



## Book your stay with confidence and tranquility

### Flexibility is a given when it comes to staying at Camping Le Paradis

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 resulting will result 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. 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.

### The « Serenity » option, 100% flexibility

You can choose the « Serenity » option to travel at your own pace, with the freedom to change or cancel your booking.

### Change your booking dates

#### If you do not choose the « Serenity » option :

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

#### If you choose the « Serenity » option:

- Up to 14 days before the start of your stay, the dates of your stay can be changed free of charge to a stay in the current year. Any difference in cost at the time of the change between the prior and the new holiday will be charged to the customer. If the new holiday costs less than the original one, an adjustment will be made automatically.
- Any stay in progress or with a start date that falls within the 13 days prior to your arrival cannot be altered.

### Cancellation and Refund of Your Reservation.

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

- 100% of the amount paid, if the cancellation is made more than 45 days before the start of your stay.
- 50% of the amount paid, if the cancellation is made between 30 and 45 days before the start of your stay.
- No refund if the cancellation is made within 30 days of the date of your stay or if you do not show up.

#### If you choose the « Serenity » option:

- Up to 30 days prior to arrival, guests are entitled to cancel their reservation free of charge and all payments made will be refunded in full.
- Cancellations made between 29 and 14 days prior to arrival are subject to a fixed cancellation fee of 70 euros. A refund will be issued for the amount paid at the time of cancellation, minus the fixed fee.
- If you cancel your stay 13 days or less before its start, you may be charged a fixed cancellation fee of 70 euros, provided you provide proof that the cancellation resulted from one of the listed events below :

##### a. 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)

**b. Serious damage caused to the premises** that the person who reserved the stay occupies, whether it is their professional or private residence, primary or secondary, due to fire, explosion, water damage or theft, occurring 48 hours before the start of the stay or during the period of stay, and requiring immediate restoration of the premises and the presence of the person who reserved the stay on site as initially agreed.

**c. Serious accidental damage affecting the vehicle** of the person who booked the stay, occurring fewer than 48 hours prior to the departure and preventing the insured person from using the vehicle.

##### d. Professional reasons:

- Changes to the leave dates mandated by the person's employer after making the reservation, which affect the duration of the stay.
- Redundancy of the person (or their spouse) who made the reservation, under the condition that the date of the preliminary interview is later than the reservation date.
- If the person reserving the stay (or their spouse) is being transferred due to their employer's initiative, resulting in a change of domicile, the reservation will only be accepted if the date of notification of this transfer is after the date of the reservation.

**e. Duly justified roadblocks or strikes** that prevent the person who has booked the stay from reaching the place of stay by any means of transport (road, rail, air or sea) and that cause a delay of at least 48 hours.

**f. Natural disasters:** In the event of a natural disaster, as defined by the law of 13/07/1982, which results in a prohibition, issued by the appropriate authorities, on any stay at the agreed location for all or part of the rental period.

### Conditions of application for the "Serenity" option

- Rate : €2.5 per night for pitch, €5 per night for rental accommodation
- The Serenity Option is only available at the time of booking and must be paid in full immediately. Its amount is added to the deposit.
- Only individuals whose first and last names are listed on the booking form and who are participating in the stay will be taken into account.
- All requests should be submitted in writing, either by post or email, at the earliest date.

Upon receipt of the requested documents, Camping Le Paradis undertakes to make the refund within 15 days.

### Unused services

In the event of an interrupted or truncated stay due to late arrival or early departure, you will not be eligible for a refund.