



La Castellonderie

GENERAL CONDITIONS OF THE CANCELLATION COVER  
AT 06 FEBRUARY 2023

### **CANCELLATION COVER:**

The Cancellation cover is an optional contractual option and accessory to the accommodation or pitch reservation contract.

If the client takes out this cover and one of the conditions for its implementation is fulfilled, this shall constitute a waiver by Camping La Castellonderie of the indemnities that it is entitled to receive in order to compensate for losses resulting from the cancellation of the booking by the client. Under no circumstances does it concern the return of the amounts relating to the administration fee and to taking out this "cancellation cover", which remain the property of Camping La Castellonderie.

It must be concomitant to the booking of the accommodation or pitch. The commercialisation of this offer to the client ceases following confirmation of their booking under the conditions provided for in the article "booking".

The act of making a booking constitutes full acceptance of and adherence to these general terms and conditions of sale and obligation for the payment of the services, which is expressly recognised by the client who waives the right to make use of any contradictory document that would be non-invocable against Camping La Castellonderie.

Any cancellation of a booking on the initiative of the client must be done by email or post as soon as possible to Camping La Castellonderie.

Any stay that is interrupted or cut short (late arrival, early departure) by you will not give rise to a reimbursement.

Depending on the timeframe in which the cancellation on the initiative of the client takes place, it will have a disruptive effect on Camping La Castellonderie, the management of its bookings and the impossibility - to a greater or lesser degree - of commercialising the accommodation or pitch concerned by the cancellation.

In the event of a stay that is modified according to the conditions of options 1 or 2, the credit note may be deducted from a booking made within 12 months of said cancellation. Any price difference between the old and new stay at the time of the modification shall be at the client's expense. If the new stay proves to be less expensive than the old stay, there will be no reimbursement of the difference. The stay may be transferred to new dates.

The eventual return of amounts received, and which had been the subject of a contract novation to become indemnities, is carried out by Camping La Castellonderie within 14 working days from receipt of the required supporting documents, provided that they are deemed sufficiently conclusive by the campsite.

The client acknowledges having been informed, prior to any booking and in a clear and intelligible manner, of these general terms and conditions of sale and of all the information listed in article L.221-5 of the French Consumer Code.

### **CANCELLATION COVER OPTION N°1:**

Cancellation Cover is offered at the rate of 20€ for a stay on a pitch and 35€ for a stay in a rental unit, including supplement

Besides the proper receipt of the cost of the service, SARL CERF FIVE **will only waive its right to indemnities should one of the following events, listed exhaustively, occur**, which would be liable to prevent the client's arrival to the campsite:

- **Medical event:**

Serious illness, accident or death of the client, his/her spouse, children, parents, brothers and sisters.

The medical event must occur between the booking and 14 days prior to the start of the stay.

**CAMPING La Castellonderie**  
24290 THONAC

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- **Professional event:**

Cancellation or modification by the employer of the client's paid holiday dates or those of their spouse thereby affecting the period of the stay, redundancy of the client or their spouse, work transfer of the client/their spouse that would prevent them from being present at the campsite for the dates booked.

The professional event must occur between the booking and 14 days prior to the start of the stay.

- **Material event:**

Serious incident affecting the client's primary residence (fire, explosion, water damage, theft or natural disaster); serious incident affecting the vehicle and leading to its immobilisation. The material event must occur between the booking and 14 days prior to the start of the stay.

Cancellation cover may not come into effect when the event that takes place was known at the time of the booking and of taking out this option.

For the implementation of this cover, the client must send by email or post all elements justifying the occurrence of one of the aforementioned events.

Indemnities shall be received by SARL CERF FIVE who agrees to a limitation of the client's liability as a result of their cancellation, under the following conditions:

- **-More than 30 days prior to the start of the stay:**

A credit note corresponding to 60% of the cost of the stay will be transferable to the following season (excluding administration and cancellation costs)

- **-Between 29 and 21 days prior to the start of the stay:**

40% of the amounts committed will be reimbursed (excluding administration and cancellation costs)

- **-Between 20 and 14 days prior to the start of the stay:**

20% of the amounts committed will be reimbursed (excluding administration and cancellation costs)

- **-Less than 14 days prior to the start of the stay:**

No reimbursement or modification of the stay will be possible.

SARL CERF FIVE accepts to waive its right to these fixed, limited and contractual indemnities, solely for clients having taken out the 'cancellation cover' offered by Camping La Castellonderie.

**'FLEXIBLE' CANCELLATION COVER OPTION N°2:**

Cancellation Cover is offered at the rate of 40€ for a stay on a pitch and 70€ for a stay in a rental unit, including supplement **no supporting documents need to be provided.**

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Indemnities shall be received by SARL CERF FIVE who agrees to a limitation of the client's liability as a result of their cancellation, under the following conditions:

- **-More than 30 days prior to the start of the stay:**

A credit note corresponding to 100% of the cost of the stay will be transferable to the following season or 80% of the amounts committed will be reimbursed (excluding administration and cancellation costs)

- **-Between 29 and 21 days prior to the start of the stay:**

A credit note corresponding to 80% of the cost of the stay will be transferable to the following season or 60% of the amounts committed will be reimbursed (excluding administration and cancellation costs)

- **-Between 20 and 14 days prior to the start of the stay:**

A credit note corresponding to 60% of the cost of the stay will be transferable to the following season or 30% of the amounts committed will be reimbursed (excluding administration and cancellation costs)

- **-Less than 14 days prior to the start of the stay:**

No reimbursement or modification of the stay will be possible.

SARL CERF FIVE accepts to waive its right to these fixed, limited and contractual indemnities, solely for clients having taken out the 'cancellation cover' offered by Camping La Castellonderie.

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**SUMMARY TABLE:**

<b>Date of the Stay</b>	<b>Without Cancellation Cover</b> <b>(See General T&amp;Cs of sale)</b>	<b>Cancellation Cover Option N°1:</b> - Depending on events - Rate: 20€ for a pitch 35€ for rental	<b>FLEXIBLE Cancellation Cover Option N°2:</b> - <b>No documents to be provided</b> - Rate : 40€ for a pitch 70€ for rental
30 days or more BEFORE	50% reimbursed**	60% in the form of a credit note valid for 1 stay in the next 12 months	100% in the form of a credit note valid for 1 stay in the next 12 months (no fees) OR 80% reimbursed**
Between 29 and 21 days	0 %	40% reimbursed**	80% in the form of a credit note valid for 1 stay in the next 12 months (no fees) OR 60% reimbursed**
Between 20 and 14 days	0%	20% reimbursed**	60% in the form of a credit note valid for 1 stay in the next 12 months (no fees) OR 30% reimbursed**
LESS than 14 days	<b>NO REIMBURSEMENT &amp; MODIFICATION POSSIBLE</b>		
<b>** % of the cost of your stay excluding administration fees &amp; Cancellation Cover fees &amp; tourist tax</b>			

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