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1. Purpose of the Program

The Romanée Group allows Members of its loyalty program to benefit from numerous advantages, listed and described below, during their stays at Romanée campsites.

These General Terms of Use (GTU) describe the terms of membership and use of the loyalty program offered by the Romanée Group to customers of the campsites falling within the scope of these GTU.

2. Definitions

Member: A customer who has joined these GTU of the Romanée Group loyalty program. The Member must be a natural person, of legal age, and legally capable of entering into contracts.

Program: The loyalty program of the Romanée Group refers exclusively to the one detailed in these GTU.

Personal Data: Refers to any personal data within the meaning of the Personal Data Regulation (as per the French Data Protection Act of 1978 and GDPR effective since 2018).

Campsite Reception: The reception is the welcome building intended to receive customers.

Rental Accommodation: Housing owned by the Romanée Group and reserved directly through one of the Group's campsites. Accommodations owned by Romanée Group partners, for which the Group's campsites do not handle reservations, are excluded.

3. Scope of Application

Campsites that do not hold rights to use the “Romanée” brand and/or are not identified as such on marketing materials, websites, or any customer-facing platforms do not fall under the Romanée Group loyalty program.

Unauthorized use of the "Romanée" brand by a campsite or any third-party business does not entitle its customers to join the Romanée Group loyalty program. The trademark “Romanée” is owned and operated by SAS Galactus Invest, 91 Cours Lafayette – 69006 LYON, registered at the Lyon RCS, Siret No. 38335109500104.

4. Enrollment in the Program

Romanée provides several ways for customers to join its loyalty program:

Customers may enroll:

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- Via the "ROMANÉE" brand website through a web form page.
- Via the websites of the campsites operated under the "Romanée" brand through a web form page.
- During their stay, by scanning a "tent card" QR code available at the campsite reception, in rental units, or upon suggestion by reception staff.

Enrollment in the Program is free and effective upon receipt of a confirmation email, which includes the member's loyalty number.

To benefit from the Loyalty Program, customers must have an account with a Romanée Group campsite.

To enroll, the customer must review and unconditionally accept these GTU.

5. Status – Points Accumulation and Management – Tier and Bonus Method

Two statuses may apply to customers based on the eligibility criteria below:

- **Silver Status**: This is the default status for any new member of the Romanée loyalty program. "Silver" status allows the client to earn 1 point for every euro spent at one of the Romanée Group campsites. (1€ spent = 1 point earned)
- **Gold Status**: This is granted to customers who have earned 5,000 points (whether used or not) since joining the Program. "Gold" status is automatically granted upon reaching the 5,000th point and remains valid indefinitely, subject to the lifetime of the loyalty program and/or changes to its terms. This status allows the Member to earn 1.5 points for every euro spent. (1€ = 1.5 points)

a. Discount Table:

1000 points	-50 euros
2000 points	-100 euros
3000 points	-200 euros
4000 points	-250 euros
5000 points	-300 euros

b. Boosters:

- **"Inter-Campsite Visit" Bonus***: Offers 200 points for each new Romanée Group campsite visited.
- **"Welcome" Registration Bonus**: Offers 100 points upon initial enrollment.

* The "Inter-Campsite Visit" bonus is valid only from the date of joining the loyalty program. Visits before that date do not qualify.

6. Use of Discounts

Loyalty discounts may not exceed 30% of the total stay cost.

Discounts do not apply to cancellation insurance fees.

These discounts are valid only for stays booked through Romanée distribution channels: the ROMANÉE brand website, Romanée Group campsite websites, Romanée Group's telephone platform, or directly at the campsite reception (by phone or in person).

Discounts apply at the time of deposit payment, subject to final booking confirmation.

7. Identity or Membership Number Theft

The Member must immediately contact the Romanée Group at:
contact@grouperomanee.com

The Romanée Group commits to suspending the point management for the Member as soon as possible to prevent fraudulent bookings. A police report must be sent within 72 hours. In all cases, the Romanée Group and its campsites cannot be held responsible for any points used while the member number was active.

8. Disputes – Consumer Ombudsman

If a Member notices that their points have not been correctly credited, they can request a correction by presenting the related paid invoice. Claims must be made within two months of the stay's end.

Claims must be sent via email to the campsite or by registered mail with acknowledgment of receipt to the campsite's head office.

In case of dispute and if no amicable resolution is found, the Member may contact a consumer ombudsman free of charge.

Designated Ombudsman:

CM2C (Consumer Ombudsman Center)

Website: <https://cm2c.net>

Mailing Address: 14 rue Saint Jean, 75017 PARIS, France

Only French law applies to these GTU.

9. Termination and Liability

a. Termination by the Member

Members may leave the Program at any time by sending an email to contact@grouperomanee.com, requesting immediate termination. Delayed termination requests will not be considered. Termination will take effect within one month of the request.

b. Termination by Romanée Group

Any breach of the GTU may result in the Member's exclusion from the Program.

c. Effects of Termination

Termination results in the cancellation of the Member's enrollment in the Program and deletion of all accumulated points, with no compensation.

10. Loyalty Program Modification

The Romanée Group reserves the right to modify these GTU at any time, or to terminate the Loyalty Program, provided that members are informed at least one (1) month in advance. This notice will be sent by email to the address provided by the Member during registration or as updated in their account.

Modification or termination of the Program does not entitle the Member to any compensation. However, if the Program is terminated, members retain their accrued benefits for twelve (12) months from the termination date.

11. Personal Data

The Romanée Group processes personal data based on the following legal grounds:

- **Legitimate interest**, in the following cases:
 - Prospecting
 - Customer/prospect relationship management
 - Event organization, registration, and invitations
 - Request handling, order processing, follow-up
 - Drafting legal documents on behalf of clients
- **Legal and regulatory obligations**, for:
 - Anti-money laundering and anti-terrorism financing
 - Combating corruption

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- Invoicing
- Accounting

Personal data is retained only for the time necessary for the operations for which they were collected, in compliance with current regulations.

- Customer data is retained for the duration of the contractual relationship plus 3 years for marketing purposes.
- For anti-money laundering purposes, data is retained for 5 years after the end of the relationship.
- Accounting data is retained for 10 years after the end of the fiscal year.
- Prospect data is retained for 3 years unless they attend a Romanée event.

Data is accessible only by authorized Romanée Group personnel.

Individuals involved have the right to access, rectify, question, restrict, transfer, or delete their personal data under GDPR and the French Data Protection Act.

They may also:

- Object to processing based on legitimate interest or for commercial prospecting.
- Define instructions for managing their data after death.

To exercise their rights:

- Email: dpo@grouperomanee.com
- Postal mail: to any Romanée Group campsite

Individuals involved may also file a complaint with CNIL.