

# BOOK WITH PEACE OF MIND

## REFUND GUARANTEE - IN CASE OF CANCELLATION

### Our optional guarantee

In the event of cancellation or interruption of your stay once on site, we will reimburse you for the sums paid and not used.

**Excluding the booking fee (28 €) and the amount of the refund guarantee (5% of the total amount of your stay).**

### In which cases?

- Serious illness of the beneficiary, spouse or children.
- Death of the beneficiary, spouse, parents or children.
- Economic dismissal of the beneficiary or spouse.
- Major material damage to the beneficiary's principal residence.
- Accident or theft of your vehicle or caravan occurring on the direct route to your place of stay.

**Without this guarantee, no refund will be made for cancellations occurring later than one month before the date of arrival.**

### How to proceed?

- Notify the campsite reception by email within 24 hours (under penalty of no refund) as soon as you become aware of an event preventing or interrupting your stay.
- Proof of cancellation or interruption of your stay must be sent to us within 2 working days: medical or death certificate, letter of dismissal, certificate of claim from the insurer.



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