Terms and Conditions of the Yelloh! Village Loyalty Scheme

1. Subject

The aim of the Yelloh! Village loyalty scheme is to enable its participants to benefit from the advantages described below during their stays in Yelloh! Villages. Every member testifies that he/she understands the present terms and conditions and accepts them fully and in their entirety. These terms and conditions may be modified and developed over time.
Yelloh! Village may also terminate the loyalty scheme by ceasing at any time to offer any new membership to its clients. In this case, Yelloh! Village will allow the members 3 months in which to redeem their accumulated points. Unused points shall be deemed to be permanently lost.

2. Conditions of membership

Membership of the loyalty scheme is free and open to any physical person aged over 18 years. Points can only be accumulated through accommodation sold by Yelloh! Village. Tour Operators, Workers' Councils and all-year-round residents are therefore excluded from this scheme.
Every member shall have a free loyalty card, issued by the Yelloh! Village booking service or directly through the camping-villages themselves. Certain information shall be required at the time of applying for the card. Yelloh! Village shall be notified as soon as possible of any change of address or name, or any other information that may be required. Promotions related to the loyalty scheme may be offered by Yelloh! Village and communicated to the members by means of a newsletter, for example.
The card carries an identification number: it is non-transferrable and may under no circumstances be given to a third party. In the event of loss or theft, it may be replaced free of charge just once. A charge of €10 shall be made for any subsequent replacement.
The card has no expiry date. However, if no activity has been recorded after 3 years, the account shall be closed. Similarly, any fraudulent use of the card shall result in its immediate cancellation.

3. Accumulation of points

Only stays taken since the activation date of the card at the time of joining and reserved through Yelloh! Villages or the Yelloh! Village booking service are eligible for points. Stays booked through Tour Operators and Workers' Councils do not count towards points.
Points are awarded for each night used (excluding free offers), and according to the type of accommodation, as shown in Appendix 1.
The maximum number of nights for which points may be credited is 21.
Only expenditure related to accommodation rental shall be eligible for awarding points. No points shall be earned for any other expenditure. Extra points may be awarded during promotional campaigns or exceptional Yelloh! Village offers. Points earned may not be redeemed for any financial consideration.
Points increase with the stays booked by the owner of the card. It is therefore impossible to accumulate points from different cards. Points are granted automatically, 16 days after the date of the end of the stay. In the event of points not being awarded, the client can always claim these from the Yelloh! Village booking service on presentation of his bill.

4. Redeeming the points

The number of points needed to obtain a free night varies according to the type of accommodation, as shown in Appendix 2.

Reservations for stays using Yelloh Plus loyalty points entitle the client to free nights. Reservations using Yelloh Plus points can be made through the My Account area on the www.yellohvillage.co.uk website, through the Yelloh! Village reservations centre on + 33 466 739 739, or by contacting the chosen Yelloh ! Village. For further information, contact us by e-mail on yellohplus@yellohvillage.com.

1. Any stay including free nights from Yelloh Plus points where the duration is 7 days or more can be booked at any time.

2. Any booking using Yelloh Plus points where the duration is 6 nights or less can be booked no more than 60 days before the date of arrival at the Yelloh Village campsite.

3. Once the reservation has been made, the free nights are deemed to have been used, even if the stay is subsequently cancelled by the client.

4. Members may access the breakdown of their points by logging on to the "My Account" section on the www.yellohvillage.co.uk website, or by contacting the Yelloh! Village reservations centre or the Yelloh ! Village where their cards were issued.

5. Clients are free to use their points in the Yelloh! Village and accommodation of their choice (excluding Premium accommodation)*.

6. However, stays involving free nights arising from loyalty points may be booked throughout the period that the villages are open, except from 1 July to 31 August each year, and during the French school holidays at Christmas and in February (zones A, B, and C) for the Yelloh! Villages that are open during the winter. In fact, as the high and low seasons vary from one camping-village to another, the periods when points can be redeemed may differ for each Yelloh! Village.

7. The minimum number of nights for each stay shall be two, and free nights may be combined with paying nights at the going rate.

8. In the case of a combined stay, the free nights are always the cheapest nights of the stay.

9. The stay may be composed of up to 6 free Yelloh! Plus nights.

10. Please note that for a stay with free nights, tourist taxes and possible optional extras are to be settled by the client.

11. Finally, Yelloh! Village allows the card holder to give his points to a person of his choosing. It is nevertheless the card holder who must make the reservation.

12. The use of the loyalty points must be programmed at the time of the booking request : on my account "My Account" on the www.yellohvillage.co.uk website, by contacting the Yelloh! Village call center (tel. : +33 466 739 739) or by contacting directly the Yelloh! Village concerned

**depending on availability at the time of your booking request (specific rooms allocated to Yelloh Plus loyalty scheme).*

5. Data protection

Yelloh! Village may not be held responsible in the event of a dispute between a card holder and a given campsite. However, in the event of a dispute between a card holder and Yelloh! Village, recourse may be sought under French law only. Any disagreement or dispute that is not resolved amicably between the parties shall be submitted to the court at Nîmes.
Information gathered that is related to membership of the loyalty scheme shall be the sole property of the Yelloh! Village company. In accordance with the "Data Protection Law" of 6 January 1978, the card holders have the right to modify, rectify or remove data concerning them, and to request the ending of promotional offers. To do this, they simply need to request it at any time, providing their full name and address, either by emailing: yellohplus@yellohvillage.com, or by writing to:
Yelloh! Village
BP 68 – F
30 220 Aigues-Mortes
The member has the right to terminate his membership of the scheme. In this case, he must notify us in writing and return the card: any accumulated points will thereby be lost.

Yelloh ! Village is a registered brand name with the Europe Plein Air company, with a capital of €650,340 – CRO Nîmes 432 366 839

Appendix 1: Breakdown of points accumulation per accommodation

Accommodation type	Number of points awarded per night used
Touring pitch	45
Tent and 1-bedroom rental from 0 to ***	85
1-bedroom rental ****	100
1-bedroom rental Premium	110
2-bedroom rental 0 to ***	120
2-bedroom rental ****	130
2-bedroom rental Premium	140
3-bedroom rental 0 to ***	140
3-bedroom rental ****	160
3-bedroom rental Premium	170

Appendix 2: Breakdown of points used per accommodation

Accommodation type	Number of points required to obtain a free night
Touring pitch	300
Tent and 1-bedroom rental from 0 to ***	570
1-bedroom rental ****	700
2-bedroom rental 0 to ***	810
2-bedroom rental ****	900
3-bedroom rental 0 to ***	950
3-bedroom rental ****	1100

Please note that it is not possible to use points to book free nights in Premium accommodation.