: 0870 0267 145 (Mainland UK) / +33 (0)1 73 01 85 66 (International).

The date of cancellation is determined by the date of receipt of notification. These conditions are applicable without prejudice to the application of the provisions of Articles L. 211-14 and R. 211-10 of the French Tourism Code.

4.2.2.1 Modification

We will endeavour to accept your requests to change the date, type of accommodation, holiday venue, or optional services, subject to availability. However, we would draw your attention to the fact that this type of change may result in an increase in the total cost of your stay (depending on the new arrival date, the new departure date, the residence, the type of accommodation and/or the new optional services chosen).

In addition, we will apply the following penalty charge:

- If your request for modification is made before the Deadline: 0%*
- If your request for modification is made after the Deadline:
 - In the case of a change of type of accommodation:

In the event of an increase or reduction in the length of stay, 100% of the total cost of the accommodation

- If there is a change to your optional benefits:

Addition of an option: 0%*

In the event of cancellation made 4 days or more before the start date of the stay: 100 per cent of the total amount of services. This deadline is adjusted to two (2) days for offers whose Deadline is two (2) days before the date on which the stay begins.

- In the case of a change of residence: 100%*
- In the case of a change of 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,
 - If the change is made in favour of a lower category: 100%*
- If several booking criteria change (dates, services, residences or type), we will apply the most restrictive conditions.

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

4.2.2.2 Cancellation

Regardless of the date on which the booking is cancelled, we retain, if applicable, 100% of the amount of any insurance premiums taken out.

In addition, we will apply the following penalty charge:

- If your cancellation request is made prior to the Deadline: we will retain the deposit amount (one euro – €1).
- If your cancellation request is made after the Deadline :
 - 100% of the total cost of accommodation

And

100% of the cost of optional services if the cancellation request is made at least four (4) days before the start of the holiday. This deadline is adjusted to two (2) days for offers whose Deadline is two (2) days before the date on which the stay begins.

4.3 - Conditions relating to rates benefiting from neither a "flexible" offer nor a "non-flexible" offer

By way of exception to Articles 4.1 and 4.2 above, certain rates are not subject to any offer. In this case, the following conditions shall apply:

4.3.1 Terms and conditions of booking

a) Payment of deposit

All bookings that are not subject to any offer require immediate payment of the following:

- A deposit corresponding to 30% of the total price of your accommodation and any optional services, whether or not they are included (including catering, children's clubs, sports lessons, etc.),
- 100% of the overall price of the insurance premiums, if you wish to take out insurance.

b) Right of withdrawal

From the date of payment of the deposit up until, and including, the 31st day prior to your stay, Customers benefit from the right of withdrawal. In this case, the total amount of insurance, payable upon booking and non-refundable, will be retained by PV, and a penalty charge will be applied, as provided for in Article 4.3.2.2 below.

c) Payment of the balance

The full price of the rental and any optional 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, according to the terms set out in Article 1.3:

- No later than thirty (30) days before the date on which the stay begins
- Or immediately for any last-minute booking on the basis of our specific offers.

The Customer's commitment therefore becomes final from the 30th day, subject to the balance of the booking being paid. PV's commitment becomes final once the booking confirmation has been issued upon full payment of the balance. If the Customer has not paid the full balance within the specified timeframe and has not used their right of withdrawal, PV reserves the right to cancel the sale from the 30th day before their stay depending on their booking and may apply the cancellation conditions provided for this purpose and defined hereafter. The Customer is liable for all recovery costs.

4.3.2 Conditions of modification and cancellation

If you need to cancel or modify your booking, you must notify us either by telephone for our Residences and Partner Residences on the following number: +33(0)173275590, Monday to Friday from 9.00 am to 8.00 pm, on Saturdays from 9.00 am to 7.00 pm and on public holidays from 9.00 am to 5.00 pm. For Adagio/Adagio Access accommodation, please use the following number: 0870 0267 145 (Mainland UK) / +33 (0)1 73 01 85 66 (International). The date of cancellation is determined by the date of receipt of notification.

4.3.2.1 - Modification

a) For Residences and Partner Residences

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 modification is less than the cost before modification, we will apply the following penalty charge:

- If your request for modification is made more than thirty (30) days prior to your arrival: €50 per property (not applicable to partner residences)
- If your request for modification is made between thirty (30) and twenty-one (21) days prior to your arrival: **30%***
- If your request for modification is made between twenty (20) and eight (8) days prior to your arrival: **50%***
- If your request for modification is made between seven (7) and four (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** three (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 point b) below.

b) For 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 prices diminish in line with the duration of stays, if partial cancellation of the booking 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 accommodation units 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.

4.3.2.2 - Cancellation

a) For Residences and Partner Residences

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

In addition, in the event of cancellation, we will withhold the following compensation:

- If your cancellation request is made more than thirty (30) days prior to your arrival: €50 per property (not applicable to partner residences)
- If your cancellation request is made between thirty (30) and twenty-one (21) days prior to your arrival: **30%***
- If your cancellation request is made between twenty (20) and eight (8) days prior to your arrival: **50%***
- If your cancellation request is made less than eight (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 accommodation units).

b) For Adagio / Adagio Access

For all stays of less than three (3) nights, if you inform us between the 3rd day prior to your stay and 12 pm on the day prior to your arrival, we will apply a penalty charge equal to one (1) night* for any cancellation.

Furthermore, for a stay of more than three (3) nights, if you inform us between the 3rd day prior to your stay and 12 pm on the day prior to your arrival, we will apply a penalty charge equal to two (2) nights for any cancellation.

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

ARTICLE 5 – NO-SHOW AT THE HOLIDAY LOCATION and NO USAGE OF OPTIONAL SERVICES

5.1 - No-show at the destination

If the Customer does not arrive at the destination on the scheduled date of arrival, without having previously informed the establishment or the Customer Relations Department via the contact details provided in Article 16 below, the establishment cannot guarantee availability of the accommodation unit booked and/or fulfilment of the stay under the conditions agreed upon at the time of booking. In addition, **PV** will retain the amount of any insurance premiums taken out plus a penalty charge equal to 100% of the total amount of the stay (accommodation, transport, and services where applicable).

5.2 - No usage of optional services

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

ARTICLE 6 - 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.

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

ARTICLE 7 – ARRIVAL AND DEPARTURE

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 (1) week or more, keys will be available from 5 pm on the day of your arrival, subject to the aforementioned payment. The keys must be returned before 10 am on the day of your departure. If you fail to return them by this time, an additional night's stay will be charged.

For short stays, they keys are available from 4 pm subject to payment of the said sum and must be returned before 11 am 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.

A bank imprint may be requested on the Customer's arrival (see conditions in Article 8 below).

ARTICLE 8 – SECURITY DEPOSIT

A security deposit of between €1 and €3,000 per property will be required upon the Customer's arrival at the establishment. This sum does not constitute an advance deposit.

The Customer may be asked to provide a security deposit, which they agree to, in the form of a pre-authorisation on their credit card or in any other form that allows the amount to be withheld, with the exception of cash payments. This pre-authorisation does not constitute a debit but is a reserve for subsequent payment authorised by the Customer's bank. In certain cases, and depending on the conditions set by the Customer's bank, which remain beyond **PV**'s control, the pre-authorisation may appear to be in the process of being debited from the Customer's bank account.

Should the Customer be unable to pay the security deposit by any means, the accommodation will not be made available to the Customer, and the Customer will not be entitled to any compensation.

The security deposit enables **PV** to charge the Customer compensation corresponding, in particular, to any damage caused during their stay (namely any damage and/or disruption of any kind whatsoever, both in the private areas and in the communal areas of the building), for the loss of the keys to the accommodation handed over on arrival, as well as for any unpaid services,

including optional services used on site, to which the Customer expressly consents. The rates for these services vary from one establishment to another and can be found in the welcome booklet available in the Customer's accommodation and at the establishment's reception. The amount of the compensation may not exceed €3,000.

All or part of the security deposit will be refunded to the Customer within fifteen (15) days of the end of their stay, less any compensation that may have been withheld.

If the Customer has agreed to payment by direct debit, the amount of the compensation will be debited by PV within the same timeframe.

The deadline for releasing the amount of compensation may vary depending on the deadlines set by the Customer's bank.

This compensation will be invoiced to the Client.

ARTICLE 9 – MINORS

We would like to draw your attention to the fact that our establishments do not correspond to the types of accommodation referred to in articles R. 227-1 et seq. of the Code de l'action sociale et des familles and are not suitable for providing group or individual stays away from the family home for minors under the age of 18, unaccompanied by their legal guardians. PV reserves the right to refuse access to accommodation that has been booked in disregard of this provision, for minors under the age of eighteen (18) 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, proceed to cancel the booking, if it discovers that the accommodation is to host minors aged under 18 years who are not accompanied by their legal guardian.

In application of the provisions of Article R-227-1 of the French Family and Social Action Code, the provisions of the present article do not apply to stays directly linked to sports competitions organised for their under-age licence holders by approved sports federations, their decentralised bodies and the clubs affiliated to them under the conditions set out in the French Sports Code.

ARTICLE 10 – PETS

Pets are allowed in some of our establishments, subject to certain conditions and for an additional charge. To find out the terms and conditions applicable to each property, please refer to the relevant product details on the Pierre & Vacances website or contact the call centre before making your booking to confirm whether your pet is permitted.

Where the establishment allows pets, the associated package can be booked on the PV website, via the call centre or directly at the establishment's reception.

Notwithstanding the above, Category 1 dogs are strictly prohibited in all premises.

Category 2 dogs are permitted, except in the vicinity of swimming pools, provided they are muzzled and kept on a lead by an adult. Owners of Category 2 dogs must hold a certificate of competence, have a dog licence, comply with health requirements – particularly regarding vaccination – and hold the animal's passport. The owner must be able to produce these documents at any time.

In the event of failure to comply with the above provisions, PV reserves the right to refuse access to the accommodation, both at the start of the stay and at any time during it. In the event of an incident or accident involving a pet, the pet's owner remains solely and entirely liable for their pet and for any damage it may cause.

ARTICLE 11 – RULES AND REGULATIONS

To make your holiday as pleasant as possible, the rules and regulations are displayed in each accommodation unit 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 incidents: close your patio doors before leaving your apartment, room or villa, and lock your door. We remind you that PV cannot be held liable for the loss of personal belongings left in your accommodation when you vacate them. Please be aware that CCTV systems are installed in our Establishments to ensure the safety of our properties and guests in

accordance with applicable legislation. More detailed information is displayed in the relevant Establishments.

In the event that an occupant breaches their 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 accommodation.

If no payment has yet been received, the Customer must pay for any Services 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 they or the occupants have caused in their accommodation 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. In the event of non-compliance with the rules and regulations, PV may also add you to the "Watch List", in accordance with legal and regulatory provisions. Your inclusion on this list – of which you will be notified – will result in all necessary measures being taken against you for potential future stays, including the possibility of their cancellation at your expense, or a ban preventing you from rebooking at one or more Establishments.

ARTICLE 12 – FORMALITIES FOR STAYS ABROAD

Every passenger must have a valid identity card or passport, so we advise you to check the validity of the identity cards or passports of all members of the party (adults, children and infants), your insurance, and for holidays abroad, currency exchange regulations and any necessary vaccinations. We cannot be held liable for any failure to comply with the regulations in force:

- Minors travelling without their parents: in addition to a valid identity card or passport, minors travelling abroad must have an authorisation to leave the country signed by their parents or guardians.

- Foreign nationals or those requiring a travel document: you must contact the consulates for each country for any visas you may need.

ARTICLE 13 - EARLY DEPARTURE / EARLY END 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 PV. 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 accommodation.

ARTICLE 14 - CHANGES MADE TO OUR PROGRAMMES

If circumstances compel us, and only in cases 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.).

ARTICLE 15 - CUSTOMER SERVICE

If you wish to contact PV for anything you may need during your stay, please call the following number: 0870 0267 145 (Mainland UK) / +33 (0)1 73 01 85 66 (International). PV can be reached at this number from Monday to Friday from 9 am to 8 pm, on Saturday from 9 am to 7 pm and on public holidays from 9 am to 5 pm. For bookings including flights and accommodation, please contact the partner (the number is on your booking confirmation).

Our on-site teams are available during your stay to respond to your complaints, resolve any malfunctions and help you make the most of your stay. Please contact them if you have any queries. After your holiday, any claim should be made:

via a declaration on our website via the online section <https://www.pierreetvacances.com/reclamation>, or a letter sent by registered post with acknowledgement of receipt, to Groupe Pierre & Vacances Center Parcs - Service Relations Client APS - 11, rue de Cambrai - 75947 Paris cedex 19, within two months of 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 accommodation 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 an 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>.

Pursuant to Article L. 211-17-1 of the French Tourism Code, the vendor or the retailer is bound to provide assistance should the traveller find themselves in difficulty.

The request can be made via our website at <https://www.pierreetvacances.com/reclamation> 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 16 - VALIDITY OF THE GENERAL TERMS AND CONDITIONS OF SALE

The booking of one of our holidays via any channel (call centre, online booking, booking 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 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 transfer 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, access to their accommodation may be refused. General descriptions and photos of accommodation 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 accommodation units, 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 about sports and leisure activities in the resorts and their surrounding areas is provided by the tourist offices and is given for information only. We cannot be held responsible if any of them should no longer be available during your stay. For any further information about the activities in these resorts, please contact the 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 that might inconvenience our Customers in the resorts or towns.

ARTICLE 17 - 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 accommodation units, (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 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 Tourism Code. 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 18 - INSURANCE

18.1 - General considerations

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

- 1) For the "Cancellation Cover" policy: the day after payment of your insurance premium is received at 12 am;
- 2) For the "Traveller Assistance" policy: as soon as the insured party has left the travel departure point (a maximum of twenty-four (24) hours before the departure date indicated in the particular conditions and not before payment of the premium);
- 3) For all other policies: at 12 am on the departure date indicated in the particular conditions, and not before payment of the premium.

NB: This policy covers people with their permanent residence in the EUROPEAN ECONOMIC AREA. The term European Economic Area refers to the following countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France including Guadeloupe, Réunion and Martinique, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Switzerland, Sweden, Andorra, Monaco, 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 "General Terms and Conditions" section.

18.2 - Right of cancellation

You have a right to cancel this policy for a period of up to fourteen (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 covered for one of the risks covered by this new policy;
- 2) The policy you wish to cancel has not been fully implemented;
- 3) You have not reported any claim covered by this policy.

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

The date of cancellation is determined by the date of receipt of notification.

For any further information on your cancellation rights, contact us by telephone on the following number:

+33 (0)173018598.

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

ARTICLE 19 - PERSONAL DATA

PV DISTRIBUTION, as the data controller, processes 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. End goals

- (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 processed for the purposes of managing your holiday (including booking operations, follow-up, payment, billing, customer satisfaction assessment, information and claims management).
- (ii) With the Customer's consent, their personal data is collected and processed for the purposes of sending them personalised information

about our products, proposing additional services and promotional offers, and running competitions.

- (iii) (iii) With regard to legitimate interest, personal data is processed to enable us to ensure the continuity of service and the sustainability of the business.
- (iv) in order to comply with legal obligations, data is collected and processed for the purposes of securing payment transactions by determining the level of fraud risk associated with each transaction, and more generally, in order to comply with any applicable legislation.

2. Data processed

Mandatory fields are marked with 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. Failure to provide optional information will not affect the delivery of promised services or responses to requests for information, although it may limit their relevance.

3. Recipients of data collected

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 data processor or recipient if applicable, in particular the entities of the Center Parcs Business Line 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 in cases where this is necessary for the fulfilment of the contract.

4. Data transfer abroad

In order to manage the contractual relationship, data may be transferred to countries which, from the European Union's point of view, do not provide an equivalent level of data protection. In this case, the appropriate guarantees provided for by the European Regulation, such as the European Commission's Standard Contractual Clauses, will be provided. Data may also be transferred in the event that it is legally required, or should the booking involve a destination located outside the European Union, 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 locally.

5. Security

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

6. Retention periods

The Pierre & Vacances Center Parcs Group entity(ies) involved in the processing retain(s) personal data in a secure environment for as long as is necessary to take pre-contractual measures or to fulfil the contract, and then archives it in accordance with the legal provisions in force. Data relative to prospection operations is deleted within the prescribed legal deadlines following performance of the service or the obtaining of your consent, depending on the case.

7. Rights of individuals

Data subjects have the right to:

- Access their personal data,
- Rectify or delete this data (right to be forgotten), restrict the processing of this data or oppose its processing,
- Exercise data portability,
- For personal reasons, oppose the processing 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 data protection agency of their place of residence.

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 processing of your personal data, please consult our website www.pierreetvacances.com or request an electronic copy by email.

ARTICLE 20 – GENERAL

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 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.

PV Distribution is commissioned by the companies operating the Residences and Hotels in the Pierre et Vacances Center Parcs Group to sell holidays and to manage and monitor your bookings in their name and on their behalf (excluding transport services, insurance or the sale of package holidays sold in its own name). Operating companies: ADAGIO S.A.S (PARIS RCS TRADE AND COMPANIES REGISTER NO. 503 938 110), PIERRE & VACANCES ITALIA S.R.L (ROME TRADE AND COMPANIES REGISTER NO. 1014782), PV-CP CITY (PARIS RCS 513 635 987), PV EXPLOITATION FRANCE (PARIS RCS 884 607 193), SOCIETE D'EXPLOITATION TOURISTIQUE PIERRE & VACANCES GUADELOUPE (PARIS RCS 41188), SOCIETE D'EXPLOITATION TOURISTIQUE PIERRE & VACANCES MARTINIQUE (PARIS RCS 14), SOCIEDAD DE EXPLOTACION TURISTICA PIERRE & VACANCES ESPAÑA SL (Volume 41188 Section 14 Sheet B 382084 Inscription 11 Barcelona),

Furthermore, PV Distribution is commissioned by its partners under marketing agreements, and by its franchisees under franchise agreements, to market holiday packages and to manage and monitor your bookings on its own behalf and on their behalf. Holidays and services booked through franchisees or partners are provided by a legal entity separate from the Group.

Updated: 03.2026

A request can be made via the website at: <https://www.pierreetvacances.com/reclamation>, or by sending a registered