

Cancellation of stay

In the event of a cancellation of stay before arrival, interruption of stay or postponed arrival due to whichever cause, illness, accident or unforeseen event, the occupant will be required to pay the balance of the reservation and no refunds will be granted.

On the other hand, if you opt for the Cancellation Guarantee, you are guaranteed:

- A total refund of sums paid, excluding administration fees and Cancellation Guarantee.
- Refund pro rata temporis of the scheduled rental, excluding Administrative Fees, Cancellation Guarantee and Cleaning Fees, if you have to leave the rented accommodation before the scheduled departure date.

The guarantee applies if the impediment concerns the client, his spouse, the persons included in the rental contract, his ascendants or descendants or those of his spouse, and is due to one of the following causes only:

- Death, an illness not known at the time of reservation of the stay or a bodily accident occurring after this reservation;
- The death that may occur to the client's brothers, sisters, sons-in-law or daughters-in-law.
- An administrative, judicial, military or jury summons.
- The impediment justified by a dismissal, a transfer of the client or his spouse or by the bankruptcy of the company of which the client is manager.
- The guarantee, in the event of illness or bodily injury, must, to be effective, be justified by a medical prescription dated less than one month before the date of arrival.

Any cancellation MUST be notified in writing to the manager of the holiday park of your stay.

To benefit from the cancellation guarantee, you must inform the holiday park (or the residence) of the reason for the cancellation 24 hours before your arrival.

You have 10 days from the date of cancellation to send us an authentic supporting document (medical, death or employer's certificate).