General Terms and Conditions of Sale - Yukadi Villages

By making a reservation, you acknowledge that you have fully understood these rental terms and conditions. You also confirm that you have definitively and unconditionally accepted the terms and conditions outlined herein.

Reservation Conditions

- The reservation becomes valid only upon agreement from Yukadi Villages and upon receipt of the deposit and reservation fees.
- The campsite reserves the right to cancel the reservation and re-offer the accommodation for rent if the client fails to pay the deposit or the balance of the stay 30 days before the scheduled start of the stay. In such a case, the amounts paid will be retained.
- Yukadi Villages offers family-oriented stays. Therefore, Yukadi Villages reserves the right to refuse any reservation:
  - For any group of participants whose number exceeds the maximum capacity of the accommodation or pitch.
  - For any booking(s) made for one or more clients for more than 2 accommodations or pitches for the same period

It is reminded that every participant in the stay, regardless of age, counts as one participant. Therefore, an infant (or child) is considered the same as an adult. Yukadi Villages reserves the right to refuse, upon arrival, any person who was not registered at the time of the reservation.
- Minors must be accompanied by their parents or legal guardians.

Rates and Taxes

Display

- The rates are displayed in euros, including VAT. The rates may vary depending on any change in the VAT rate.
- Rates are subject to change during the season.
- When requesting a quote, the validity of the quote will be indicated on the quote, subject to availability. After the validity date, the rate specified in the quote is no longer guaranteed.
- The tourist tax varies depending on the municipality, and the final amount will be determined upon arrival.

Discounts and Benefits

The client may benefit from promotions, individual discounts, or partner discounts.
- No discount or benefit can be applied to a reservation that has already been fully or partially paid.
- Discounts and benefits defined during promotional periods are only applicable to reservations made during those commercial operations.
- Partner discounts apply only if the person benefiting from the discount is the client who is paying for the reservation.
- Individual or partner discounts cannot be combined on the same reservation.

Campsite Pitch

The basic package includes the pitch for a tent, caravan, or camper van for 1 or 2 people, a parking space for one standard vehicle, access to sanitary facilities, and access to all village activities, unless otherwise stated for activities with a participation fee.

Each pitch can accommodate a maximum of 6 people (including babies and children).

The campsite reserves the right to refuse access to the holiday village to any groups or families arriving with more guests than the maximum capacity of their pitch (6 people maximum).

An additional tent (2-person type, such as a "Canadian" tent) may be set up, but tents for 3 or 4 people or an additional caravan or motorhome are not allowed.

The private sanitary facilities of the Premium Suite pitches with private bathroom must be left in perfect condition (cleaning, dusting, refrigerator cleaned, etc.). If not, a cleaning fee of €60.00 will be charged.

Rental

The rates include the rental of accommodation for 2 to 8 people, depending on the type of accommodation, a parking space for one standard vehicle, and the consumption of gas and electricity.

The campsite reserves the right to deny access to the holiday village to any group or family arriving with more guests than the maximum occupancy of the rented accommodation. In such a case, the campsite will endeavour to transfer the booking to another accommodation with suitable capacity, which may result in an additional charge. If no alternative accommodation is available and/or the applicable additional charge is not paid upon arrival, the original booking will be deemed cancelled at the customer's request, with no refund being due.

The installation of an additional tent, a campervan, or any vehicle equipped or used for sleeping purposes near or on the rented accommodation pitch is strictly prohibited.

Accommodations must be left in perfect condition (cleaning, dusting, dishes cleaned and put away, refrigerator and cooking equipment cleaned, etc.). In case of significant damage or if the accommodation is not left clean, the cost of restoration will be charged by Yukadi Villages.

End-of-stay cleaning is included in **Premium accommodations**. However, dishes must still be cleaned and put away, and trash must be emptied.

Plans and photos of the accommodations are provided for illustrative purposes only and are not contractually binding. The layout and features of the rooms may vary from one model to another.

Reservations

Reservations allow you to secure a pitch or accommodation for the period that suits you.

Payment Terms

- For reservations made more than 30 days before the start of the stay, a deposit of 30% of the total cost of the reserved services, plus booking fees and cancellation insurance if applicable, must be paid at the time of booking. The balance of the stay must be paid no later than 30 days before the start date of the stay at the village.
- For reservations made less than 30 days before the start of the stay, full payment for the stay is required at the time of booking.

If the deposit is not paid at the time of booking or the balance is not paid at least 30 days before the start date of the stay, the campsite reserves the right to cancel the reservation and make the accommodation available for booking by others.
- This cancellation will not give rise to any refund of amounts already paid by the client.

In accordance with Article L.221-28 of the Consumer Code, Yukadi Villages informs you that accommodation services, which must be provided on a specific date or during a specific period, are not subject to the 14-day right of withdrawal.

Group Bookings

- All bookings made for more than 3 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 deemed to be group bookings.
- Accommodation appearing on the commercial Yukadi Villages website is intended exclusively for individual bookings.
- For all group booking requests, you must contact the Yukadi Villages in question by telephone, email or via « Contact us » section. The Yukadi Villages campsite contacted reserves the right to examine booking requests before accepting or declining them.

Cancellation and Modification

1. Booking alteration

- Up to 15 days before the scheduled arrival date, the customer may request a modification to their stay at the same campsite by submitting a written request to the campsite. The campsite will use its best efforts to accommodate such request, subject to availability. After this deadline, no modification requests will be accepted. The customer must either proceed with their stay under the original booking conditions or cancel the booking in accordance with the cancellation policy. No postponement or transfer of the booking to the following season will be permitted.
- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation or termination of stays.
- Once a stay has commenced, the full amount is due. No compensation will be granted for late arrivals or early departures, except for the reasons outlined below.

2. Cancellations or unused nights due to administrative restrictions

In the event of a cancellation, an interrupted stay or an early departure for one of the following administrative restrictions:
- Administrative closure of the campsite,
- Closure of borders by administrative decision,
- Administrative closure of the campsite,
- Mandatory quarantine upon arrival in France or upon return home,
- Llimitation of travel to several kilometres not allowing access to the campsite;

A credit voucher, for an amount equivalent to the unused nights and valid for two years, will be issued by the campsite. · If the customer refuses this voucher, they may request a refund for the corresponding amount, minus the cost of the cancellation guarantee, if applicable.

3. Cancellation by Yukadi Villages

If the campsite cancels the reservation, except in cases of force majeure, all amounts paid for the booking will be fully refunded. This cancellation will not entitle the client to any compensation for damages.

4. Cancellation by the Customer

In the event of cancellation by the client, except in cases of force majeure, the following terms apply:
- All cancellation requests must be submitted in writing to the campsite's address or by email. Cancellation requests made by telephone cannot be accepted.
- Any cancellation will result in the termination of the booking, and the campsite reserves the right to make the accommodation available for rent again.

a. In the event of cancellation by the customer for a stay without cancellation insurance

Case 1 - Cancellation up to 31 days before start of stay

- The deposit (30% of the total stay cost) and booking fees will be retained by the campsite as cancellation fees.
- Any amounts paid beyond the deposit and booking fees will be refunded.
- If the payment was made partially or entirely with a credit voucher, please refer to the specific terms stated on this voucher.

Case 2 – Cancellation between 30 days prior (D-30) and the start of the stay

The entire amount paid, including the total stay cost and booking fees, will be retained by the campsite. No refund will be issued.
- If the customer does not arrive at the campsite within two days of the scheduled start date and has not informed the campsite in advance by post or email, the booking will be considered canceled. The campsite reserves the right to make the accommodation available for rent again.

b. In the event of cancellation by the customer for a stay covered by cancellation insurance

- The cost of taking out the cancellation guarantee must be paid in full at the time of reservation and is non-refundable in all circumstances.
- Any cancellation fees retained may be reimbursed in the cases and under the conditions provided for by the cancellation guarantee, subject to examination of the claim and the supporting documents submitted by the customer to the organisation or department responsible for processing the claim.
- If the reason for cancellation is not covered by the cancellation guarantee or if the claim is rejected under the guarantee, the General Terms and Conditions of Sale set out in Article 4.a. shall continue to apply.

Your stay

Arrival

- Arrival days may vary depending on the Villages and the periods (please refer to the specific conditions of each Village).
- Rental accommodation: on the day of your arrival, you will be welcomed from 5 p.m. at the latest (please refer to the specific conditions of each Village).
- A security deposit may be required depending on the campsites.
- It is the client's responsibility to inspect their accommodation or pitch upon arrival, including checking the inventory or condition of the space. Any issues must be reported to the reception team within 24 hours of arrival.

During your stay

- Upon arrival, the stay voucher must be presented at the reception. Only the persons expressly named in the booking contract are authorised to access the establishment and its facilities. Any person not appearing in the booking contract must obtain prior specific authorisation from the reception.
- The guest and all occupants of the accommodation agree to read the campsite's internal rules, available at the campsite reception, and undertake to comply with them unconditionally.They acknowledge that these rules govern their stay in addition to these General Terms and Conditions. Any serious or repeated breach of the campsite's internal rules may result in the immediate termination of the accommodation contract without prior warning, and the immediate eviction of the guests and/or all occupants of the accommodation, without any entitlement to a refund of the amounts paid.

Departure

- Departure days may vary depending on the Villages and the periods (please refer to the specific conditions of each Village).
- The rental accommodation or camping pitch and, where applicable, the private bathroom facilities, must be vacated before 10:00 a.m. (before 12:00 noon for camping pitches). The accommodation shall be left perfectly clean and the inventory may be checked. Any breakage or damage shall be payable by you along with any repairs to the premises, if that should prove necessary. At the end of your stay, the
deposit shall be refunded to you after deduction of compensation retained, on production of the supporting invoices, against possible damage ascertained during the departure inventory. The retention of the deposit does not preclude additional compensation in the event of the expenses being greater than the amount of the deposit.
- In the event of the accommodation not having been cleaned before your departure, a fixed cleaning charge of at least €100.00 including taxes shall be invoiced to you (€60.00 for pitches with private sanitary facilities).
- For any delayed departure, you may be charged for an additional day at the price applicable for that night.

Pets

- Pets are allowed (except dogs classified as Category 1 and 2), depending on the selected accommodation category, and for an additional fee payable at the time of booking. They must be kept on a leash at all times.
- Vaccination records for dogs and cats must be up to date. Pets are prohibited around swimming pool areas.

Electric Vehicles

- It is prohibited to charge electric vehicles at all types of accommodation (rental units or camping pitches), as this service is not included in our rates and using the electrical sockets of the pitch or rental accommodation for this purpose may pose a safety risk. Some Yukadi Villages establishments are equipped with electric charging stations.
- If an electric vehicle is found to be connected, a flat fee of €100 will be charged to the client for each instance. Yukadi Villages also reserves the right to charge for the cost of repairing any damage caused to the installation as a result of improper use.

Image Rights

- By accepting these general terms and conditions, the customer expressly and freely authorizes Yukadi Villages to photograph or film them during their stay and to use such photos or videos on any media for a period of five years. This authorization also applies to all individuals staying with the customer.
- Its sole purpose is to promote and provide information about Yukadi Villages establishments across all of its websites, social media platforms and commercial presentations, and it shall in no way harm your reputation. This authorization is granted free of charge, for all countries and for a period of five years.

Personal Data

- The personal data collected when submitting an information request or making a booking is considered confidential and will not be disclosed to any third party. It is used solely for the processing of the booking and to enhance and personalize communication and the range of services offered to Yukadi Villages customers.
- In accordance with the data-processing and liberties law of 6 January 1978, you have the right to access, rectify, erase (right to be forgotten), limit the processing of your personal data, and object to its collection or processing. For any request regarding your personal data, you can send a letter to « Yukadi Villages, BP 50420 Saint-Palais-sur-Mer, 17207 Royan Cedex » giving your full name and address.

Disputes and Mediation

- In the event of a defect of conformity or an anomaly concerning the accommodation or the allocated pitch, the customer must inform the reception within a maximum of 24 hours.
- Any potential complaint regarding non-compliance of services with contractual commitments can be reported by mail or e-mail to the manager of the relevant village or to Yukadi Villages.
- If the client is not satisfied with Yukadi Villages' response, they may opt for a conventional mediation procedure. Requests for mediation should be sent to: CMAP (Centre de Médiation et d'Arbitrage de Paris – CCI de Paris) - Online: www.cmap.fr - Email: consommation@cmap.fr - Mail: CMAP – 39 avenue F. D. Roosevelt – 75008 Paris.