

## **GENERAL TERMS AND CONDITIONS OF USE OF THE LOYALTY PROGRAM “FRIENDS” BY CENTER PARCS**

### **1. PURPOSE**

The “FRIENDS” loyalty program (hereinafter the ‘Friends Loyalty Program’) has been created by Center Parcs (hereinafter “Center Parcs”) to reward its guests (hereinafter the “Guest(s)”) by granting them various benefits (hereinafter the “Benefit(s)”) detailed below.

The Friends Loyalty Program is free and available to all eligible Guests (see Article 2) upon booking their first stay (hereinafter the “Stay”) at one of the Center Parcs vacation parks (hereinafter the “Park”). Unless they subsequently unsubscribe from the Friends Loyalty Program, Customers are automatically enrolled in the Program upon booking their first Stay.

When Guests no longer want to enjoy the benefits of this program, they can unsubscribe from the Friends Loyalty Program via the provided link in their “My Center Parcs” Guest Area (hereinafter the “My Center Parcs” -environment) on the Center Parcs website.

These general terms and conditions of use (hereinafter “GTCU”) detail the conditions of operation of the Friends Loyalty Program and the allocation of Benefits; they are available in the “My Center Parcs” - environment and are enforceable on all persons benefiting from the Friends loyalty program.

The Friends Loyalty Program rewards Guest bookings by awarding badges (hereinafter the “Badge(s)”) offering exclusive Benefits depending on the achievement of certain levels (hereinafter the “Levels”). The terms and conditions for awarding Badges, Levels, and the Benefits attached to them are detailed below.

### **2. CONDITIONS FOR PARTICIPATING IN THE PROGRAM**

Only natural persons of legal age who are not subject to any legal protection measures may participate in the Friends Loyalty Program.

The following individuals are not eligible to benefit from the Friends Loyalty Program Benefits: employees of CP Holding and all its subsidiaries, service providers hosted as part of a contractual agreement, Program partners offering the Benefits, indirect Guests, Guests of Sunparks Parks, owners of cottages built in the Parks, and visitors with a day pass.

Center Parcs reserves the right to exclude from the Friends Loyalty Program any Guest who does not meet the conditions of the Terms and Conditions.

Badges are awarded solely and exclusively to the holder of the Guest Account through which the Stay(s) are booked.

To benefit from the Friends Loyalty Program, the Guest must have booked a Stay on the website [www.centerparcs.eu](http://www.centerparcs.eu) or through one of the Center Parcs Guest care centers.

Reservations made before this date remain subject to the General Terms and Conditions of Sale and to the loyalty program applicable at the time of booking and do not grant retroactive access to the new Friends Program.

The Friends Loyalty Program applies to all Center Parcs Parks operated by the companies referred to in Article 11, with the exception of the Terhills Park (Belgium).

If the above conditions are met, the Guest will be able to benefit from the Program Benefits

### **3. PROGRAMME DEDICATED AREA FOR LOYALTY**

Guests will be able to access a dedicated area via their My Center Parcs environment containing all information relating to the Friends Loyalty Program and concerning them, including Badges obtained, Levels validated (or to be achieved), Benefits earned and how to use the Benefits.

### **4. OBTAINING BADGES**

Each Guest is automatically granted a “First Bud” Badge upon their first booking, provided that the Stay is booked through the eligible channels and is effectively completed by the Guest.

The other Badges and associated Levels will be unlocked in accordance with the following criteria:

- Adventurous Spirit Badge:
  - Level 1: 02 Stays completed.
  - Level 2: 07 Stays completed.
  - Level 3: 15 Stays completed.

Each Level will be validated the day after the end date of the Guest's Stay, i.e. the day after the last day of the 2nd, 7th and 15th Stays.

- Horizon Seeker Badge:
  - Level 1: two Stays booked in two different countries.
  - Level 2: four Stays booked in four different countries.

The relevant Level is valid on the day of the Guest's booking for a Stay in a second different country and in a fourth different country, provided that the Stay is actually completed.

### **5. NATURE OF BENEFITS**

The allocation and use of Benefits depend on the Badges obtained and the Levels unlocked by the Guest. Benefits are allocated subject to availability. Benefits will be offered within My Center Parcs and may be subject to an expiry date and specific terms and conditions of use.

Center Parcs cannot guarantee the availability of the Benefits. In the event of unavailability, Center Parcs will offer the Guest a similar Benefit, except in the case of the preferred cottage location benefit and the on-park collectible Benefits, for which stock is not extendable.

Benefits cannot be exchanged and/or refunded. They are not a currency of exchange.

Benefits cannot be transferred to a third party, even if they are part of the Guest's entourage.

It is expressly stated that Benefits cannot be used for the Stay that enabled them to be acquired, but only for the Guest's next Stay.

The Friends Loyalty Program allows the Guest to enjoy Benefits based on each Badge and the validated Level:

- Dedicated offers and promotions;
- Offers and gifts from Center Parcs partner companies;
- Early access to sales openings;
- Early arrival at the Park;
- Collectibles by Park;
- Preferred Location;
- Activity credits;
- Voucher;
- Surprises.

For further information on the details of the Benefits, the Guest is invited to refer to the communications sent as part of the Friends Loyalty Program.

The Benefits granted as part of the Friends Loyalty Program are neither exchangeable nor refundable and cannot give rise to any financial compensation, including in the event of non-use.

## **6. USE OF ACQUIRED BENEFITS**

All Benefits offered under the Friends Loyalty Program are subject to availability and may be amended, suspended or withdrawn by Center Parcs at any time, without prior notice.

The detailed terms of use of the Benefits, including their conditions of validity and applicability, will be communicated to Guests by email or by post.

### **1. Offers and promotions**

The Guest benefits from occasional special offers, discounts, or exclusive promotions. To The Guest will occasionally benefit from special offers, discounts or exclusive promotions. To redeem such Benefit, the Guest must enter the code communicated by email or post following

the Stay that generated entitlement to the Benefit. This code will be valid for the Guest's next Stay.

In the event that the code is incorrectly entered at the time of booking, an error message will be displayed and the offer cannot be applied retroactively.

## 2. Offers and gifts from Center Parcs partner companies;

The Guest will benefit from special offers or gifts provided by Center Parcs' partners. The access conditions (including promotional codes, dedicated links or collection procedures) are communicated by email or by post. The Guest is required to comply with these procedures in order to benefit from the offers.

The partners remain solely responsible for the proper performance of the services or for the delivery of the gifts.

## 3. Early access to sales openings

The Guest will benefit from exclusive early access — several days before their public release — to certain special Center Parcs offers.

These offers are communicated by email or post and may require the entry of a promotional code at the time of booking.

Such offers are occasional, not guaranteed, cannot be combined with other promotions and are subject to availability.

In the event that the code is incorrectly entered at the time of booking, an error message will be displayed and the offer cannot be applied retroactively.

## 4. Early arrival at the Park

The Early Check-in Benefit allows the Guest to access their cottage prior to the standard arrival time. It must be booked in advance, either at the time of the initial reservation or subsequently via My Center Parcs. In certain cases, it may be applied automatically depending on the Guest's Level.

However, it is not available for Stays in the Villages Nature Paris (FR) and Terhills Resort (BE) Parks, for cottages accommodating more than 8 persons in all European Parks, nor for the following types of accommodation: all themed cottages in the European Parks, Wellness hotel suites (Park Zandvoort), and New-Generation cottages (Bispinger Heide).

It is subject to a limited quota per Park and, in the event of unavailability, it cannot be offered.

## 5. Collectibles by Park

As part of the Friends Loyalty Program, the Guest will receive collectible items. To collect it, simply present yourself at the Shop & Smile store, except at the Domains Park Bostalsee (DE), Les Landes de Gascogne (FR), Parc Sandur (NL) and Nordborg Resort (DK), where the gift must be collected directly at the reception. The on-site team will verify eligibility and will hand over the collectible item to the Guest, subject to availability.

## 6. Preferred Location

The Guest will benefit from promotional offers including free preferred cottage location. In such cases, the Guest will have the possibility to select their preferred area or cottage number. These preferences will be taken into account where possible, but cannot be guaranteed.

## 7. Activity credits

A credit of fifteen (15) euros including all taxes is granted for any booking of a minimum of two nights in the Parks located in France, Belgium, the Netherlands, Germany or Denmark (excluding Terhills Resort – Belgium). The list of available activities is non-contractual and may vary depending on the Domain or be modified without prior notice. The activity credit is strictly excluded for Spa Deep Nature and Gametown activities.

The credit is personal, non-transferable and valid only during the Stay.

It is non-refundable, non-exchangeable and cannot be transferred to another Stay.

It may be used for on-site activities, subject to availability and according to the payment methods accepted within the Park.

## 8. Voucher

After every fifteen (15) Stays, the Guest will receive a voucher of up to eight hundred (800) euros including all taxes, valid for twelve (12) months for a future booking.

This voucher may be used for a Stay or for certain activities directly on the Park. It is personal, non-transferable and non-refundable. The voucher may be used for all Center Parcs offers, with the exception of offers provided by partners, to which it cannot be applied.

The code linked to the voucher must be entered at the time of booking, whether the reservation is made via the Center Parcs website or through the Customer Care Center.

If a stay booked with this voucher is cancelled, our normal cancellation conditions apply. If you are entitled to a refund, you will receive a new voucher for this refundable amount in your My Center Parcs environment, with the same validity period as your original voucher.

## 9. Surprises

The Guest will occasionally receive personalised surprises during their Stay, communicated by email or on the Park.

They are not guaranteed, are non-exchangeable, non-refundable and cannot be combined with other Benefits.

## **7. MODIFICATION OF THE TERMS OF USE OR TERMINATION OF THE FRIENDS LOYALTY PROGRAM**

Center Parcs reserves the right, at any time, to modify these Terms of Use, including the terms and conditions for awarding Badges and Levels and the nature of the Benefits attached to them. Center Parcs may also decide to terminate the Friends Loyalty Program. Center Parcs will inform Guests of this by sending an email.

Any changes to the Terms and Conditions are deemed to have been accepted by Guests if no written objection is sent by email to Guest Services within 30 days of notification. Refusal to accept changes to the Terms and Conditions will result in the Guest's exclusion from the Program.

## **8. COLLECTION OF PERSONAL DATA AND PROCESSING ACTIVITIES**

The information collected when subscribing to the Program, is processed by CP DISTRIBUTION and CENTER PARCS EUROPE BV, acting as joint controllers.

**Purposes:** The data is collected to ensure the proper management of the Friends Loyalty Program and to provide you with all of its features, including the Advantages.

**Data processed:** The information marked as mandatory with an asterisk is required for (i) registration and participation in the Friends Loyalty Program and (ii) the provision of personalized information for the purpose of awarding Badges, Levels, and Advantages. Failure to provide information marked as optional will not affect participation in the Friends Loyalty Program, although it may limit the relevance of the Advantages awarded.

**Recipients:** The information collected will be stored, processed, and transferred by Center Parcs to its internal departments, acting on behalf of several entities of the Pierre & Vacances Center Parcs Group (meaning PIERRE & VACANCES SA and its subsidiaries) and to the Program Partners responsible for delivering the Advantages. These Partners will only be able to access Guests' personal data for the aforementioned purposes, and following instructions from the internal departments of the Pierre & Vacances Center Parcs Group (hereinafter "PVCP Group"). Data will not be transferred outside the European Union.

Should a Guest object to the collection, storage, or transfer to recipients, whether abroad or not, of their personal data necessary for the management of the Friends Loyalty Program, Center Parcs and its Partners wouldn't be able to provide the Advantages offered by the Friends Loyalty Program. Each Guest has a strictly personal right to access, rectify, and object to information concerning them for legitimate reasons. This right may be exercised by submitting a request via the online section: <https://contactariane.com> or by sending a letter, by registered letter with acknowledgment of receipt, to Groupe Pierre & Vacances Center Parcs - DPO Service - 11, rue de Cambrai - 75947 Paris Cedex 19.

The collection and processing of personal data as detailed above is carried out in accordance with Center Parcs' personal data protection policy, [accessible here](https://www.centerparcs.eu/in-en/cookies-and-data-protection-policy_ms):  
[https://www.centerparcs.eu/in-en/cookies-and-data-protection-policy\\_ms](https://www.centerparcs.eu/in-en/cookies-and-data-protection-policy_ms).

## **9. LIMITATION OF LIABILITY AND WARRANTY EXCLUSIONS**

Center Parcs undertakes to take particular care to ensure that the information relating to the Friends Loyalty Program is accurate and to keep it regularly updated. However, incorrect information or omissions may occur, particularly due to typographical or layout errors. If the Guest notices any errors, they are invited to report them so that the appropriate corrections can be made.

Center Parcs cannot guarantee uninterrupted access to the Friends Loyalty Program area, nor can it guarantee that there will be no errors. The service may be interrupted due to maintenance or repairs, or as a result of software problems, Internet service disruptions, or other unforeseen circumstances.

Center Parcs cannot be held liable for (i) any damage arising from or in connection with the Benefits provided or to be provided by its Partners; (ii) any damage resulting from changes to the GTC or the termination of the Friends Loyalty Program.

In the event that Center Parcs or one of its Partners has wrongfully refused a Benefit to a Guest: a claim for the granting of the unduly refused Benefit may be made to Guest Relations via the online section: <https://contactariane.com> or by registered letter with acknowledgment of receipt to Groupe Pierre & Vacances Center Parcs - Service Relations Guestèle APS - 11, rue de Cambrai - 75947 Paris Cedex 19.

Any fraud or non-compliance with the GTC by a Guest may result in their exclusion from the Program; Center Parcs reserves the right, where applicable, to take appropriate legal action against them.

## **10. PREVALENCE OF THE TERMS OF USE**

These Terms of Use supplement Center Parcs' current General Terms and Conditions of Sale (T&C's), which are available on its website and take precedence over these Terms of Use in the event of any contradiction. You were made aware of and accepted the T&C's when you initially booked your Stay.

They can be consulted at any time on the CENTER PARCS website [via this link](https://www.centerparcs.eu/in-en/general-terms-use_ms):  
[https://www.centerparcs.eu/in-en/general-terms-use\\_ms](https://www.centerparcs.eu/in-en/general-terms-use_ms).

These Terms of Use, published on December 1, 2025, cancel and replace any previous version.

## **11 – GENERAL INFORMATION**

The Program is managed by **CENTER PARCS EUROPE BV**: a Dutch law company whose registered office is located at Rivium Boulevard 213, 2909 LK (Postbus 5052, 2900 EB) Capelle aan den IJssel, the Netherlands, registered under number BCE 34136068. Intra-Community VAT identification number: NL 80907376601. APE 7912Z.

Center Parcs (Operating Company) Limited and the parks it operates in England and Ireland are not part of the Friends Loyalty Programme. The vouchers that can be earned are not valid for the Terhills Resort by Center Parcs park in Belgium.