



Terms and Conditions of Sales

| VTF Holidays (not included in partner villages)

• VTF is a Loi Locale 1908 association with headquarters at 57 Rue de l'Ancien Hôpital 57100 Thionville – FRANCE
• Union d'Associations VTF, 1460 route de Galice 13090 Aix en Provence cedex 02 – FRANCE • Registered in the Register of Tour and Holiday Operators with no. IM013100049 • N° TVA Intracommunautaire FR78775619588 • Financial guarantee UNAT FMS • Professional civil liability insurance AXA – 313 terrasses de l'Arche – 92727 Nanterre Cedex – FRANCE • Agrément ESUS n° 2017/63 du 29 septembre 2017 • Participation in a stay described on this website implies acceptance of the following general conditions.

VTF MEMBERSHIP

Valid from 1/11 to 31/10 and permits several stays in the year • €40/ family • €20/individual and camping

CONFIRMATION/DEPOSIT

Your booking is only effective on receipt of your deposit, the amount of which is 30% of the total sum of the stay with a minimum of €40 for stays of less than 4 days and €230 for stays of 4 days and over. If the deposit is not received within 8 days, the booking will be considered cancelled.

- Payment

- The balance of your stay must be paid for 4 weeks before the departure date without any further notice from us.
- If registering less than 1 month before the departure date: payment of the whole cost of the stay.
- 21 days before the departure date, payment by bank card is required.
- Failure to settle the balance on the arranged date may be considered as a cancellation, with no refund possible.
- In accordance with Article 33 of Ordinance no. 86.1243 of 1/12/1986, in the event of the payable amount being paid after the payment date appearing on the invoice, it shall produce, beyond the deadline automatically set by the Terms and Conditions, as a penalty for late payment, interest equivalent to one-and-a-half times the legal interest rate.
- **Failure to pay the balance by the due date shall be considered a cancellation, with no refund possible.**
- **Possible payment methods:**
 - Credit card
 - Bank transfer (please specify your file number) : RIB IBAN : FR76 1460 7000 6006 0211 9517 135 BIC : CCBPFRPPMAR
 - Holiday vouchers (please specify your file number) for your stays at VTF holiday villages in France. For security, paper vouchers must be sent by registered mail with acknowledgment of receipt, payable to VTF, to VTF Vacances, 1460 route de Galice, 13097 Aix-en-Provence Cedex 02 – FRANCE. We disclaim any responsibility in case of loss.
 - Connect holiday vouchers: online payment on our website in your client area.
 - Cash payments at our agencies or by mail with declared value to VTF Vacances, 1460 route de Galice, 13097 Aix-en-Provence Cedex 02 – FRANCE
 - Possibility of installment payments by automatic credit card debit (inquire with our sales advisors).

RATES

The rates published in this website are given subject to error or omission. VTF reserves the right to increase these rates due to any regulatory or fiscal economic changes (exchange rate, taxes, VAT etc.) Our rates are valid on the dates stated except in the event of force majeure.

PROMOTIONAL RATES

- **6 year-olds go free** : for all stays entitled to this offer, only children accompanied by their own parents or grandparents will be included. A document proving the age of the children may be requested during the stay. This offer is limited to 1 child per family. The following children's rates are shown in the rates tables.
- **Large families** (for families with 3 or more children) : a 20% discount on all children's rates for Christmas, New Year's, February, and summer vacations in the villages listed in the brochure or on the website. This rate applies to the youngest minor children sharing the room with their parents or with paying siblings. Regardless of the accommodation layout, the beds filled first are those of the parents

and the older paying children. Only minor children accompanied by their own parents or one of them are eligible for this rate. This promotion can be combined with the «early booking» offers but not with the single-parent offer or the «grandparents» offer.

• **10% discount for stays of 2 or more consecutive weeks** : this discount will be applied after deducting any other discounts on the stay that you may be eligible for based on your destination and dates. This offer cannot be combined with the «early booking» offers.

• **Early booking**, offers provide up to 30% off on stay dates, booking deadlines, and destinations indicated in the brochure and on the website. This offer, valid for stays of at least 7 nights, will be applied after deducting any other discounts on the stay that you may be eligible for based on your destination and stay dates, and only on the net amount of the stay fees, excluding additional services. If the location or stay dates are changed after the offer expiration date, the discount will be canceled. This promotion cannot be combined with other promotions or discounts. It does not apply to surprise package stays.

• **Thursday deals** : limited-time promotions, non-retroactive, and not combinable with any other promotions or discounts..

• **Last-minute promotions** : non-retroactive offers, limited to the seats allocated for the operation, and not combinable with any other promotions or discounts.

• **"Surprise Packs"** : these promotional rate stays must be confirmed before 02/20 for summer stays and before 10/1 for winter stays, subject to availability based on the places allocated to the offer. Stays are NOT MODIFIABLE under ANY CIRCUMSTANCES (date, location, or participants), and no cancellation (even partial) will result in a refund, regardless of the reason or date. These rates cannot be combined with any other promotion or discount, including partner discounts. If you book a 2-week stay, we do not guarantee that both weeks will be at the same destination. Similarly, if you wish to stay with a friend's family, we cannot guarantee that the same destination will be assigned to you. We also cannot guarantee that holiday vouchers will be accepted at the destination assigned to you.

• **Single-parent offer** : The discount is reserved for children under 16 staying with one parent on the dates and destinations indicated in the brochure. This promotion can be combined with the «early booking» offers but not with the «grandparents» offer or the large family offer.

PACKAGES, EXTRAS, and OTHER RATES

• **Children** : the age of the children considered for discounts is their age on the arrival date at the holiday destination.

• **Single rooms** : at certain dates and in certain villages, individual accommodation requests may be accepted, subject to availability, with an extra charge. For «single» promotions, the number of rooms is limited, depending on double room availability.

• **Packages** (spa, golf, «Ski Booking» pack...) must be reserved at the same time as your stay and are non-refundable. Any cancellation by you less than 3 weeks before the stay will not be refunded, even if you have subscribed to the cancellation plan. Reservations must be made at least 3 weeks before the stay. Some of these stays require a minimum number of participants, as stated in the brochure or website. The same rule applies to the «service» part (excluding full board) of snowshoeing and hiking stays.

• Accommodation supplements for lodges with full or half board, sea view supplements, discounts for rooms without outdoor space, top-floor room discounts, third bed discounts in double rooms, etc.: depending on the destination and chosen accommodation type, a supplement or discount may apply.

- **«VTF Ski Booking»** : pack rates are given as an indication and do not include ski insurance.

HOLIDAY LOCATIONS

Only the site for which you have made a booking is authorized to accommodate you. A change of holiday location caused by yourself alone will incur the entire payment, from the time of your arrival on another VTF site; this with no possibility of refund of the unfinished stay at the booked site.

- Allocation of accommodation

- Your accommodation will be assigned by the holiday village based on availability and your family composition. Under no circumstances can we guarantee a specific type of lodging at the time of booking, unless you have chosen the rental option or paid an additional fee (in villages where this is offered).
- The assignment takes into account its capacity and the number of registered persons. Some layouts are designed for large families. The increasing demand from families with only one child leads us to offer accommodation in a family room: the child shares the parents' room.
- The organization within the villages may lead to changes after registration. A family consisting of 2 adults and 2 children, for which a reservation of 2 separate rooms was indicated, may be accommodated in a family room without any reduction in the rate.
Note: For families requiring multiple rooms, including a single room, a single room supplement will be applied.
- For rental accommodations, the capacity of each lodging is indicated on each village sheet under the accommodation section and noted on your booking confirmation.
- For safety reasons, we cannot accept more people than those registered on your file. If this rule is not respected, additional persons will not be allowed to stay.
- Most villages have accessible rooms for people with reduced mobility (PRM), indicated on each village sheet under the accommodation section, PRM tab.

- Practical information*

Services

- Bedding is provided for all stays (sheets, blankets, or duvets) as well as towels for full board and half board stays, and for short rentals (1 to 3 nights). However, don't forget your swimwear for swimming in the pool and relaxing in our saunas and wellness areas!
- Baby beds are available upon request. Bath tubs can be found at reception and high chairs are available in the dining room.

Cleaning

- For full board and half board stays, the end-of-stay cleaning is included in the price, as well as for short rentals (1 to 3 nights). During your stay, housekeeping is your responsibility.
- For rentals of 4 nights or more, cleaning during the stay is your responsibility. We offer an end-of-stay cleaning service for an additional fee, which can be booked with your stay or on site.

- Arrivals/departures

Arrival and departure days vary according to the stay that you have chosen.

- Weekdays: they run from 5 p.m. on the first day to 10 a.m. on the last day. In the full-board and half-board bases, the first service is dinner and the last service is breakfast (except for special cases specified in our site pages.)
- Short stays and weekends 1 to 3 nights: they run from 5 p.m. on the 1st day to 2 p.m. on the last day. (10 a.m. for full-board and half-board during school holidays.) With full board, the 1st service is dinner and the last service is breakfast.

BOARD BASES

- Full board: includes all meals. Picnic baskets possible on request at reception the day before.
- Half board: includes breakfast and dinner. Note that in some of our villages, there is no kitchenette in the accommodations and lunch must be eaten outside.
- Rental: in some villages, takeaway food is offered, with the option to take meals in the restaurant for a supplement and on reservation.

ANIMALS

Your pets are not allowed (except guide dogs), for health and safety reasons. Failure to comply with this clause will incur a ban from accessing the village. Special cases: animals are allowed in some villages in France and VTF residences (see details on website.) A financial deposit is requested (amount in "Practical information") for the disinfection of the accommodation after departure. Vaccination record required. Maximum of one animal per family, except for dogs of Pit Bull and Rottweiler type which may be dangerous to others (categories 1 and 2) and/or animals not considered as pets. They must be kept on a lead and cannot under any circumstances access the communal areas.

DEPOSIT

A deposit of €150 per family (€250 in VTF residences) is requested on arrival (except special cases), preferably by cheque. It is returned on the day of departure, after the check of the property and inventory. It covers the equipment made available. In the event of a departure at night-time, without inventory, the deposit will be returned subsequently minus any amount retained for which, in this case, the position of VTF cannot be disputed.

TOURIST TAX

It will be added to your stay bill, except special cases. Its amount per day and per person (+ 18 years) varies according to the sites in question.

INSURANCE

There is no individual insurance included in our rates or attached to VTF membership. Guarantee against theft only comes into effect in certain cases of breaking and entering in the buildings and within the limits set by the VTF insurer (for example, cash and jewellery are not guaranteed, or the theft of bank cards and ID documents.) If costs are covered, the refund is with deduction of the depreciation and excess. To be receivable, the declaration must be accompanied by the filing of a complaint. VTF declines all responsibility in the event of theft or damage to vehicles and their contents, even in the free and unguarded car parking made available to guests.

CANCELLATION CONDITIONS (excluding non-refundable «Packs Surprise»)

Very serious reasons may compel a family to cancel their stay. The refund terms and conditions are as follows: if the notification of cancellation is done by registered letter with recorded delivery (date of receipt providing proof). In all cases, the amount of the membership and the value of the cancellation plan remains paid to VTF.

- **more than 60 days before departure**, the deposit is refunded. VTF retains the membership amount and 3,2% of the amount of the stay with a minimum of €33 by application.

WITHOUT VTF CANCELLATION PLAN the conditions are as follows:

- between the 59th and 30th day before departure, VTF retains the deposit, equal to 30% of the stay (with a minimum of €40 or €230 according to the duration of the stay) and membership fee.
- less than 30 days before departure, the entire stay is payable.
- curtailed stay: the entire stay is payable.

WITH VTF CANCELLATION PLAN*

We offer you subscription to a cancellation plan, 3,2% of the amount of the stay (with a minimum of 33€), which covers the refunding of part of the amount paid in the event of problems on your side. Managed by VTF, it is optional and must be paid for at the same time as the booking or, at the latest, with the payment of the deposit. It allows you to enjoy, within the limits of the clauses detailed below, the refunding of the amount paid (excluding membership and cancellation plan) minus a retainer of:

- 5% of the amount of the stay with a minimum of €60 (€40 for a stay of less than 4 nights) and a maximum of €130 if the cancellation occurs between 15 and 59 days before the departure date of the stay.
- 10% of the amount of the stay with a minimum of €100 (60€ for a stay of less than 4 nights) and a maximum of €220 if the cancellation occurs less than 15 days before the departure date of the stay.

The cancellation plan comes into effect the day after the subscription and is terminated at the end of the stay in question.

Cancellation justified by

- A serious illness, a serious bodily accident or the death of yourself, your spouse or common-law spouse, your ascendants or your descendants, or your brothers and sisters. The term "serious illness" is understood to mean a change in health declared by a medical authority, of recognized competence, preventing him or her from leaving the bedroom and incurring the cessation of all activity, professional or otherwise. The term "serious accident" is understood to mean an un-intentional attack on the body of the victim, from the sudden action of an external cause and preventing him or her from all travel. Your cancellation plan guarantees you against the consequences of illnesses or accidents occurring after the subscription date.
- Serious harm (imperatively requiring your presence at the location) due to theft, fire or natural elements and affecting your main or secondary residence.
- The fact that a person of your family (spouse, ascendant or descendant) registered and the same time as you for the same application is ensured by the present contract, is cancelling for one of the guaranteed reasons listed above.

Clauses excluded from the contract

Abuse of alcohol or drugs, mental illness, intentional acts, refusal of leave or loss of/return to the job.

Notice of cancellation

You must give notice of your cancellation by registered letter with recorded delivery (date of receipt providing proof), or by email with acknowledgment of receipt (reservations@vtf-vacances.com), as soon as possible to Aix en Provence and, if you have subscribed to the cancellation plan, attach all the supporting documents that will be used to check the legitimacy of your refund request.

** IMPORTANT: «Packs Surprise» stays, all packs and flat rates are not covered by the VTF cancellation plan.*

In the event of partial cancellation of persons sharing a same accommodation or of the duration of the stay, VTF reserves the right to challenge the overall booking for reasons of schedule optimization. The conditions of cancellation for persons cancelling as well as for the remaining participants in the event of a booking not being kept are the same as those stated previously.

Failure to appear for a stay, please be aware that if, without prior notice, a family has not appeared within the 36 hours following the date confirmed for the start of the stay, this stay is considered cancelled, with no refund possible.

Modification of the holiday booking : A fee of €44 per file is charged for any change (location, participants and/or date). If the change is made less than 60 days before the stay, the cancellation conditions apply.

Cancellation of a stay due to VTF, in the event of insufficient occupancy, and for schedule optimization reasons, VTF reserves the right to offer another destination or another date up to 21 days before the stay date. If no counter-offer is suitable, the stay is cancelled and fully refunded. A letter or e-mail will be sent with recorded delivery, without you being able to claim damages. VTF can also justify a decision to cancel the stay exonerated from liability as long as VTF provides proof that the failure to execute the contract is due, among other things, to a third-party event or person.

Cancellation after purchase online, the regulatory provisions governed by Article L121-20-4-2 of the Consumer Code do not permit the right of withdrawal in the context of activities of accommodation, transport, catering and leisure.

Liability

VTF is strictly liable with regard to the purchaser for the proper execution of the obligations resulting from the contract, whether these obligations are to be executed by itself or by other service providers, without being prejudicial to its right of recourse against the latter. However, VTF can exempt ourselves from all or part of our liability by proving that the failure to perform or improper performance of the contract is attributable either to the client, or to an unforeseeable and insurmountable act of a third party unrelated to the provision of the services specified in the contract, or to a case of force majeure.

TRACKING OF THE HOLIDAY BOOKING

+ 32 (02) 546 14 10 non-premium rate number

FILES

In accordance with the IT and Liberties Act of 6 January 1978 (N° 78/17), you have the right to access and correct data concerning you. Unless you notify us of your objection, given in writing, VTF may sometimes send you contact details to other organizations.

HOUSE RULES

Staying with us implies full acceptance of the house rules, which are displayed at the reception of our holiday villages. These rules apply to everyone, without exception. Failure to comply with these rules may lead to the exclusion of the offenders, without any possible refund.

DISPUTES

All complaints related to the stay must be sent to the complaints department by email to vtfaixenprovence@vtf-vacances.com or by registered mail with acknowledgment of receipt to VTF Aix en Provence.

COMPLAINTS

After seizing the quality service by registered letter (see Disputes) and, in the absence of agreement within a period of 60 days starting from the final letter of the client contesting the reply of VTF, the consumer can seize the mediator of Tourism and Travel (MTV Médiateur du Tourisme et du Voyage BP 80 303 - 75 823 Paris Cedex 17). The contact details and conditions of referral to a mediator are available on the site www.mtv.travel

IMAGE COPYRIGHT

In the event of publication of photographic reports on the locations of your stays, you must inform us of your wish not to appear in our various annual publications.