

GENERAL TERMS AND CONDITIONS OF SALE – CAMPSITES (UNBRANDED)

Applicable version as of 09/09/2025.

DEFINITIONS

- **ORDER or BOOKING or RENTAL:** Purchase of the Services.
- **SERVICES:** Seasonal rental of accommodation or a bare pitch (“tourism”).
- **ACCOMMODATION:** Tent, caravan, leisure mobile home and light leisure dwelling, studio and holiday cottage (gîte).
- **GROUP:** Any booking of more than 4 pitches (bare or rental) by the same natural person or by different natural persons who know each other and are travelling together for the same purposes on the same dates of stay at a campsite falling within the scope of these General Terms and Conditions of Sale is considered a group.
- **MAXIMUM SLEEPING CAPACITY:** The maximum sleeping capacity corresponds to the number of people authorised to stay in an accommodation unit or on a campsite pitch. For accommodation, the maximum number is indicated when booking online or in a descriptive binder when booking at the campsite reception desk. For bare pitches, the maximum number of people authorised to stay is always 6 (Note that a baby counts as one person towards the maximum occupancy).

ARTICLE 1 – SCOPE

These General Terms and Conditions of Sale apply, without restriction or reserve, to any rental of accommodation or a bare pitch on the grounds of campsites operated by SAS GALACTUS INVEST — 91, Cours Lafayette – 69006 LYON, registered with the LYON Trade and Companies Register under Siren No. 38335109500104 (the “Provider”) — with the exception of sites operated under the “Romanée” and “Yelloh! Villages” brands, for professional or non-professional clients or consumers (the “Clients” or the “Client”), via the individual websites of the campsites, or by telephone, postal mail or email, or at any place where the Provider markets the Services. They do not apply to pitch rentals intended to host leisure mobile homes (mobil-homes), which are subject to a separate “leisure” contract.

The main characteristics of the Services are presented on the individual websites of the campsites (hereinafter the “Website”), or on a written medium—paper or electronic—in the event of booking by a means other than a distance order.

The Client must read this information before placing any order. The choice and purchase of a Service is the sole responsibility of the Client.

These General Terms and Conditions of Sale apply to the exclusion of any other terms of the Provider, and in particular those applicable to other distribution channels for the Services.

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These General Terms and Conditions of Sale are accessible at any time on the Website and shall prevail, where applicable, over any other version or any other contractual document. The version applicable to the Client is the one in force on the Website or communicated by the Provider on the date the Client places the Order.

Unless proven otherwise, the data recorded in the Provider's IT system constitute proof of all transactions concluded with the Client.

Under the French Data Protection Act and the European General Data Protection Regulation, the Client has, at any time, the right to access, rectify and object—if the processing is not indispensable to the execution of the order and the stay and their follow-up—to all of his/her personal data by writing, by post and providing proof of identity, to: GALACTUS INVEST – 91 Cours Lafayette – 69006 LYON.

The Client declares that he/she has read these General Terms and Conditions of Sale and accepted them either by ticking the box provided for that purpose before implementing the online Order procedure, as well as the terms of use of the campsites' individual websites, or, in the case of a booking made other than via the Internet, by any other appropriate means.

ARTICLE 2 – BOOKINGS

On the Website, or on any document sent by the Provider, the Client selects and/or provides the Services he/she wishes to order, following the steps below:

1. Availability;
2. Selection of the stay;
3. Choice of options;
4. Order confirmation.

It is the Client's responsibility to check the accuracy of the Order and to inform the Provider immediately of any error. The Order will be considered final only after the Client has been sent confirmation of the Provider's acceptance of the Order, by email or post, or by signing the contract for bookings made directly at the place where the Provider markets the Services.

Any Order placed on the individual websites of the campsites constitutes the formation of a distance contract between the Client and the Provider.

Any Order is personal and may not, under any circumstances, be transferred.

The sales department can be contacted at: +33 (0)5 79 87 02 59 – reservation@romanee.fr.

Acceptance of these General Terms and Conditions and conclusion of the rental contract presuppose that the Client has the legal capacity to enter into a contract, or, in the case of incapacity, that he/she has the authorisation of a guardian or curator.

The pitches and accommodation offered on the Website are intended exclusively for individual customers.

For any GROUP booking request, you must contact the campsite you wish to book with, by telephone, by email or via our "Contact" section. The campsite contacted reserves the right to review the booking request before accepting or refusing it.

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It is recalled that every participant in the stay, regardless of age, counts as one participant. A baby (or a child) equals one participant, just like an adult.

In the case of renting a bare pitch, the Client must indicate, prior to booking, the size of his/her vehicle (caravan, motorhome, trailer). Any error in the dimensions may result in the impossibility of staying on the pitch at the Client's expense.

ARTICLE 3 – PRICES

The Services offered by the Provider are supplied at the rates in force on the individual websites of the campsites, or on any information medium of the Provider, at the time the Client places the order. Prices are expressed in Euros, both excluding and including VAT.

The rates take into account any discounts that may be granted by the Provider on the individual websites of the campsites or on any information or communication medium.

These rates are firm and non-revisable during their period of validity, as indicated on the individual websites of the campsites, in the email or in the written proposal sent to the Client. Beyond this validity period, the offer becomes null and void and the Provider is no longer bound by the prices.

The Provider does not apply handling or administration fees.

The amount requested from the Client corresponds to the total amount of the purchase, including any applicable fees.

An invoice will be issued by the Provider and delivered to the Client no later than the end of the stay.

TOURIST TAX: The tourist tax, collected on behalf of the municipality/community of municipalities, is not included in the rates. Its amount is determined per person per day and varies depending on the destination. It is payable when the Service is paid for and appears separately on the invoice.

ARTICLE 4 – TERMS OF PAYMENT

DEPOSIT

Sums paid in advance are deposits. They constitute an advance on the total price due by the Client.

A deposit corresponding to 25% of the total price of the Services ordered is required when the Client places the order. It must be paid upon receipt of the final rental agreement and attached to the copy to be returned. It will be deducted from the total amount of the order. It will not be refunded by the Provider in the event of cancellation of the stay.

The balance of the stay must be paid in full 30 days before the arrival date (failing which the rental will be cancelled).

PAYMENTS

Payments made by the Client will be considered final only after the sums due have been effectively collected by the Provider.

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In the event of late payment of the sums due by the Client beyond the above-mentioned deadline, or after the payment date shown on the invoice sent to him/her, late-payment penalties calculated at the weekly rate of 10% of the VAT-inclusive price of the Services will be automatically and as of right owed to the Provider, without any formalities or prior notice.

Late payment will result in the immediate enforceability of all amounts due by the Client, without prejudice to any other action that the Provider would be entitled to bring against the Client in this respect.

Payment in 4 instalments by bank card with our partner Floa.

Our financial partner Floa offers payment solutions for your purchases of goods and/or services, in 4 instalments by bank card. These payment solutions are reserved for individuals (natural persons of legal age) residing in France, holders of a Visa or MasterCard bank card with an expiry date corresponding to the duration of the repayment. Floa, RCS Bordeaux 434 130 423, whose registered office is Immeuble G7 – 71 Rue Lucien Faure in Bordeaux (33300), is supervised by the Autorité de Contrôle Prudentiel et de Résolution (ACPR), 4 Place de Budapest, CS 92459, 75436 PARIS CEDEX 09, and is registered with ORIAS under number 07 028 160 (www.orias.fr).

Floa reserves the right to accept or refuse your financing request; you have the statutory 14-day withdrawal period. For more information, [click here](#).

Please note that if you request to pay for your order of goods and/or services using these payment solutions, your personal data will be transmitted to Floa for the purposes of reviewing your financing request, managing your credit agreement and, where applicable, debt collection. For more information, [click here](#).

NON-COMPLIANCE WITH PAYMENT TERMS

Furthermore, in the event of non-compliance with the payment terms set out above, the Provider reserves the right to suspend or cancel the provision of the Services ordered by the Client and/or to suspend the performance of its obligations after formal notice has remained without effect.

ARTICLE 5 – PROVISION OF SERVICES

AVAILABILITY AND USE OF THE SERVICES

Accommodation and the related pitch may be occupied from 4:00 p.m. on the day of arrival and must be vacated by 10:00 a.m. on the day of departure.

The balance of the stay must be paid in full 30 days before the date of arrival (failing which the rental will be cancelled).

Bare pitches may be occupied from 2:00 p.m. on the day of arrival and must be vacated by 12:00 p.m. (noon) on the day of departure. The balance of the stay must be paid in full 30 days before the date of arrival (failing which the rental planned for motorhomes, caravans or tents will be cancelled).

Accommodation and pitches are designed for a predetermined number of occupants and under no circumstances may they be occupied by a higher number of persons. Furthermore, it is strictly forbidden

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to add any other accommodation, of whatever nature, on pitches already equipped with accommodation installed by the Provider. Only one vehicle is permitted per pitch (note that a trailer is considered a vehicle and it is forbidden to park it on the pitch in addition to another vehicle without the prior written consent of the campsite Management).

Accommodation and pitches must be returned in the same state of cleanliness as on arrival. Failing this, the tenant must pay a flat-rate amount of €150 (incl. VAT). Any damage to the accommodation or its accessories must be repaired immediately at the tenant's expense. The inventory of fixtures at the end of the rental must strictly match that at the beginning of the rental. If the inventory of fixtures has not been carried out when taking possession of the accommodation, the Client must report any damage, malfunction or missing item indicated on the inventory within 24 hours of taking possession. Failing this, the Provider will be deemed to have fulfilled its obligations.

Wearing a wristband issued by the campsite at the beginning of the stay is required by the Provider in order to access the swimming pool and, more generally, all the campsite's facilities. Failing to comply with this requirement may legitimately lead to access being refused. One wristband will be issued per declared occupant at the time of booking. Lending a wristband to a third party is strictly prohibited. Any lost wristband will be charged to the Client in the amount of €10 (incl. VAT), either at the end of the stay or when a new wristband is issued. The wristband may be of the "event" type, i.e., impossible to remove during the stay except by cutting it, which the Client accepts.

It is forbidden to plug an electric vehicle into the electrical network of the mobile home or of the pitch. Where applicable, the campsite Management (or one of its employees/agents) will be authorised to cut the electricity supply to the pitch for safety reasons (to avoid any incident, in particular the risk of fire). In such circumstances, the Client may not claim any compensation or indemnity for the consequences of this cut (including, without limitation, electrical damage, loss of refrigerated contents, etc.). If the campsite has charging stations specially designed for electric vehicles, the Client may use them upon payment of the applicable rate. If the campsite does not have charging stations specially designed for electric vehicles, the Client must charge his/her vehicle outside the campsite.

SECURITY DEPOSIT

For accommodation rentals, a security deposit of €200 is required from the Client on the day the keys are handed over and will be returned on the day the rental ends, after deduction, where applicable, of the cost of any repairs. This deposit does not constitute a limit of liability.

ARTICLE 6 – DELAY, INTERRUPTION OR CANCELLATION OF STAY BY THE CLIENT

No reduction will be granted in the event of a delayed arrival, early departure or change in the number of people (whether for all or part of the planned stay).

CHANGES

In the event of a change of dates or number of people, the Provider will endeavour, as far as possible, to accept requests to change dates subject to availability, without prejudice to any additional costs; in all

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cases this is a best-efforts obligation only, as the Provider cannot guarantee the availability of a pitch or accommodation, or of another date; in such cases a price supplement may be requested.

Any request to reduce the length of the stay will be considered by the Provider as a partial cancellation, the consequences of which are governed by Article 6.3.

INTERRUPTION

An early departure will not give rise to any refund from the Provider.

CANCELLATION

If cancellation insurance has been validly taken out and validly exercised, the terms of cancellation and refund must be carried out in accordance with the insurer's general terms and conditions.

Please note that cancellation insurance can only be taken out at the time of the initial booking request and that the client undertakes to read the insurance conditions offered when making the initial booking. Cancellation insurance is an insurance product offered by a partner insurer. This product will not necessarily be offered for all of the Provider's campsites.

Unless special conditions apply at the time of booking, if no cancellation insurance has been validly taken out or validly exercised, the termination indemnities will be calculated as follows:

- Cancellation up to the 31st day prior to the scheduled arrival date: 25% of the total amount of the stay will be retained by the Provider (corresponding to the amount of the deposit);
- Cancellation from the 30th day to the 16th day prior to the scheduled arrival date: 50% of the total amount of the stay will be retained by the Provider;
- Cancellation from the 15th day to the scheduled arrival date: 100% of the total amount of the stay will be retained by the Provider.

Any cancellation, in order to be validly taken into account, must be notified in writing to the person in charge of the accommodation site.

The refund request will be processed as soon as possible.

CANCELLATION IN CASE OF PANDEMIC

By way of exception to Article 6.3 CANCELLATION, in the event of total or partial closure of the establishment during the dates of the booked stay (which is to be equated with a total or partial ban on admitting the public, insofar as the Client is directly affected by the application of this measure) decided by the public authorities and not attributable to the Provider, the sums paid in advance by the Client for the booking of the stay that cannot take place will be refunded in accordance with the legal or regulatory provisions governing the said closure or its consequences. The Provider shall not, however, be liable for any compensation in addition to this refund of the sums already paid for the booking of the stay.

Any cancellation of the stay duly justified by the fact that the Client is affected by COVID-19 (infection) or another infection considered to fall within the scope of a pandemic, or is identified as a contact case, and that this situation calls into question his/her participation in the stay on the scheduled dates, will be made without termination indemnity or refund from the Provider. It is the Client's responsibility to take out cancellation insurance in accordance with Article 6.3 CANCELLATION.

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In the event that the Client is forced to cancel the entire stay due to government measures preventing participants from travelling (general or local confinement, travel ban, border closure), even though the campsite is able to perform its obligation and accommodate the Clients, the Provider will not be required to make any specific refund. Please refer to Article 6.3 CANCELLATION.

If the Client has taken out specific insurance covering the risks listed in Article 6.4.2 or Article 6.4.3, the Client must carry out all formalities with the insurer.

ARTICLE 7 – OBLIGATIONS OF THE CLIENT

CIVIL LIABILITY INSURANCE

The Client staying on a pitch or in accommodation must be insured for civil liability. Proof of insurance may be requested from the Client before the start of the service.

At least one adult (18 years of age or over) per booking must be declared in the contract and present throughout the stay. A minor is not permitted to stay alone on a pitch. Minors must have parental authorisation to stay at the campsite.

ANIMALS

Pets are accepted up to a limit of two per accommodation, under the responsibility of their owners, with the exception of new pets (NAC) and dangerous animals, in particular dogs in categories 1 and 2 (Articles L.211-11 and L.211-12 of the French Rural Code). They must always be kept on a lead within the campsite and must never be left alone in the accommodation, even temporarily. Pet excrement must be picked up by their owners and placed in a bin. Pets must be vaccinated and their owner must have an up-to-date vaccination record.

They are accepted subject to the packages available from the Provider and payable on site.

INTERNAL RULES

Internal rules are posted at the entrance to the establishment and at reception. The Client must read and comply with them. They are available on request.

Failure to comply with the internal rules may result in termination of the accommodation contract and the immediate eviction of the clients and/or all occupants of the accommodation without entitlement to a refund of the sums paid.

ARTICLE 8 – OBLIGATIONS OF THE PROVIDER – WARRANTY

In accordance with the law and at no additional cost, the Provider guarantees the Client against any lack of conformity or hidden defect resulting from a defect in the design or performance of the Services ordered.

To assert his/her rights, the Client must inform the Provider in writing with acknowledgement of receipt of the existence of defects or non-conformities within a maximum of 24 hours from the provision of the Services.

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The Provider will refund or correct or have corrected (where possible) the services found to be defective as soon as possible and no later than 2 days after the defect or fault has been noted by the Provider. Refunds will be made by credit to the Client's bank account or by bank cheque sent to the Client.

The Provider's warranty is limited to the reimbursement of the Services actually paid for by the Client. The Provider may not be held liable or in default for any delay or failure resulting from a case of force majeure as commonly recognised by French case law.

The Services provided via the Provider's Website comply with the regulations in force in France.

ARTICLE 9 – EXCLUSION OF THE PROVIDER'S LIABILITY

Natural events (pine cones, branches, caterpillars, etc.). The Provider will not be held responsible for material damage caused by falling light branches, pine cones, or pine sap, in particular to Clients' vehicles. Pitches allowing a vehicle to be parked near the accommodation are particularly exposed to this type of risk despite professional and regular pruning of trees. The Client certifies that he/she is aware of this risk and therefore accepts it and will protect against it by any means (in particular protective tarpaulins). If the Client wishes to avoid any inconvenience, it is his/her responsibility to park the vehicle in the car park at the entrance to the establishment where applicable or directly in the spaces reserved for this purpose and located on the public road. The Provider will not be responsible for any physical discomfort suffered by clients due to pollen, caterpillars, and other natural events.

Pools, ponds, bathing. In accordance with the opinion of the Conseil d'État (Interior Section) No. 353 358 of 26 January 1993, the supervision of pools is not compulsory; bathing is at the users' own risk. Parents must supervise their minor children. Any accident or drowning occurring in the pools will be the exclusive responsibility of the user and/or his/her parents. Under no circumstances may the Provider be held liable.

Stuck vehicles. Clients must guard against the risk of their vehicle becoming stuck by bringing any appropriate means enabling them to remove their vehicle in all circumstances.

Infrastructures, playgrounds and equipment. Use of the campsite's infrastructures, playgrounds and equipment (e.g., slides) is under the exclusive responsibility of the users and/or their legal representatives (e.g., parents).

Climatic or administrative conditions. The Provider will not be responsible for the administrative or material consequences linked to events such as heatwaves, drought, water restrictions imposed by the authorities, fire, power cuts, and the related administrative or regulatory decisions. The Provider will implement all necessary or recommended restrictive measures for the safety of people and for maintaining services.

By way of example, these measures may include: partial or total limitation or interruption of the filling of spas or pools, temporary reduction of pressure in showers, alternate operation of aquatic equipment, and temporary suspension of certain services in the event of power cuts.

These measures do not constitute an exhaustive list. These measures may in no case give rise to a request for a refund, compensation or price reduction, insofar as they arise from force majeure or regulatory obligations.

ARTICLE 10 – RIGHT OF WITHDRAWAL

Activities related to the organisation and sale of stays or excursions on a specific date or during a specified period are not subject to the withdrawal period applicable to distance and off-premises sales, pursuant to Article L221-28 of the French Consumer Code.

ARTICLE 11 – PROTECTION OF PERSONAL DATA

The Provider, drafter of these terms, implements personal data processing whose legal basis is either:

- The legitimate interest pursued by the Provider when it pursues the following purposes: canvassing; management of the relationship with its clients and prospects; organisation, registration and invitation to the Provider's events; processing, performance, canvassing, production, management and monitoring of clients' requests and files; drafting of documents on behalf of its clients.
- Compliance with legal and regulatory obligations when it implements processing for the purposes of: prevention of money laundering and financing of terrorism and the fight against corruption; invoicing; accounting.

The Provider keeps data only for the time necessary for the operations for which they were collected and in compliance with the regulations in force.

In this respect, clients' data are kept for the duration of the contractual relationship plus 3 years for marketing and canvassing purposes, without prejudice to legal retention obligations or limitation periods.

For the prevention of money laundering and terrorist financing, data are kept for 5 years after the end of the relationship with the Provider. For accounting purposes, they are kept for 10 years from the end of the financial year.

Prospect data are kept for a period of 3 years if no participation in or registration for the Provider's events has taken place.

The data processed are intended for the Provider's authorised personnel.

Under the French Data Protection Act and the EU General Data Protection Regulation, natural persons have the right to access their data, to rectification, to query, to restriction, to portability and to erasure.

Data subjects also have the right to object at any time, for reasons relating to their particular situation, to processing of personal data whose legal basis is the Provider's legitimate interest, as well as the right to object to commercial canvassing.

They also have the right to define general and specific guidelines setting out how they wish the above rights to be exercised after their death,

— by email to: dpo@grouperomanee.com

— or by post to: GALACTUS INVEST – 91 Cours Lafayette – 69006 LYON

Data subjects have the right to lodge a complaint with the CNIL (French data protection authority).

ARTICLE 12 – INTELLECTUAL PROPERTY

The content of the individual websites of the campsites is the property of the Provider and its partners and is protected by French and international laws relating to intellectual property.

Any reproduction, distribution or use, in whole or in part, of this content is strictly prohibited and may constitute an act of infringement.

Furthermore, the Provider remains the owner of all intellectual property rights over the photographs, presentations, studies, drawings, models, prototypes, etc., produced (even at the Client's request) for the purpose of providing the Services to the Client. The Client is therefore prohibited from reproducing or exploiting the said studies, drawings, models and prototypes, etc., without the express, prior written authorisation of the Provider, which may be subject to a financial consideration.

The same applies to names, logos or, more broadly, any graphic representation or text belonging to the Provider or used and disseminated by it.

ARTICLE 13 – GOVERNING LAW – LANGUAGE

These General Terms and Conditions of Sale and the transactions arising therefrom are governed by and subject to French law.

These General Terms and Conditions of Sale are drawn up in French. In the event that they are translated into one or more foreign languages, only the French text shall prevail in the event of a dispute.

ARTICLE 14 – DISPUTES

All disputes to which the purchase and sale transactions concluded in application of these General Terms and Conditions of Sale may give rise, concerning both their validity, interpretation, performance, termination, consequences and aftermath, and which could not be resolved between the Provider and the Client, will be submitted to the competent courts under ordinary law.

The Client is informed that he/she may, in any event, resort, in the event of a dispute, to a conventional mediation procedure or to any other alternative dispute resolution method.

In accordance with the provisions of the Consumer Code concerning "the mediation process for consumer disputes", the client has the right to use, free of charge, the consumer dispute mediation service offered by the Provider:

The "consumer law" mediator thus proposed is CM2C (pending validation by the CECMC).

This mediation scheme can be contacted electronically: <https://cm2c.net> or by post: CM2C – 14 rue Saint Jean 75017 PARIS.

ARTICLE 15 – PRE-CONTRACTUAL INFORMATION – ACCEPTANCE BY THE CLIENT

The Client acknowledges that, prior to placing his/her Order, in a readable and comprehensible manner, he/she was provided with these General Terms and Conditions of Sale and with all the information and

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details referred to in Articles L 111-1 to L111-7 of the Consumer Code, in addition to the information required under the Order of 22 October 2008 relating to prior information for consumers on the characteristics of rental accommodation in open-air hotels and, in particular:

- the essential characteristics of the Services, taking into account the communication medium used and the Services concerned;
- the price of the Services and any ancillary costs;
- information relating to the identity of the Provider, its postal, telephone and electronic contact details, and its activities, where not apparent from the context;
- information relating to statutory and contractual warranties and how to implement them; the functionalities of digital content and, where applicable, its interoperability;
- the possibility of resorting to conventional mediation in the event of a dispute;
- information relating to termination arrangements and other important contractual conditions.

The fact that a natural (or legal) person places an order on the individual websites of the campsites entails full and complete adherence to and acceptance of these General Terms and Conditions of Sale, which is expressly acknowledged by the Client, who waives, in particular, the right to rely on any contradictory document, which would be unenforceable against the Provider.