



# CIEL'AVANTAGE LOYALTY PROGRAMME

## Terms and Conditions

### 1. PURPOSE OF THE PROGRAMME

The purpose of the Ciel'Avantage loyalty program is to provide members with the benefits outlined below when staying at Ciela Village campsites. These Terms and Conditions describe the terms and conditions of membership in the Ciel'Avantage loyalty programme for Ciela Village Guests.

### 2. DEFINITIONS

**Ciel'Avantage loyalty account:** the loyalty account associated with the Ciel'Avantage loyalty programme,

**Member:** the customer who has subscribed to the Ciel'Avantage loyalty programme and accepted these ToS,

**Programme:** Ciel'Avantage loyalty programme,

### 3. PROGRAMME MEMBERSHIP

It is possible to join the Programme:

- By registering online at [www.cielavillage.com](http://www.cielavillage.com) under Loyalty Programme
- On the Ciela Village application
- By phone at +33 (0)422 547 355
- During a stay at one of the Ciela Village campsites, upon request at reception.

Membership in the Programme is free and effective upon receipt by the Member of an email confirming membership and providing them with their Ciel'Avantage loyalty account number.

The Programme is open to all natural persons of legal age who have the legal capacity to contract.

Each member has a unique Ciel'Avantage account number.

In order to join, the customer must take note of the ToS and accept them fully.

#### **4. USE OF THE LOYALTY ACCOUNT**

To benefit from the Programme's advantages, the Member must indicate their Ciel'Avantage account number at the time of each reservation. Compliance with these provisions is a condition for receiving Programme benefits.

#### **5. EARNING POINTS**

Earning points can begin upon joining the Programme.

Points for stays prior to joining the Programme are not retroactive.

For each stay at a Ciela Village campsite, the Ciel'Avantage loyalty account will be credited with 1 point per euro charged by the campsite to the Member.

The points are earned and available for use 48 hours after the end of the stay, provided you are a Programme Member before departure.

Stays booked on the website [www.cielavillage.fr](http://www.cielavillage.fr), or on one of the websites of the Ciela Village group's campsites, or directly with the Ciela Village group's establishments, are eligible for earning points.

Only expenses related to accommodation are eligible for earning points.

The following expenses are not eligible for earning points:

- Dining
- Room rental
- Sale of external services (ticketing, outside activities, or any other service provided by an organization other than the campsite)

The following are not eligible for earning points:

- Residents of Ciela Village group campsites
- Group bookings
- Bookings via Tour Operator
- Bookings via company employee representative committee

Welcome offer: 80 points will be credited to the Ciel'Avantage account for all new subscriptions starting March 1, 2023.

Bonus offer: As of the second stay, 80 points will be credited to the Ciel'Avantage account for any new stay at a campsite not visited since subscription to the programme based on the date of the beginning of the stay, provided that said stays have been used to earn points as of March 1, 2023.

Points earned cannot be transferred or exchanged for cash.

## 6. VALIDITY OF POINTS

The points earned are valid for 36 months from the date of the end of the stay. Each new stay extends the validity date of the remaining points credited to the member's Ciel'Avantage account by 36 months.

## 7. USING POINTS

Points earned can be converted into a discount on stays at Ciela Village campsites according to the scale below, up to a maximum of €200 per stay:

Points earned	Discount
100	€5
250	€10
500	€20
1000	€35
1500	€50
2000	€70
3000	€100
4000	€150
6000	€200

These discounts are applicable to stays booked through Ciela's distribution channels: [www.cielavillage.fr](http://www.cielavillage.fr), the group campsites' websites, by telephone or directly with the establishments of the Ciela Village network. They are effective upon payment of the deposit for the stay, subject to the stay being definitively confirmed by the establishment.

The amount of the discount granted corresponds to the maximum discount level to which the member is entitled in its entirety, within the limit of the amount of the stay.

To qualify for this discount, the Member must:

- When booking on [www.cielavillage.fr](http://www.cielavillage.fr) or on the Ciela Village application: enter their loyalty account number when entering their details and activate the discount available at the payment stage.
- When booking directly with the campsite: indicate their Ciel'Avantage account number when booking
- In the case of a non-reserved stay: indicate the Ciel'Avantage account number upon arrival at campsite reception

The following services are not eligible for use of points:

- Dining

- Room rental
- Sale of external services (ticketing, outside activities, or any other service provided by an organization other than the campsite)

Stays may be booked using loyalty points during the opening period of the campsites, except from 05 July 2025 to 30 August 2025.

Points cannot be used for booking Tribe and Exception accommodations.

Loyalty points cannot be cumulated with any other promotional offer.

Points cannot be used for an ACSI booking.

In the event of cancellation of the stay, the points debited upon booking the stay for a discount cannot be refunded.

## **8. CLAIMS REGARDING OPERATION OF THE Ciel'Avantage PROGRAMME**

If a Member finds that their points have not been properly credited, they may request that the points balance be adjusted upon presentation of their paid invoice within 2 months of the claim by email to: [callcenter@cielavillage.com](mailto:callcenter@cielavillage.com)

## **9. CLAIMS RELATING TO**

### **9.1. Termination by the Member**

The Member may decide at any time to no longer be part of the programme. To do so, the Ciel'Avantage programme member must send an email to [callcenter@cielavillage.com](mailto:callcenter@cielavillage.com) indicating that they wish to terminate their membership. They will be removed from the programme in the month following the request.

### **9.2. Termination by Ciela Village**

Any use contrary to the Ciel'Avantage terms and conditions may result in removal of the Member from the Ciel'Avantage programme at the initiative of Ciela Village.

### **9.3. Effects of Termination**

Termination ends the Member's enrollment in the Ciel'Avantage Programme and deletes all points accumulated as of the date of termination, and no compensation may be requested by the Member.

## **10. PROCESSING OF PERSONAL DATA**

To learn more about the processing of your personal data and your rights, please see our Data Protection Policy [here](#).

## **11. PROCESSING OF PERSONAL DATA AND APPLICABLE LAW**

Membership in the Programme implies the Member's full acceptance of the terms and conditions.

These Terms and Conditions are subject to change.

The Member will be informed of the new terms and conditions by any appropriate means (website, email, communication posted in Ciela Village establishments etc.) within thirty (30) days before their entry into force so that they may terminate their membership during this period. In the absence of termination and at the end of this thirty (30) day period, the new terms and conditions will prevail over any previous version and will be applicable.

The present Terms and Conditions prevail over any previous text.

In the event of a dispute between the Member and Ciela Village that is not amicably resolved, the Member shall bring the matter before the competent court.