

# LOYALTY PROGRAMME RULES

## 1. Characteristics of the Card

The Privilege Card, offered by Homair, is intended to give Cardholders access to the benefits described below when they stay in a Homair mobile home. Use of the Card, together with the benefits related to it, is strictly reserved to the Cardholder. Points are only allocated based on personal expenditure by the Cardholder.

The Privilege Card is free. It does not constitute a means of payment.

Holders of the Privilege Card accept that the Loyalty Programme may be amended in whole or in part at any time. Updated terms and conditions shall be made available at all times on the website.

## 2. Allocation of the Card

Anyone wishing to receive a Privilege Card and personal number must complete the registration form on the Homair website (in the “Our services” section), or request a form by telephone and return it to us by post or fax. Cards are sent to applicants free of charge within 15 days of receipt of forms by Homair. Cards shall only be issued starting from the month of January.

Any change of name or address, or any other relevant information, must be notified in writing as early as possible to Privilege Card Customer Services. The Cardholder guarantees that all information provided is correct, and assumes sole responsibility for any erroneous, incomplete or obsolete information.

## 3. Card validity period

The Privilege Card does not have an expiry date.

Any use of the Privilege Card not in accordance with the present terms and conditions may be penalised by immediate cancellation of the Card.

Any fraudulent use of the Card shall lead to its immediate cancellation, along with the withdrawal of any Privilege Points awarded to the Cardholder; the Cardholder shall not be able to make any claim for compensation on any basis whatsoever.

## 4. Awarding of Privilege Points and benefits

### 4.1 Awarding of Privilege Points

- [Staying in Homair mobile homes](#)

Cardholders shall be credited with Loyalty Points for any stay where Homair has received payment for at least two nights, on the following terms:

- 15 Loyalty Points per paid-for night out of season
  - 5 Loyalty Points per paid-for night in high season (July/August)
- Points are only awarded for full-price stays with no discounts. No points are awarded for free stays.
- Points are added up over the course of stays by the same customer. Two different customers may not, therefore, combine their points.
- Points are only awarded for personal expenditure relating to the rental of accommodation. Points shall not be awarded for any other type of expenditure.

- Sponsorship

If you sponsor a family or friends, you will automatically be awarded 80 loyalty points when they book any stay of at least one week.

Sponsorship must have already been agreed prior to the booking being made. The person you are sponsoring must be a new Homair customer.

#### 4.2 Start date for awarding points

Privilege Points are awarded at the time of booking your stay, and are credited at the end of your stay.

#### 4.3 Awarding of Privilege Points in the context of special offers

Additional Privilege Points (Bonus Privilege Points) may also be awarded in the context of specific promotional campaigns - games on the internet or at Homair campsites.

### 5. Benefits and services of the Privilege programme:

#### 5.1 Special offers

Special offers may be proposed from time to time by Homair in the context of the Programme. Programme members will be informed of these special offers by way of e-Newsletters. Information relating to special offers may also be consulted on the Homair website.

#### 5.2 Privilege Points

Privilege Points awarded to customers may be converted into free nights. ONE OUT-OF-SEASON FREE NIGHT (excluding July/August) on any of our campsites shall be awarded per tranche of 150 POINTS, subject to availability.

Free nights may only be used during stays including at least two paid-for nights.

Privilege Points are valid for three years from the end of the calendar year during which they are credited.

Privilege Points may not be either resold or transferred. They may not be traded on any basis whatsoever. They may not be exchanged for price reductions or used to obtain refunds.

Privilege Points may not be transferred to another member.

### 5.3 Breakdown of points

Members may access a breakdown of their points by internet or telephone.

- By internet: within your dedicated customer area.
- By telephone: ask for a breakdown of your points on our bookings line.

## 6. Miscellaneous

Under the provisions of law no. 78.17 dated 6th January 1978, known as the "data protection and civil liberties" law, Cardholders have the right to access any information about them stored on computerised systems, and to ask for any such information to be amended, by contacting Privilege Programme Customer Services.

Members may decide to stop taking part in the Programme at any time. In this case, notification must be given in writing, and the Card returned, to Privilege Card Customer Services. Any Privilege Points awarded will be lost.

Membership of the Programme implies unreserved acceptance by the member of these terms and conditions.

These terms and conditions take precedence over any previous text.

These terms and conditions have been translated into several languages. In the event of any dispute relating to their interpretation, the French version shall take precedence over any other translated version.

In the event of a dispute between a Cardholder and Homair, the parties agree as a priority to seek an amicable settlement. **ONLY FRENCH LAW IS APPLICABLE.** Any disagreement or dispute arising in the context of these terms and conditions and which cannot be resolved amicably between the parties shall be submitted to the relevant courts in Aix en Provence.

## 7. Information for Cardholders

All information and details relating to the Privilege Programme are available from Privilege Programme Customer Services or on the [www.homair.com](http://www.homair.com) website. Members may also keep up-to-date with changes to the Programme via their Points statements which are available within the online dedicated customer area, and which are sent to members who have provided a valid e-mail address.

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