



General conditions of use of the ViaNaturaPass loyalty program on the 1st December 2022.

Article I. Purpose

The purpose of the ViaNaturaPass loyalty program (hereinafter referred to the « Program ») is to allow the members of the program (hereinafter referred to the « Members») to have access to exclusive offers of the Via Natura campsites described below.

The Program is implemented by the Via Natura association, whose head office is located at 11310 Saissac.

Each holder declares that he has read carefully these general conditions and accepts them fully and completely. These general conditions are subject to change and may evolve over time. This loyalty program only concerns stays booked directly with the Via Natura's campsites members, no reservations made by any tour operator or other partner, will be included in the offer.

The Via Natura Association may end the loyalty program by ceasing at any time to offer its customers any new membership.

To activate your loyalty card, make it effective and to enjoy these advantages, you must have made the request before making the reservation. The loyalty card will be activated from your second stay in a Via Natura's campsite member.

Article II. Membership of the program

1. Steps to be taken

Membership of the ViaNaturaPass loyalty program can only be done in a coming member of Via Natura. There are two ways for guests to sign up for the program during their stay.

Solution 1: The customer can fill in a paper form

Solution 2: The customer can fill in a digital form on a tablet or a workstation provided.

The campsite will have to give the loyalty card immediately by indicating on the form the number of the card given.



2. Conditions

The same customer (same name, surname, date of birth and postal address) can only join the program once. A valid individual e-mail address is not accepted for two members.

When applying for a loyalty card, a member will be asked to provide some informations.

Any changes of address, name or any information that may be required must be notified to the Via Natura as soon as possible.

The card is strictly personal. It cannot be sold or rent. Each card is associated with a unique loyalty member, a unique e-mail address and a single member.

In addition, the member must be able to present a valid identity document. The card exists in a paper and digital version. Membership of the program is non-refundable. The participation in the program is valid for 3 years from the date of membership. After 3 years, the member may request to rejoin the program.

In case of loss or theft, the card can be replaced for 1€. A new card will be given for free when the previous one is completely used, if the membership is still valid.

The membership is entitled to stop participating in the program at any time by notifying his decision by e-mail at: contact.vianaturapass@gmail.com.

Article III. operation of the program

1. Benefits

To enjoy the advantages of the loyalty card, you must have spent at least one stay at one of the campsites of the Via Natura Association and be a holder of the ViaNaturaPass loyalty card. The permanent advantages are as follows:

An Early booking offer

A little extra

A Family offer

A preferential rate on a pitch in mid-season

In 2023, these advantages are as follows:

Early booking offer * 1 day (in November 2023) « up to 20% discount on your stay of 2 nights minimum (accommodation or pitch).

The dates of stay cannot be changed. The discount rate for each campsite to be



consulted on www.vianaturapass.com. The member receives a promotional code by e-mail or phone, on the day of the offer for the online booking.

Priority on the choice of your pitch

The campsite members of the Via Natura commit themselves to book you their best pitch that corresponds to your request among it is available at the time of booking. The member of the ViaNaturaPass has an advantage in the choice of his pitch over a non member.

TRIBU (FAMILY) offer

50% off the child rate from the 3rd child upwards. Offer valid throughout the season for a reservation of a camping pitch. The reduction is applied to the «child » or « additional person » rate for children from 2 to 17 years old from the third child onwards (2 to 17 years old).

A little extra reserved by the campsite on your arrival (terroir experience, extra service, discount on duration...)

Preferential rate on your pitch in mid season

The offer is valid on presentation of the ViaNaturaPass card on the pre-determined dates and a unique rate for each campsite. The preferential rate and the validity dates of the offer can be found on www.vianaturapass.com
Included in the price: pitch, 2persons, car+caravan or car+tent or camper, 6A electricity, one dog, if the campsite accepts dogs.

Not included: tourists tax, environmental tax, ecotax.

* non cumulative offers.

All the annual offers and special conditions of each campsite can be consulted on www.vianaturapass.com

2. Modification

The program may be suspended, modified or cancelled, in whole or in part, at any time at the Via Natura's initiative. The members will be informed by the receipt of an e-mail (provided that the e-mail address communicated by the member is still valid). No modification, suspension or cancellation of the program shall not entitle the member.



Article IV. Campsites

1. Campsites members of the program

The program is valid at the Via Natura's campsites the day of the reservation and the stay, the list appears on the website www.lavianatura.fr. This list is regularly updated. The member is invited to check the participation of the campsites where they wish stay. If an establishment leaves the Via Natura association after the reservation, but before the stay, the advantages of the card will no longer be valid during your stay.

2. Complaints

Each member of the program must present his loyalty card on the arrival at the campsite by communicate his unique number when booking their stay. All complaints must be sent by e-mail: contact.vianaturapass@gmail.com

Article V : Use of datas

The informations obtained from members are intended for the association La Via Natura Association in the context of the use of the ViaNaturaPass loyalty program. These datas are stored by the Via Nature for the duration of the membership of the loyalty program.

The informations on the registration form is mandatory. The membership cannot be taken into account of these mandatory details have not been filled in. The program member accepts that his details can be used to send newsletters unless if he objects by e-mail at: contact.vianaturapass@gmail.com