



CANCELLATION INSURANCE

CANCELLATION OF STAY

In the event of cancellation of the stay before arrival, interruption of the stay, or delayed arrival, regardless of the cause (such as illness, accident, or unforeseen event), the guest will be required to pay the full balance of the booking, and no refund will be granted.

However, if you subscribe to the **Cancellation Guarantee**, you are entitled to:

- A refund of the amounts paid, excluding the administrative fees and the cost of the cancellation guarantee.
- A proportional refund of the rental fee, excluding management fees, the cancellation guarantee, and cleaning costs, if you must leave the rented accommodation before the scheduled end date.

The guarantee applies if the impediment concerns the guest, their spouse, the individuals listed on the rental contract, their ascendants or descendants, or those of their spouse, and is caused exclusively by one of the following:

- Death, illness not known at the time of booking, or an accident occurring after the booking.
- Death may also concern the guest's siblings, sons-in-law, or daughters-in-law.
- An administrative, judicial, or military summons, or a jury duty notice.
- A justified impediment due to dismissal, a job transfer of the guest or their spouse, or the bankruptcy of the company managed by the guest.

In the event of illness or accident, the guarantee must be supported by a medical certificate issued within the last month prior to the scheduled arrival date.

All cancellations **MUST** be notified in writing to the manager of your holiday location. To benefit from the cancellation guarantee, the campsite must be informed of the reason for cancellation at least 24 hours before arrival.

You have 10 days from the date of cancellation to provide us with an official supporting document (such as a medical certificate, death certificate, or a letter from your employer).