



TERMS & CONDITIONS OF SALE

(in addition to the Group's General Terms and Conditions of Sale and our Internal Regulations)

Lac'Cro Parc offers outdoor activities: tree climbing and a play area for children aged 2 to 8. Anyone entering the park who does not wish to participate in our activities must pay a 'VISITOR' entrance fee for ages 8 and up or a 'Lac'Cro Baby' entrance fee for ages 2 to 8. This is the minimum entrance fee required to access all of our facilities.

1. Purpose

Our goal is to create life-size memories together.

These general terms and conditions define the terms, rights and obligations of Lac'Cro Parc in relation to customers acting as consumers of leisure activities. These terms and conditions are systematically brought to the customer's attention at the time of any order for services. Booking with Lac'Cro Parc implies the customer's unreserved acceptance of these GTC. The customer must also have read the Internal Regulations, which supplement the GTC. Groups must also read the Group GTC, which are sent to them by email and/or available on our website.

These general terms and conditions of sale apply to all bookings made online, via our booking platform and that of our partners.

2. Responsibility

You agree to comply with the service and schedule. In the event of a delay, we cannot guarantee the time of your pick-up or that there will be sufficient time to complete all the activities included in your chosen package before the park closes. No compensation will be given for any delays.

Our team will supervise and ensure that the activity runs smoothly. Before each activity begins, the relevant safety instructions will be explained. It is mandatory to follow these instructions, even for those who have practised recently.

Our activities do not pose a high risk, but they do require a minimum level of physical fitness. You therefore agree not to endanger yourself and/or others and not to aggravate your state of health.

Our staff reserves the right to interrupt a service at any time for safety reasons or to refuse access to a participant who represents a danger to themselves or others. This action will not be subject to any refund.

Each participant or group of participants is responsible for the equipment entrusted to them during the activity. If damage or destruction of the equipment is found to be the result of negligence, deliberate action or failure to follow the instructions given during the briefing, the equipment will be charged for.

3. Security (see internal regulations - available on our website)

4. Insurance

In accordance with legislation, Lac'Cro Parc has professional civil liability insurance. However, we cannot replace the individual civil liability of each participant. Under no circumstances can we be held responsible for the loss, theft or damage of personal belongings (including in the car park). Lockers are available within the park: free unsecured lockers or secure lockers for a fee (€2 + €3 deposit).

5. Purchase admission ticket

-On site: we accept credit cards and contactless credit cards, paper ANCV vouchers and ANCV Connect vouchers, and cash.

PLEASE NOTE: cheques are not accepted.

-Online via our booking platform on our website: www.laccroparc.com

-Online via our partner Funbooker

6. Booking

A - Booking by phone

Given the number of calls we receive and our active and necessary presence in the park, we cannot guarantee that reservations made by telephone will be taken. Our answering machine is not a booking tool..

B – Booking online

Important: You have two options for finalising your booking: online payment or payment on site.

The customer chooses the services presented on our booking platform. They acknowledge that they have read and understood the nature, destination and booking terms and conditions of the services available on our booking platform and that they have requested and obtained the necessary and/or additional information to make their booking in full knowledge of the facts. The customer is solely responsible for their choice of services and their suitability for their needs, and we cannot be held liable in this regard. The booking is deemed to have been accepted by the customer at the end of the booking process.

The choice of package may be adjusted on the day of the activity if the size does not correspond to the package.

If the choice is for a higher package, the additional charge will be made at the park reception on the day of the activity. If the choice is for a lower package, a credit note will be issued for the difference and will be valid and usable only on the day of the activity (also valid at our

point of sale).

B1 - Online booking process

Reservations made by the customer are made using the electronic booking form available online on our booking platform. The reservation is effective upon receipt of the booking form. The customer undertakes to complete the information requested on the booking request. The customer certifies the truthfulness and accuracy of the information provided.

Online payment: After the final choice of services to be booked, the booking procedure includes entering credit card details in the event of a guarantee or prepayment request, and consulting and accepting the general terms and conditions of sale.

Payment on site: After the final choice of services to be booked, the booking procedure does not include entering credit card details. The total amount of the booking must be paid on site upon arrival (using the accepted payment methods mentioned above).

B2 - Accusé de réception de la réservation en ligne

Notre plateforme de réservation accuse réception de la réservation du client par l'envoi sans délai d'un courrier électronique. Dans le cas de la réservation en ligne, l'accusé de réception de la réservation par courrier électronique récapitule l'offre de contrat, les services réservés, les prix, les conditions de ventes afférentes au tarif sélectionné, acceptées par le client et la date de réservation sélectionnée.

C - Cancellation or modification by the customer

The customer is reminded, in accordance with Article L. 121-21-8 12° of the Consumer Code, that they do not have the right of withdrawal provided for in Article L. 121-21 of the Consumer Code.

In the event of cancellation for persons who have booked by telephone.

The activity may be postponed by specifying the date and time of your next visit.

In the event of cancellation for online bookings made via the website, for which payment has been made in full:

The booking may be cancelled without penalty more than 7 days before the date of the service. All sums paid by the customer will be refunded. The date may be postponed without compensation.

From the 7th to the 3rd day inclusive prior to the date of the service, 30% of the total amount will be retained.

From the 2nd day to the day before the date of the service, 50% will be retained.

In the event of a no-show on the day of the service, 100% will be retained.

In the event of cancellation for birthday and stag/hen party bookings, for which a deposit is required:

From the 7th to the 3rd day inclusive prior to the date of the service, 5% of the total amount will be retained.

From the 2nd to the day before the date of the service, 15% of the deposit amount will be retained.

In the event of a no-show on the day of the service, the entire deposit, i.e. 30%, will be retained.

A POSTPONEMENT IS POSSIBLE WITHOUT ADDITIONAL CHARGES DURING THE SAME SEASON.

D. In the event of cancellation on our part

For exceptional reasons beyond our control (weather conditions, fire, natural disasters, force majeure, etc.), we may be unable to accommodate you. In such cases, we will automatically offer you another date for the service if possible, or a refund if this is not possible.

7. Gift voucher

Gift cards can be ordered and paid for online on our platform www.laccroparc.com. Payment is made directly online. The card is received by email. It is valid for one year from the date of purchase. No extensions will be granted. Once the expiry date has passed, the voucher will no longer be accepted. Gift vouchers that have expired cannot be refunded.

87. Responsibility

The photographs presented on our booking platform are contractual. Every effort is made to ensure that the photographs, graphic representations and texts reproduced give as accurate an overview as possible of the services offered, but variations may occur between the time of booking and the day of the service.

Lac'Cro Parc cannot be held responsible for the poor performance of the booking tool, due to a third party, due to the customer, in the event of unauthorised prepayment by the cardholder's bank. Any booking or payment that is irregular, ineffective, incomplete or fraudulent for reasons attributable to the customer will result in the cancellation of the order at the customer's expense, without prejudice to any civil or criminal action against the latter.

9. Complaints

Any incident or dispute may, at the request of the parties, give rise to a joint expert assessment within eight days at the expense of the claimant. Any complaint must be made no later than one month from the date of issue of the invoice.

10. Price

The prices for booking services are indicated before and during the booking process. Prices are confirmed to the customer in euros, including VAT, and are only valid for the period indicated on the booking platform. If Lac'Cro Parc is debited in a currency other than that confirmed on the booking, the exchange fees are payable by the customer. All bookings, regardless of their origin, are payable in euros.

Unless otherwise stated on the booking platform, additional services are not included in the price. Prices include VAT applicable on the date of the order and any change in the applicable VAT rate will be automatically reflected in the prices indicated on the invoice date. Any modification or introduction of new legal or regulatory taxes imposed by the competent authorities will be automatically reflected in the prices indicated on the invoice date.

11. Online payment

The customer provides their bank details as a guarantee for the booking, except in the case of special conditions or rates, by credit or private card (Visa, Mastercard, etc., depending on the options offered by the Lac'Cro Parc booking platform), entering the following information directly in the field provided for this purpose (secure SSL encryption): the card number, without spaces between the digits, as well as its expiry date (it is specified that the bank card used must be valid at the time of consumption of the service) and the security code. Lac'cro Parc has chosen a secure booking system for online payments by bank card. The validity of the customer's payment card is verified. The payment card may be declined for several reasons: stolen card, blocked card, limit reached, input error, etc. In the event of a problem, the customer must contact their bank on the one hand, and Lac'Cro Parc on the other, to confirm their booking and payment method. The total amount must be paid to confirm the booking of an activity.

For birthdays and stag/hen parties, a deposit of 30% of the total cost must be paid to confirm the booking of an activity. The balance will then be paid on site on the day of your arrival.

For individuals who have not booked via our website, payment will be made on arrival at the park reception.

12 Respect for privacy and personal data

The customer is informed, on each of the personal data collection forms, of the mandatory or optional nature of the responses by the presence of an asterisk. The information processed is intended for Lac'Cro Parc and its service providers (in particular online payment providers). The customer authorises Lac'Cro Parc to communicate their personal data to third parties on condition that such communication is compatible with the performance of the operations incumbent on the booking system under these general terms and conditions and in accordance with the Customer Charter for the Protection of Personal Data. In particular, when paying online, the customer's bank details must be transmitted by the payment service provider to the establishment's bank for the performance of the booking contract. The customer is informed that this transfer of data may therefore take place in foreign countries that do not have adequate personal data protection within the meaning of the French Data Protection Act. However, the customer consents to this transfer, which is necessary for the execution of their booking. Guidap SAS, in their capacity as professionals, have undertaken to the establishment to take all security measures and respect the confidentiality of data for such data transfers. See website – legal notices: www.laccroparc.com

13. Evidence agreement

Entering the required bank details and accepting these terms and conditions and the voucher or booking request constitutes an electronic signature which has the same value between the parties as a handwritten signature. The computerised records stored in the IT systems will be kept under reasonable security conditions and considered as proof of communications, orders and payments between the parties. The customer is informed that their IP address is recorded at the time of booking.

14. Force majeure

Force majeure refers to any event external to the parties that is both unforeseeable and insurmountable and prevents either the customer or Lac'Cro Parc from fulfilling all or part of their obligations under the contract. Cases of force majeure or fortuitous events are those usually recognised by the jurisprudence of French courts and tribunals. Neither party shall be liable to the other party for any failure to perform its obligations resulting from an event of force majeure. It is expressly agreed that force majeure shall suspend the performance of the parties' reciprocal obligations and that each party shall bear the costs arising therefrom.

15. Dispute resolution

These General Terms and Conditions of Sale are governed by French law without prejudice to any mandatory protective provisions that may apply in the country of residence of consumers.

Entire Agreement

These General Terms and Conditions of Sale, the internal regulations, the terms and conditions of sale for the rate reserved by the customer, and the booking request express the entirety of the obligations of the parties. No general or specific conditions communicated by the customer may be incorporated into these general terms and conditions. The documents forming the contractual commitments between the parties are, in descending order of priority, the booking request (including the specific conditions of the rate booked) and these general terms and conditions. In the event of any contradiction between the booking form and the general terms and conditions, the provisions appearing on the booking form shall be the only ones applicable to the obligation in question. These general terms and conditions of sale via the internet may be modified and/or supplemented by the establishment at any time. In this case, the new version of the general terms and conditions of sale via the internet will be posted online by the establishment. As soon as it is posted online, the new version of the general terms and conditions of sale via the internet will automatically apply to all customers.