

GENERAL TERMS OF USE OF THE HUTTOPIA EXPLORERS PROGRAMME

Huttopia Explorers is a programme exclusively reserved for loyal Huttopia customers who meet the conditions set out below. The programme offers services, advantages, and surprises for its members throughout the year.



GENERAL TERMS AND CONDITIONS

CONDITIONS FOR JOINING THE HUTTOPIA EXPLORERS PROGRAMME

Have stayed on 2 different Huttopia⁽¹⁾ sites for a total of 6 nights minimum over the past 5 years. Only paid nights booked directly with Huttopia are valid. Group stays are not valid. The customer joins the programme at the end of the qualifying stay on the second site if the condition of 6 nights minimum has been met. Customers will be informed that they have joined the programme by post and/or email, provided that they have provided Huttopia with a valid postal or email address and that they have granted Huttopia the right to contact them through these communication channels.

DURATION OF EXPLORER STATUS

The Huttopia Explorer status is valid for life. You can express your wish not to benefit from the advantages of the programme at any time by contacting Huttopia at: explorers@huttopia.com; Huttopia reserves the right to exclude any member from the Explorer programme in the event of disrespectful behaviour towards Huttopia, its customers, staff or facilities⁽³⁾.

CHANGES TO THE CONDITIONS OF THE PROGRAMME

Huttopia reserves the right to modify the conditions for entering the Huttopia Explorers programme at any time as well as the nature of the advantages offered. Huttopia reserves the right to end the programme at any time.

THE HUTTOPIA EXPLORERS CARD

You will be issued a Huttopia Explorers Card upon check-in on site so that you can benefit from the Explorers advantages on site. It allows its holder and those accompanying them to benefit from the advantages of the programme for the whole duration of their stay. It is valid for the named holder only, uniquely for the duration of the stay, for the dates indicated on the card.

DETAILS OF THE SERVICES AND ADVANTAGES OF THE HUTTOPIA EXPLORERS PROGRAMME

The Huttopia Explorers programme automatically offers exclusive services and advantages to customers who join the programme. Huttopia reserves the right to modify these services and advantages. You will be notified of these changes by email or post, provided that you have provided a valid postal or email address and granted Huttopia the right to contact you through these communication channels.

THE HUTTOPIA EXPLORERS SERVICES

Priority number

The Huttopia Explorers priority number is a telephone number exclusively for members of the programme. It ensures that your requests are treated in priority. You can use it from Monday to Friday, from 9 am to 6 pm, to make any bookings by phone or for any questions relating to Huttopia, its holidays, sites, prices, conditions, and news regarding the brand or of the Huttopia Explorers programme. Once your identity has been verified, your Explorer status will be automatically taken into account and your benefits will be automatically applied. We will remind you of your priority number in each of our Huttopia Explorers communications.

Zen Check-In

Zen Check-In is a staggered check-in procedure so that you can settle in upon your arrival, without having to wait. This check-in procedure is applicable for all stays on a Huttopia⁽¹⁾ site booked at least 48 hours before your arrive on site.

1. On your arrival day, you will receive a text message⁽²⁾ letting you know all the information you need for your Zen Check-In.
2. Upon arrival, if you do not wish to check-in straight away, you can collect your envelope in the Huttopia Explorers box at reception. This envelope will contain everything you need to access your accommodation or pitch.
3. Once you've settled in, simply go along to reception to finalize your check-in. This is when you will be given your Huttopia Explorers Card, allowing you to redeem all your on-site advantages.

Zero Security Deposit

As a Huttopia Explorers member, you will not be asked for a security deposit during your stays on Huttopia sites⁽¹⁾. This service is valid for your rental accommodation, bike hire, and on any other equipment you rent or borrow. In the event of damage, this zero security deposit service does not exempt you from paying for any necessary repairs or replacements.

THE HUTTOPIA EXPLORERS ON-SITE ADVANTAGES

The Huttopia Explorers on-site advantages are available at all the Huttopia Campsites and Villages⁽¹⁾. To benefit from them, you must present a valid Huttopia Explorers Card.

Explorers Bike Offer

As a Huttopia Explorers member, you are entitled to a 20% discount off the hire of standard and electric bikes and accessories. This offer is valid upon presentation of your Huttopia Explorers Card, at all the Huttopia sites⁽¹⁾ offering this service, outside the winter period⁽⁴⁾. The card holder as well as those accompanying them (the number of whom will be specified on the card), are all eligible for this offer.

Free Camping Card

The Huttopia Camping Card will be issued to you free of charge upon request at any Huttopia campsite in Europe. The Huttopia Camping Card is worth €19 and is valid at all Huttopia Campsites⁽¹⁾ and CityKamps in Europe. It allows you to benefit from fixed preferential rates without advance booking on pitches at Huttopia Campsites⁽¹⁾ and Citykamps in the early and late season⁽⁵⁾. The number of nights purchased at the «Huttopia Camping Card» rate will be recorded so that you can enjoy the 10th night free. To find out more, visit: europe.huttopia.com/camping-card

1 free pizza

For any stay of at least 2 nights in the summertime during the restaurant opening dates at Huttopia sites offering pizzas⁽⁶⁾, you will be offered a free pizza upon presentation of your Huttopia Explorers card. If you order more than one pizza, the cheapest pizza will be free.

Free coffee

For all stays on a Huttopia site⁽¹⁾, coffee (of your choice from the menu) is offered free with any adult meal you buy upon presentation of your Huttopia Explorers Card. This offer is valid for you and any accompanying adults only (number of accompanying people specified on the Huttopia Explorers Card).

PERSONAL DATA

The personal data collected as part of the Huttopia Explorers programme, which is stored and processed by Huttopia is necessary:

- For customer relationship management purposes.
- To send offers, content and news adapted to the member's purchasing habits and to the details declared in the member's online account.
- For carrying out statistical analyses.
- For carrying out customer satisfaction surveys.

Members' personal data may be processed by duly authorized staff at Huttopia as well as its service providers and subcontractors. We ensure that the data processing respects a level of personal data protection in line with that required by European regulations.

In accordance with Article 40 of Law n° 78-17 of 6 January 1978 known as the Data Protection Act (Loi «Informatique et Libertés»), members have the right to access, modify, rectify and delete their personal data. To exercise this right, you can make a request, clearly indicating your first names, surname, address and, if applicable, your customer account number by post to: HUTTOPIA SA Le délégué à la protection des données - Rue du Chapoly - 69290 St-Genis-les-Ollières, France by email to: donnees.personnelles@huttopia.com

- (1) Only Huttopia Campsites & Villages located in Europe.
- (2) Subject to having provided Huttopia with a valid mobile phone number and having granted Huttopia authorization to contact you by this means.
- (3) Failure to comply with the internal regulations and safety instructions, theft, damage to equipment, or any other disrespectful behaviour towards Huttopia, its customers, its employees, or its facilities.
- (4) The on-site advantages are not available in the winter at the Huttopia destinations that are open.
- (5) Validity dates vary depending on the destination (see the detailed conditions of the Huttopia Camping Card for more information).
- (6) To benefit from this offer, the stay must last 2 nights minimum in July or August and the Restaurant, Pizza-Grill or Food Trailer must be open on the Huttopia site concerned.