

CANCELLATION OF STAY

1. WITHOUT CANCELLATION INSURANCE GUARANTEE :

In the absence of the **Cancellation Insurance Guarantee**, any cancellation of the stay, regardless of the reason, as well as any interruption of the stay, **will not entitle you to any refund** of the amounts paid. The balance of the stay remains due in accordance with these General Terms and Conditions of Sale.

2. WITH CANCELLATION INSURANCE GUARANTEE :

When making your reservation, you have the option to take out the **Cancellation Insurance Guarantee**. In the event of cancellation, the refund terms depend on the date on which the request is received by the campsite.

Stay cancellation and refund:

- **More than 30 days before arrival:** the amounts paid will be refunded, after deduction of the booking fees and the cost of the Cancellation Insurance Guarantee.
- **Between 29 and 14 days before arrival:** a deduction corresponding to **10% of the total stay** price will be applied. The refund will only cover the amounts paid on the date of the request, after deduction of the booking fees, the Cancellation Insurance Guarantee and the cancellation fee.
- **Between 13 and 7 days before arrival:** a deduction corresponding to **30% of the total stay** price will be applied. The refund will only cover the amounts paid on the date of the request, after deduction of the booking fees, the Cancellation Insurance Guarantee and the cancellation fee.
- **Less than 7 days before arrival:** no refund will be made. The same applies to any stay that has already begun.

The date taken into account to determine the applicable cancellation terms is the date on which the **cancellation request is received by the campsite**.

Cancellation Insurance Guarantee fee: **5% of the accommodation price**, with a minimum of €9 for stays of 1 to 4 nights and €22 for stays of 5 nights or more.

Please note: the **Cancellation Insurance Guarantee must be taken out at the time of booking**. It is **not retroactive** and cannot be added later to an existing reservation.

All cancellation requests must be made **in writing**, using the form provided for this purpose.

In the event of an interruption of the stay after it has begun, **no refund will be made**.