

Loyalty program – General conditions

Object : The purpose of Camping La Ferme loyalty program is to provide its members all the advantages described below during their stays at Camping La Ferme in Lathuile (74210). Any member of the program declares having read its general conditions and accept them fully and completely. These general conditions are subject to change and evolve over time. Camping La Ferme has reserves the right to put a stop to the loyalty program by ceasing at any time new membership. In that case, the Campsite will give all the members the opportunity to use their acquired point within 6 months. If not used, these points will be permanently lost. The loyalty card is strictly personal. It is non-transferable and does not constitute a means of payment. Only the expenses of the holder of the loyalty program account give him the possibility for points accumulation.

The loyalty program included 6 different level: **Marmot – Stoat – Chamois – Eagle – Bobcat – Dahu**







1. **Program membership conditions:** Membership of the loyalty program is free and open to any natural person over the age of 18 who requests it and has the legal capacity to contract. Membership in the program is free and effective upon receipt by the new member of an email confirming his membership. It is possible to join the program:
 - By activating it on the website www.campinglaferme.com after creating a customer account
 - By email to info@campinglaferme.com
 - By phone at (+33) 4.50.44.33.10

Only the rental / pitches sold by Camping La Ferme allow points to be accumulated. Therefore, works councils and residents are excluded from the loyalty program. Subscription to the program implies acceptance of communications related to the operation and services offered by the program.

2. **Accumulation and gain of points:** Only stays consumed since the date of subscription of the loyalty program and reserved at Camping La Ferme give the right to points.
Points are acquired for each night spent and according to the following calculation method: €1 = 1 point. Eligible expenses for the awarding of points are only expenses related to the rental of accommodation and/or camping pitch, excluding services and ancillary sales. No point will be granted for any other expense. Additional points may be awarded in the contact of commercial operations, promotional campaigns or exceptional offers by Camping La Ferme. In no case may the acquired points give rise to any financial compensation. Points are accumulated in the course of stays made by the holder of the loyalty account: therefore, it is not possible to accumulate points from different account. Points are awarded automatically 3 days after the end of the stay. In case the recorded points are not accumulated in the customer account, the member can claim them from Camping La Ferme on presentation of an invoice, within 6 months starting from the end of the stay.
3. **Points validity:** The loyalty program has no validity limit. The point acquired are valid for 24 months starting from the date of the ending stay: any new stay in the meantime of 2 years extends the validity date of the residual points credited to customer account by 24 months. If, at the end of the 2 years, no activity has been recorded, the counter will be reset to zero point. Any fraudulent use of the loyalty program will be punished by instant closure.
4. **Points consumption and advantages linked to the loyalty card:** The acquired points are convertible into discount and/or into free services which the customer can use during a next stay. *(see page 2 for different levels)*
5. **Information technology and liberty:** The information collected within the scope of loyalty program membership will be exclusively reserved for Camping La Ferme. In compliance with the provision of the amended law « Informatique et Libertés » of January 6th, 1978, and the GDPR, the holder has the right to access, modify and delete data concerning him. With this aim in mind, simply send your request by email at postmaster@campinglaferme.com and indicate your first name, last name, and customer number. The member is entitled not to participate at the loyalty program by notifying this in writing: the accumulated points will then be forfeited. In the event of litigation concerning the holder and Camping La Ferme, the French law is the only applicable law. Any litigation which will not be resolved amicable can be negotiated by a mediator : cm2c.net

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6. Details of the advantages and discounts associate to each levels of loyalty program :

	<p>1st level: MARMOT (0 points)</p> <p>To thank you for your subscription to the loyalty program, you get a discount on the reservation fees (€10 instead of €15)</p>
	<p>2nd level: STOAT (500 points)</p> <p>Free reservation fees</p>
	<p>3rd level: CHAMOIS (1500 points)</p> <p>Free reservation fees Discount of 10% on any stay ≥ 7 nights between May, 12th and July, 1st OR between August, 26th and September, 18th, 2023</p>
	<p>4th level : EAGLE (2500 points)</p> <p>Free reservation fees 1 package « Family WiFi» (3 devices) of 2 weeks Choice of pitch for FREE (subject to availability)</p>
	<p>5th level: BOBCAT (4000 points)</p> <p>Free reservation fees 2 hours of privatization of the wellness area for 2 persons for any stay ≥ 7 nights 1 package « Family WiFi » (3 devices) of 2 weeks Choice of pitch for FREE (subject to availability)</p>
	<p>6th level: DAHU (5000 points)</p> <p>Free reservation fees 1 package « Family WiFi» (3 devices) of 2 weeks Discount of 15% on any stay between May, 12th and July, 1st OR between August, 26th and September, 18th 2023 Discount of 5% on any stay between July, 1st and August, 26th 2023 Choice of pitch for FREE (subject to availability)</p>

7. Come and join the loyalty program to benefit from its exclusive advantages!

On the website www.campinglaferme.com, click on « My Account » and create your own account in a few clicks.