

General Terms and Conditions for the Purchase of Goods and Services for Camper/RV Areas/Parking

Premises The services covered by these regulations are offered for sale by Società Cooperativa Delta Services, with its registered office at Via Delleani 37/d - 13900 Biella and operational headquarters at Via C. Colombo 3 - 13900 Biella, P.I./C.F. 01968600021, registered with the Biella Business Register - R.E.A. BI n. 175378, hereinafter referred to as "Delta". You can contact us by calling 015.8976906 and/or sending a fax to 015.8976909, or by writing to the PEC address: deltaservices@pec.it and/or email info@delta-services.org, or by using the contact form on our website:

<https://delta-services.org/contatti/>

The following conditions govern the relationships between Delta, the service provider, and the Customer of said service (hereinafter referred to as Customer). The Customer who uses the service authorizes Delta to reserve the selected parking services; consents to the processing of their personal data as per D.Lgs. 196/03 by entering the requested data on the web page, and pays the price of the service as an advance provision. Therefore, these regulations must be read and approved in all its parts before completing the registration operation.

1. These premises form an integral and substantial part of these conditions.
2. The service concerns the online purchase of services related to parking areas as indicated and offered for sale on the website www.aldebaranpleinair.it.
3. Payment for the service is allowed by credit or debit card belonging to the Visa and Mastercard circuits using the Stripe online payment infrastructure (<https://stripe.com>) in a secure encrypted mode. Thanks to the use of Stripe, payment data and the flow of payment-related data will be exchanged exclusively in a protected environment on the Stripe platform, so Delta does not have access to the data and data flow in any way. Any refunds due to the Customer will be credited by reversing the transaction, even partially, and, in the case of exercising the right of withdrawal, no later than 30 days from the date on which Delta became aware of the withdrawal.
4. The Customer undertakes to pay the price of the purchased good within the times and methods indicated by the contract. The Customer undertakes, once the online purchase procedure is completed, to print and keep this contract. The information contained in this contract has already been viewed and accepted by the Customer, who acknowledges it, as this step is mandatory before the purchase confirmation.
5. The contract between Delta and the Customer is concluded through the Internet by accessing the Customer to the address <https://aldebaranpleinair.it> where, following the indicated procedures, the Customer will formalize the proposal for the purchase of services referred to in Article 2 above. It is understood that the Customer may also conclude the contract at the parking area.
6. The purchase contract is concluded by the correct completion of the request form and consent to the purchase expressed through the online adherence, after viewing a web page summarizing the order, which can be printed, containing the Customer's details and the purchased service, the price of the purchased service, any additional charges, the payment methods and terms, and the

existence of the right of withdrawal. Once the customer has correctly paid the total order amount, Aldebaran sends the customer an email confirming the purchase, containing the list of products, prices, and other useful information. A link to the instruction page for the correct activation and use of the purchased services will also be present. Therefore, the Customer must diligently keep: the order confirmation sent by email from Delta with the purchase summary. Delta undertakes to promptly provide any information on substantial changes to the services related to parking areas, taking charge of and directly fulfilling the provision of the parking service and anything else connected, taking care to inform the customer about the contractual methods. Delta undertakes to maintain the rates published at the time of online purchase. Delta may suspend its service or part of it due to technical needs, or for any modifications aimed at improving the service itself. This will not entitle the customer to any compensation and/or indemnity, nor to the refund of the paid price.

7. The sale prices of the services offered on the aldebaranpleinair.it website are expressed in euros and constitute a public offer pursuant to art. 1336 c.c. The sale prices mentioned in the previous point include VAT and any other applicable taxes. The rates indicated for each of the services offered are valid until the date of use of the service.
8. The refund of the service price is provided in case of renunciation by the Customer with the application of the following penalties:
 - 50% penalty from 7 days to 3 days before the date of acceptance/check-in;
 - 100% penalty from 2 days up to the same day of the date of acceptance/check-in.

The refund will be made to the bank details indicated by the Customer by email to info@delta-services.org. It is understood that Delta reserves the right to deduct collection and refund costs of both transactions if the payment was made online.

9. Delta assumes no responsibility for service disruptions attributable to force majeure if it fails to provide the services envisaged by the contract. Delta cannot be held responsible to the Customer except in cases of willful misconduct or gross negligence, for service disruptions or malfunctions connected to the use of the Internet beyond its control or that of its subcontractors. Delta will also not be responsible for damages, losses, and costs incurred by the Customer as a result of non-performance of the contract for reasons not attributable to it, with the Customer being entitled only to a full refund of the paid price and any incurred ancillary charges. Delta assumes no responsibility for any fraudulent and illegal use that may be made by third parties of credit cards, checks, and other means of payment, for the payment of purchased products, if it proves to have taken all possible precautions based on the best science and experience of the moment and according to ordinary diligence. The parking lot management company cannot be held responsible for vehicle damage or any damage reported to the authorized personnel at the time of pickup. The undersigned company cannot be held responsible for damages and/or malfunctions to vehicles of a mechanical or electronic nature.
10. The Contract between Delta and the Customer is governed by Italian law, under which these General Terms and Conditions must also be interpreted. The exclusive jurisdiction is that of the Italian Judicial Authority, and the exclusive competent court is the Court of Biella.

11.No complaints will be accepted after leaving the Camper Area / Parking. The above general sales conditions are regulated in compliance with and in accordance with the national and European regulations in force in the matter, including D.lgs. n. 70/2003, D.lgs. n. 206/2005 and subsequent amendments (hereinafter, "Consumer Code"), the European Directive n. 2011/83 EU on Consumer Rights, and the provisions of the civil code as far as not expressly provided here.

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