

GENERAL TERMS & CONDITIONS OF SALE

By booking a holiday you are agreeing to abide by all the booking conditions.

- Booking shall only become effective after the campsite agreement and after reception of the deposit and the duly completed and signed booking contract;
- or online, after your acceptance of the general sales conditions and payment of the deposit, and the campsite's acceptance.
- Yelloh! Village offers family oriented holidays. The campsite is entitled to refuse any bookings which may be contrary to this principle or be inappropriate.
- The booking of a campsite pitch or rental is strictly personal and may under no circumstances be sublet or transferred without prior consent of the campsite.
- Minors must be under the supervision of their parents.
- The customer is responsible for his choice of reservation and for the adequacy to his needs. The camping can't make liable for choices made by the customer.

Group bookings

- All bookings made for more than 4 accommodation units by one person or made by different people who know each other and who are travelling together for the same reasons and for the same holiday dates at the same Yelloh! Village, are considered to be group bookings.
- Accommodations appearing on the commercial Yelloh! Village website are intended exclusively for individual bookings.
- For all group booking requests, you must contact the campsite by telephone or email. The campsite reserves the right to examine booking requests before accepting or declining them.

CAMPING PITCH

- The basis price defines 1 pitch for 2 persons, 1 caravan or 1 tent + 1 vehicle (to be parked on the pitch), or 1 camper, the electricity (10 amperes), access to bathroom facilities, to the pools and camping infrastructures.
- The pitches are limited to 6 persons maximum.
- ARRIVAL: from 2 p.m.
- DEPARTURE: before 11 a.m.
- Any change during the course of the stay not envisaged in the contract (additional person, additional installation...) will be progressively paid at the reception.
- **Animals** are allowed, extra fee €6/night and must be kept on a leash.

RENTALS

- Our prices include access to the pools, activities and infrastructures.
- We reserve the right to refuse access to the village to groups or families that consist of a larger number of persons than the capacity of the rented accommodation.
- **Animals** are allowed, extra fee €6/night, in the rentals (except in cottage Pampa & Family)
- **Sheets and towels** are not provided (except in cottages Family Premium). Disposable sheets can be purchased at the reception.
- **Tea towels** are not provided.
- **Television and Wifi** are provided in all rentals.
- In the «**Family Premium**» cottages the use of the jacuzzi is private and exclusively reserved for the persons registered in the rental contract. It is forbidden for tenants of the cottage to give access to the jacuzzi to other people.
- ARRIVAL: key hand-over in the afternoon as from 5 p.m. After 8 p.m., you will be taken care of by the night guard. A security deposit of €200 will be asked for by credit card.
- DEPARTURE: before 10 a.m. by previously agreed appointment made with the reception by latest 3 days prior to departure.
- At the time of your departure, the rental must be returned in a perfect state of cleanliness, the inventory checked, any object broken or deteriorated will be at your charge.
- The deposit will be cancelled after control of the rental. The management reserves the right to ask you an additional compensation for any noticed damages.
- Final cleaning is to be ensured by the tenant. If management judges necessary, a FIXED PRICE FOR CLEANING OF €80 per rental will be taken into account.
- All additional installations (tent for example) beside the rentals are not permitted.
- The rental parking space is for one vehicle only. All other vehicles must be parked outside the campsite.

TOURIST TAX

- Tourist tax in addition: €0,61 per day and per person from 18 years (subject to modifications in the by-law).

RESERVATION / PRICES

- No reservation fees
- Rates shown are indicative and subject to change. The stays will be invoiced on the basis of the rates in force on the day of the reservation.
- In the event of need for planning, management reserves the RIGHT TO CHANGE THE NUMBER OF the site (rental or pitch).
- Choose your number or enjoy two pitches or accommodations side-by-side = additional 30€ per stay

PAYMENT INSTRUCTIONS

- For bookings made more than 30 days prior the start of the holiday, the deposit of 15% of the total price of the facilities booked must be paid to the village at the time of booking. The balance must be paid to the village no later than 30 days prior the start of a holiday. If the balance is not received from customers at least 30 days prior the start of their holiday, the village reserves the right to cancel the booking and to readvertise the accommodation for rental.
- For bookings made less than 30 days prior the holiday start date, payment of the full amount must be made at the time of reservation.

NO RIGHT TO WITHDRAW

In line with article L221-28 of France's consumer code, Yelloh! Village would like to inform its customers that the sale of accommodation services provided on a specific date or according to a specific timeframe is not subject to the provisions pertaining to the 14-day cooling off period.

CANCELLATION AND ALTERATIONS

1. Changing your booking

Customers may request that their stays are altered (dates, accommodation type) by writing to the campsite (by post or email), subject to availability and options. Postponements will not be

permitted. If no changes are made, customers must arrive for their stay in accordance with the original booking conditions, or cancel their stay in line with the conditions of their cancellation insurance.

- Requests to extend stays will be put into effect subject to availability and to applicable prices.
- Requests to reduce stays are viewed as partial cancellations and will be subject to stipulations regarding cancelling and curtailing stays.

2.Unused facilities

In the event of stays which are interrupted or cut short for one of the following reasons:

- Border closures
- Administrative closure of the campsite
- Customer placed in quarantine on arrival or when he/she returns to home country
- Travel restricted to a number of kilometres meaning he/she cannot come to the campsite

A credit voucher for an amount corresponding to unused nights, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit vouchers.

In the absence of a written message stipulating that your arrival date has been postponed then the pitch or rental shall become available for resale the day after the date mentioned on the contract from 1p.m. As a consequence you then lose the benefit of your booking, without refund or non-refundable credit voucher.

3. Cancellation by Yelloh! Village campsite

In the event of cancellation by Yelloh! Village, except in the case of force majeure, the stay will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

4. Cancellation due to camper

All booking cancellations must be made in writing directly to Domaine Sainte Cécile (email, fax or letter).

You must make sure of the good reception of your cancellation (a confirmation of cancellation will be sent per e-mail within 48 hours).

a. If campers cancel their bookings without taking out cancellation guarantee

- Example 1 - Cancellation up to 15 (fifteen) days prior to the start of stay: the deposit of 15% will be kept by the campsite by way of cancellation costs. Amounts paid that are superior to the 15% deposit will be refunded.
- Example 2 - Cancellation less than 15 (fifteen) days prior your arrival: the deposit of 15% will be kept by the campsite by way of cancellation costs. A credit voucher for the amounts paid, superior to the deposit, will be issued by the campsite. This voucher is non-refundable, non-transferable, useable only at the campsite at which the stay was cancelled and is valid for two years.

b. If campers cancel their bookings and having taken out cancellation guarantee.

Amounts paid are covered by the guarantee in line with the terms & conditions of the cancellation guarantee.

DURING YOUR STAY

It is up to campers to ensure they have insurance: campers are responsible for looking after their personal belongings (bicycles etc.). The campsite declines any responsibility in the case of theft, fire, bad weather, etc.... and in the event of incidents concerning tenant civil liability.

The campsite can't be held responsible in case of accident, injury, irregularities. You are on the campsite on your own risk. All customers must adhere to the campsite rules.

Each named tenant is responsible for noise or disturbance caused by the people staying with him or by people who may visit him. By violation of the campsite rules, the management reserves the right to evict the customers of the campsite without refund.

POOLS

As hygienic measure only traditional bikinis, swim suits and shorts are allowed. Wristband is compulsory.

ANIMALS

Animals are accepted (except 1st and 2nd category dogs) on camping pitches and rentals (except in cottage Pampa & Family), for a fee which must be paid upon booking. They must be kept on a leash at all times. They are not allowed near the swimming pool, in the shops and in the buildings. The vaccination certificate must be up to date for dogs and cats.

IMAGE REPRODUCTION RIGHTS

You give permission to Yelloh! Village, as well as to any person chosen by Yelloh! Village, to take photographs of you, to record you or to film you during your stay with Yelloh! Village and to use the resulting images, sounds, videos and recordings using any media (especially on Yelloh! Village websites and web pages, including Facebook, on Yelloh! Village information and promotion media and on travel and tourism guides). This permission applies for you as well as for people staying with you. The sole purpose of this is to promote and to provide information about Yelloh! Village establishments and the Yelloh! Village network, and may in no event damage your reputation. This permission is provided free of charge for all countries and for a period of 5 years.

DISPUTE

Claims regarding non-compliance of services with binding commitments may be submitted by post or email to the manager of Domaine Sainte Cecile or to Yelloh! Village within 30 days after the end of the holiday. In the event of litigation, competence is delegated to the Beziers court of Justice.

MEDIATION

In the event of a dispute with one of the establishments in our group, you may contact us in the following way:
- Send a registered letter with acknowledgement of receipt to the

manager of the village concerned
Send a copy of this letter to customer services by post to YELLOH! VILLAGE - BP 68 -
7 chemin du möle - 30220 AIGUES MORTES - FRANCE
You may refer to the CM2M mediation centre after a period of one month following the time you sent these letters/emails. Please make your submission online at <https://ec.europa.eu/>, or by post to: CM2M - 14 rue Saint Jean 75017 PARIS

YELLOH! VILLAGE'S RESPONSIBILITY

The client acknowledges that Yelloh! Village may not be held responsible for any false information supplied by its partners or by any third party that might be specified in the Yelloh! Village brochure or on the websites, concerning the residential premises, and particularly its photographs, descriptions, activities, leisure activities, services and dates of operation. All photographs and text used in the brochure or in the websites do not form part of any contractual obligation. They are for information purposes only. Certain activities and facilities offered and specified in the brochure description may be cancelled, particularly as a result to weather conditions or for reasons of force majeure, as defined by French law.

COMPUTURIZED DATA AND PERSONAL FREEDOM

The information you provide when you perform your order will not be transmitted to a third party. This information is regarded as confidential. It will only be used for internal services of Yelloh! Village, for the processing of your order and to reinforce and personalize communication and offer of services reserved for the use of Yelloh! Village customers in relation to your pastimes. In accordance with the law relating to computerized data, files and personal freedom of January 6th 1978, you have the right to access, rectification and opposition of personal data concerning you. You just have to send us a written request.

GENERAL TERMS CANCELLATION GUARANTEE YELLOH!VILLAGE DOMAINE SAINTE CÉCILE

Domaine Sainte Cécile proposes a cancellation and interruption guarantee for an amount equivalent to 3,30% of the cost of the stay in the rental accommodation and on a camping pitch. This guarantee can only be taken out at the same time as the booking.

If one of the following events occur before or during your stay :

- Death, accident or serious illness, Covid-19 included (see page 2 for more details), hospitalisation of the insured, a parent or close family member (husband, wife, father-in-law, mother-in-law, sisters, brothers, children, uncles, aunts, nephews, nieces, sons-in-law, daughters-in-law).
- Complications due to the state of pregnancy occurring before the 7th month of pregnancy of one of the persons participating in the stay which result in the absolute cessation of any professional or other activity.
- Economic redundancy, termination by agreement.
- Obtaining a job for at least 6 months while you were registered as unemployed.
- Serious fire damage, explosion, water damage to your business premises or main home and involving your presence.
- Side effects following a vaccination.
- Serious damage to the vehicle, your caravan or motor home occurring within 48 hours prior to departure.
- Cancellation or modification of paid holidays by the employer. A deductible of 10% of the amount of the stay remains at your expense. (This guarantee does not apply to company managers, liberal professions, craftsmen and intermittent entertainment workers).
- Professional transfer imposed by your hierarchy.
- Summons: for the adoption of a child, as a witness or juror, for an organ transplant, for a rest.
- Natural disasters (within the meaning of law N°86-600 of 13 July 1986 as amended).
- Cancellation of one of the persons accompanying the insured (maximum 6 persons) for one of the events covered by the cancellation guarantee.
- Separation (divorce or break-up of a civil partnership) with official proof.

In the event of late arrival or interruption of the stay, reimbursement of the days not used for the cases covered by the cancellation guarantee. In the event of late arrival or interruption, a one-day deductible applies.

You will be refunded the amount paid on presentation of a receipt (excluding tourist taxes, any deductible and cancellation guarantee) and on condition that you have previously informed us in writing as soon as an event preventing your departure occurs.

Supporting documents must be sent within 10 working days after the event occurs:

- **Email:** info@domainesaintececile.fr
- **Mail:** Yelloh ! Village Domaine Sainte Cécile
Cancellation Service
Avenue des Pêcheurs- 34450 Vias-Plage

Domaine Sainte Cécile ****

EURL RPG - SIRET 820 536 886 00022

Avenue des Pêcheurs 34450 VIAS PLAGE

Tel. 00 33 (0)4 67 21 63 70

E-mail : info@domainesaintececile.fr



COUVERTURE / COVERAGE COVID-19

avec la garantie annulation / with the cancellation guarantee

NOUS COUVRONS

LA COVID-19 INDIVIDUELLEMENT EN TANT QUE MALADIE, MALADIE GRAVE OU CAUSE DE DÉCÈS

WE COVER

COVID-19 INDIVIDUALLY AS AN ILLNESS, SERIOUS ILLNESS OR CAUSE OF DEATH

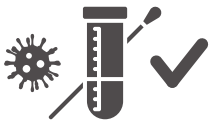
NOUS EXCLUONS

LES CONSÉQUENCES D'UNE RESTRICTION À LA LIBERTÉ DE MOUVEMENT (ÉTAT D'URGENCE SANITAIRE, QUARANTAINE ET CONFINEMENT GÉNÉRALISÉS...)

WE EXCLUDE

THE CONSEQUENCES OF RESTRICTION OF FREEDOM OF MOVEMENT (STATE OF HEALTH EMERGENCY, GENERALIZED QUARANTINE AND LOCKDOWN ...)

EXEMPLES DE PRISE EN CHARGE **J-15** (dans les 15 jours précédent mon arrivée)
EXAMPLES OF COVERAGE **D-15** (within the 15 days prior to my arrival)



Je suis malade de la COVID 19 (test positif)

I am sick of COVID 19 (positive test)

Un des participants au séjour est atteint de la COVID 19 (test positif)

One of the participants of the stay has COVID 19 (positive test)



Je suis cas contact avéré de l'obligation de m'isoler et de faire le test PCR

I am a confirmed contact case with the obligation to isolate myself and do the PCR swab test



Je suis cas contact avéré dans l'attente de mes résultats du test PCR

I am a confirmed contact case while waiting for my PCR swab test results.



Je suis malade, mon médecin confirme que je ne suis pas en état de voyager et suspecte un COVID

I am ill, my doctor confirms that I am not fit to travel and suspects COVID



Un proche (selon les CGA) est gravement malade de la COVID (hospitalisation / décès)

A close family member (see general terms) is seriously ill with COVID (hospitalisation / death)



Je suis réquisitionné par les autorités dans le cadre de la lutte contre le COVID

I am requisitioned by the authorities as part of the fight against COVID



Suite maladie ou cas contact, je vais arriver avec au moins 1 jour de retard (franchise d'1 jour)

Following illness or contact case, I will arrive at least 1 day late (a 1 day deductible applies)

EXEMPLES DE NON PRISE EN CHARGE / EXAMPLES OF NO-COVERAGE



Etat d'urgence sanitaire

State of health emergency



Annulation des congés payés par l'employeur en conséquence de la pandémie

Cancellation of paid holidays by the employer as a result of the pandemic



Quarantaine et confinements généralisés

Quarantine and generalized lockdown



Refus d'embarquement suite à prise de température

Denied boarding following temperature measurement



Cas de maladie en cas de séjour dans un pays formellement déconseillé par son gouvernement
Cases of sickness in the event of a stay in a country formally advised against by its government

CAS EXCEPTIONNELS DONNANT DROIT À UN BON À VALOIR (SELON CGV) / EXCEPTIONAL CASES GIVING RISE TO A CREDIT VOUCHER (ACCORDING TO GENERAL TERMS)



Fermeture des frontières
Closing of borders



Fermeture administrative de l'établissement
Administrative closure of the establishment



Mise en quarantaine à l'arrivée ou au retour dans son pays
Quarantine on arrival or return to home country



Limitation des déplacements à un nombre de kilomètres
Travel restriction to a number of kilometres