



Cancellation Guarantee

Cancellation Guarantee is optional but it is recommended.

It is settled as an extra charge to each reservation and it guarantees the reimbursement of the amounts settled (except for reservation fees and the cost of the guarantee) under certain conditions.

Cancellation Guarantee is only available upon reservation and it must be paid immediately and in full. The amount of the guarantee is to be settled with the deposit and its specific to the people registered for the stay.

Only the people whose last and first name are shown on the reservation request and who will be staying at the campsite are covered by the guarantee.

Cost

The cost of the Cancellation Guarantee is:

- 2% of the stay

The amount of the guarantee is to be paid with the deposit and cannot be refunded under any circumstances.

Outline of the guarantee (Cancellation/Interruption/Delay of stay)

This coverage is applicable only if the cancellation, interruption or delay of the stay affects the period stated on the reservation contract and if it arises exclusively from one of the events listed here below :

- **Illness, accident or death**
 - of the person who booked the stay or any other person expressly mentioned in the reservation contract
 - of the spouse of the above person (or any common-law wife or husband living under the same roof)
 - of a member of the family of the above person (extending to third-degree relatives)
- **Serious damage caused to the premises belonging to the person who reserved the stay** whether it be a professional or private domicile or a main or secondary residence, and whether the damage is caused by fire, an explosion, water damage or theft occurring in the 48 hours prior to the start of the stay or during the stay, and if it requires the immediate restoration of the premises and the on-site presence of the person who reserved the stay during the period of the stay as initially agreed.
- **Serious accidental damage affecting the vehicle** of the person who reserved the stay, occurring fewer than 48 hours prior to the departure and preventing the insured person from using the vehicle.
- **Professional reasons :**
 - Modification of the dates of leave imposed on the person reserving the stay by his or her employer, occurring after the reservation of the stay and affecting the period of the stay
 - Redundancy of the person reserving the stay (or his or her spouse) under the condition that the date the person was convened to the preliminary interview is posterior to the date of the reservation



- Transfer of the person reserving the stay (or his or her spouse), on the employer's initiative, implying a change of domicile, under the express condition that the date of notification of this transfer is posterior to the date of the reservation

EXCLUSIONS

Claims arising from the facts or events listed below are not covered under any circumstances:

- any facts or events known prior the booking,
- a state of intoxication, the use of drugs or an alteration in the health of the insured party or parties resulting from the absorption of non-prescription medicines
- the side effects of vaccinations or air travel resulting from pre-existent health problems
- any event attributed to the insured party other than those specified in the contract civil or foreign wars, riots, terrorist attacks or mass demonstrations,
- epidemics, weather or climate events (floods, fires, storms), or incidents of a nuclear or chemical nature
- non-compliance with the conditions stated in the original reservation agreement, for any reason whatsoever

NATURE AND COST OF THE GUARANTEE

Taking out Cancellation Guarantee ensures the person reserving the stay the reimbursement of the amount of the stay (**not including reservation fees and the cost of the guarantee**) according to the conditions stated above.

- **For the camping pitch**

If you take out the Cancellation Guarantee and if its conditions apply, you are guaranteed the refund of the amount settled (deposit) and effectively received by the campsite, according to the terms of the contract of the initial reservation agreement (30% of the total cost of the stay).

- **For rental accommodation (cottage, Canadian tent, holiday house)**

If you take out Cancellation Guarantee, you are guaranteed the following reimbursement:

- in case of cancellation of the accommodation more than 30 days before the date of the beginning of the stay, the amounts settled according to the terms of the initial reservation contract, or 30% of the amount of the stay (deposit)
- in case of cancellation of the accommodation within 30 days of the date of the beginning of the stay, the amounts settled according to the terms of the initial reservation contract, or 100 % of the amount of the stay.

YOUR OBLIGATIONS IN CASE OF CANCELLATION

Any request for reimbursement must be made in writing (by postal or electronic mail) as soon as possible, and must include any documents which prove the occurrence of the event (medical certificate, work stoppage, hospitalization slip, death certificate). Les Valades campsite agrees to reimburse the agreed amounts within 15 days from the reception of the required documents.



If you don't take out the Cancellation Guarantee, you are reimbursed :

- 100 % of the amount settled, if the cancellation is made more than 45 days before the beginning of the stay
- 50 % of the amount settled, if the cancellation is made between 30 and 45 days before the beginning of the stay
- 25 % of the amount settled, if the cancellation is made between 15 and 30 days before the beginning of the stay
- no reimbursement if the cancellation is made within 15 days before the beginning of the stay or if the client doesn't appear.