

PRESENTATION:

Serenity Option 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 *Serenity Option*) under certain conditions.

Serenity Option 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 is specific to the people registered for the stay.

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

Modification and cancellation of stay

100% Flexible

We remind you that in application of the article L221-28 and the subsequent articles of the French Consumer Code, the right of withdrawal is not applicable to any of the services that Le Paradis offers. Therefore, any cancellation made by the client following reservation and before departure results in:

- In case of a cancellation made up to 45 days before the scheduled date of arrival, 100% of the amount paid will be reimbursed
- In case of a cancellation made between 30 and 45 days before the scheduled date of arrival, 50% of the amount paid will be reimbursed.
- In case of cancellation made within 30 days of the scheduled date of arrival, no reimbursement will be made.

When you reserve, you may choose the Serenity option to enjoy flexible conditions in case of a modification or cancellation of your stay.

When you reserve, you may choose the Serenity option so that you may travel as you please, and remain free to modify or cancel your reservation.

Any modification or cancellation of your reservation must be sent to the campsite by email. In case of cancellation for any reason, the time limits will be determined according to the date of reception.

Modification of the dates of your reservation

If you do not choose the Serenity option:

- You cannot modify your reservation within 45 days of the beginning of your stay.

If you choose the Serenity option:

Modification of your stay:

- Up to 14 days before the beginning of your stay, the dates of your stay may be modified free of charge for a stay to be scheduled in the following 12 months.
- The stay may be postponed to a future date.
- Any price difference between the original stay and the new stay, at the time of the modification, will remain at the client's expense. If the new stay proves less expensive than the original one, the difference will not be reimbursed.
- Beginning 13 days before your arrival and for any stay that has already begun, the dates of the stay may not be modified.

Cancellation conditions

If you do not choose the Serenity option, you will be reimbursed:

- 100% of the amount paid, if the cancellation is made more than 45 days before the stay was scheduled to begin
- 50 % of the amount paid, if the cancellation is made between 30 and 45 days before the stay was scheduled to begin
- No reimbursement, if the cancellation is made within 30 days from the date that the stay was scheduled to begin, or if you do not show

If you choose the Serenity option:

Cancellation and reimbursement of your stay

- Up to 30 days before your scheduled arrival, you may cancel your stay, and all amounts paid will be fully reimbursed.
- Between 29 and 14 days before your scheduled arrival, the stay may be cancelled for the fixed cancellation fee of 70 euros. The amounts paid at the time of the request for a cancellation will be reimbursed, minus the cancellation fee.
- Beginning 13 days before your arrival and in case of any stay that has already begun, no reimbursement will be made.

Services not utilised

Any stay that is cut short (late arrival, early departure) of your own doing will not be eligible for a reimbursement.

**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.
Le Paradis campsite agrees to reimburse the agreed amounts within 15 days from the reception of the required documents.**