



Hôtel l'Elysée  
Val d'Europe

## Our General Terms and Conditions for members of the Fid'Elysée Program

1. Membership in the Fid'Elysée program and the benefits derived from it are at the sole discretion of the Hôtel l'Elysée Val d'Europe.
2. No specific duration has been set for the Fid'Elysée program. The program will continue to exist until Hôtel l'Elysée Val d'Europe decides to terminate it. This may happen at any time, with or without notice. From the date of this announcement, members will have 12 months to continue earning points and redeem them for rewards. This means that Hôtel l'Elysée Val d'Europe may revoke members' rights to earn points and claim rewards 12 months after the announcement of the program's end, regardless of the amount with which members participate in the program.
3. Hôtel l'Elysée Val d'Europe reserves the right to add, change, remove, or otherwise modify the rules, procedures, conditions, benefits, and rewards related to the program at its sole discretion with or without notice, even if the changes affect the value of points already earned or reward certificates or confirmations already issued.
4. Only adults can be admitted as members of the Fid'Elysée program. Companies, associations, and groups cannot participate in the program. However, points can be jointly collected through a partner account.
5. By joining the program, members acquire the right to collect points that can be redeemed for various types of rewards in accordance with the program's terms and conditions.
6. Hôtel l'Elysée Val d'Europe reserves the right to temporarily suspend or terminate a member's membership if they use the program in a way that is inconsistent with the terms and conditions or the purpose of the program or its individual parts. This includes, in particular, the redemption of rewards and the use of vouchers. Hôtel l'Elysée Val d'Europe also reserves the right to terminate a member's membership at its sole discretion if Hôtel l'Elysée Val d'Europe believes or has good reason to believe that the member: has violated applicable local or federal laws, rules, or regulations; has violated these program terms and conditions; has been involved in fraudulent or dishonest conduct, theft, intentional wrongdoing, or other misconduct in connection with their account, including the redemption of rewards or the use of vouchers or other member benefits; has behaved in an abusive, deceptive, disruptive, inappropriate, offensive, or hostile manner toward Hôtel l'Elysée Val d'Europe, its guests, or its employees, whether physically, verbally, or in writing; has not paid their bills or other amounts due to Hôtel l'Elysée Val d'Europe.
7. This termination of membership may result in the loss of all accumulated points. In addition to revoking membership, Hôtel l'Elysée Val d'Europe is entitled, at its sole discretion, to take appropriate administrative and legal measures, including criminal prosecution.
8. The sale or exchange of Fid'Elysée points or other benefits is prohibited.
9. For members who have no activity on their account for a period of 24 consecutive months, all accumulated points will expire. Additionally, the member will revert to the Apprentice Hero level. The member may then start collecting points again if they wish.
10. Each member is responsible for staying informed about the program's terms and conditions and the current point balance of their account.
11. Each member is responsible for selecting secure account access data and keeping it confidential. If the member breaches security rules, Hôtel l'Elysée Val d'Europe assumes no responsibility for unauthorized access, collection, or redemption of points by the member and other unauthorized account activities resulting from it. Moreover, Hôtel l'Elysée Val d'Europe is not required to refund members for redeemed points or other damages or losses resulting from unauthorized access.
12. Hôtel l'Elysée Val d'Europe cannot be held responsible for the incorrect or inaccurate transmission of members' contact details.