

## **CANCELLATION POLICY**

### **1. WITHOUT INSURANCE**

If you would like to cancel your booking, certain fees are not eligible for cancellation: - special offers and booking fees. - more than 30 days before arrival, 30% of the total amount of the stay (excepted tourist taxes and eco-contributions) will be paid. - less than 30 days before arrival, 100% of the total amount of the stay (excepted tourist taxes and eco-contributions) will be paid. For cancellation due to the CAMPSITE the total amount of the stay is refund, excepted for emergency or in case of guest responsibility. However, cancellation does not allow the payment of damage or compensation fees.

### **2. WITH INSURANCE**

Insurance cost is based on 3% of the total amount of your stay (except booking fees, tourist taxes and eco-contributions). Insurance allow to refund payment (except booking fees, tourist taxes and eco-contributions) only with document supporting such events: incapacity to travel due to medical reasons, serious damages at home (as theft, home fire, etc.), professional causes (as layoff, transfer, etc.), or natural disasters. Make sure to send your cancellation request, preferentially by email, 48 hours before arrival. Please note that insurance conditions are not eligible for delayed arrival, no-show and/or early departure. Insurance The CAMPSITE can't be held responsible for theft, loss or damage by violence of nature during the GUEST's stay. The GUEST is responsible for the right insurance during his/her stay and has paid his/her dues. The insurance has to cover a stay on a campsite with the risks that are involved with camping outdoors. In case the normal insurance doesn't cover these risks, the GUEST can ask his/her insurance for an option during the time of his/her stay.