

# CANCELLATION GUARANTEE



The cancellation guarantee is optional and **payable in addition to the reservation.**

The amount is **5% of the cost of your stay.**

The guarantee must be taken out when booking and is **not retroactive.**

## REIMBURSEMENT OF SUMS PAID :

It covers the reimbursement of sums paid \* (excluding administrative fees and amount of the cover) **in the event of cancellation linked to the following events**, occurring during the stay or 48 hours maximum before the beginning of the stay :

- illness not known at the time of booking (including **COVID - 19**), preventing the movement of one of the participants declared to the stay,
- isolation of the client or of one of the participants declared to the stay having been recognized as a **COVID19 "contact case"**,
- death of a spouse, ascendants or descendants , son-in-law or daughter-in-law, brother, sister, brother-in-law, sister-in-law of one of the participants,
- administrative, judicial or military summons,
- dismissal or transfer of the client or his spouse,
- bankruptcy of the company of which the client is the manager,
- accident / theft of the vehicle occurring on the direct route to the place of stay,
- significant material damage affecting the client's own property and imperatively requiring his presence,
- obtaining after the date of reservation d " a contract of indefinite duration.

In the event of an interruption of the stay linked to one of the aforementioned events, the reimbursement\* will be made in proportion to the actual stay spent (excluding administrative fees and amount of the guarantee).

## GOVERNMENT DECISIONS (COVID-19) :

In the specific case of cancellation imposed by government decisions (**COVID19**), a **credit note of the sum paid** (excluding administrative fees and amount of the guarantee) will be automatically offered. The latter can be used depending on the availability of the campsite, either at another period of the current season, or the following season. The credit is non-transferable, non-refundable and can be used at one time.

If the amount of the postponed stay is less than the amount of the credit, there is no refund of the difference and the remainder is lost. If it is higher, the supplement is due by the customer.

Cancellations supported by a credit note are:

- the administrative closure of the campsite, linked to COVID-19,
- limitation of travel to a number of kilometers that does not allow the customer to come to the campsite,
- the closure of borders,
- quarantine on arrival of the customer or on return of the latter to his country,

**Beyond the validity period of the credit note, it will be permanently lost.**

## HOW TO BENEFIT FROM YOUR GUARANTEES :

To assert his warranty rights, the customer must notify the campsite of his cancellation immediately upon the occurrence of the triggering event. He must then confirm this cancellation by registered letter with acknowledgment of receipt within 48 hours. The supporting documents necessary for the proper processing of the file will then be notified to the customer by the campsite. The customer will then have 7 days to send them by mail.

**\* Whatever the date of cancellation, refunds will be made at the end of the season concerned, subject to receipt of all supporting documents and the customer's RIB.**

## ARE NOT SUPPORTED BY THE GUARANTEE :

Cancellations or interruptions of stay related to:

- weather conditions,
- wars and armed conflicts,
- damage directly attributable to the customer.