

# Cancellation Guarantee and Flex Option

## Subscription Deadline

To be valid, the cancellation guarantee or the flex option must be subscribed at the same time as the booking of your stay, and the fee must be paid in full by the subscriber.

Effective Date: the day of subscription to this contract

Expiration of Guarantees: the day of departure for the cancellation guarantee and the day of arrival for the Flex option.

- Complications de grossesse jusqu'à la 28<sup>ème</sup> semaine :
- Licenciement économique de vous-même, de votre conjoint de droit ou de fait, à condition que la procédure n'ait pas été engagée au jour de la souscription du présent contrat ou que vous n'ayez pas eu connaissance de l'événement au moment de la souscription du contrat.
- Convocation devant un tribunal judiciaire, uniquement dans les cas suivants : - Juré ou témoin d'Assises, - Désignation en qualité d'expert, Sous réserve que vous soyez convoqué à une date coïncidant avec la période de séjour.

## Under what circumstances do we provide compensation?

The guarantee can provide refund to the insured person of the actual amounts paid by this one. If the insured party is obliged to cancel their stay for any of the reasons listed below, to the exclusion of all others, which made the stay impossible:

- Serious illness (including serious illness resulting from an epidemic or pandemic), serious bodily injury, or death, including the consequences, sequelae, complications, or intensification of an illness or accident, observed before and during your trip of yourself and all persons registered at the time of your initial booking.

Following reasons only for the person who has made the booking :

- Pregnancy complications up to the 28th week
- Laying-off of yourself, your legal or de facto spouse, provided that the procedure has not been initiated at the time of subscription to this contract or you were not aware of the event at the time of contract subscription.
- Summons to appear before a judicial court, only in the following cases: - Jury duty or witness in criminal trials, - Appointment as an expert, provided that you are summoned on a date coinciding with the stay period.
- Summons for the purpose of adopting a child during the duration of your insured stay, provided that the summons was not known at the time of contract subscription.
- Summons for an exam in the context of higher education only due to an undisclosed failure at the time of booking or contract subscription, provided that exam takes place during the insured stay.
- Summons for an organ transplant of yourself, your legal or de facto spouse, or one of your first-degree ascendants or descendants.
- Theft or Serious Damage to your caravan or motorhome essential for the reserved stay, not known at the time of the contract subscription and making your originally planned stay impossible.
- Serious damage from fire, explosion, water damage, or forces of nature to your professional or private premises, requiring your presence to take necessary preservation measures.
- Theft in your professional or private properties that necessitates your presence on the day of departure, on the condition that it occurred within 48 hours preceding the start of the stay.
- Serious damage to your vehicle occurring within the 96 business hours before the first day of the stay, on the condition that it cannot be used to travel to the place of the stay.

- Impossible to reach the place of the stay by road, railway, plane, or maritime route on the first day of the stay due to: - Blockades decreed by the state or local authority, - Flooding or a natural event obstructing traffic, attested by the competent authority, - Traffic accident during the journey necessary to reach your planned place of stay, the damages causing the immobilization of the vehicle, substantiated by the expert's report.
- Obtaining employment as a salaried worker for a period of more than 6 months taking effect before or during the scheduled dates of the stay, while you were registered as a job seeker on the day of booking your stay (proof of affiliation will be required), only if it is not a case of contract extension or renewal or a mission provided by a temporary employment agency.
- Your divorce or dissolution of a civil partnership (PACS), only if the procedure was initiated in court after booking the stay and upon presentation of an official document. A deductible of 25% of the claim amount applies.
- Theft of your identity card, driver's license, or passport within the 5 business days preceding your departure, preventing you from fulfilling your obligations in the case of control by competent authorities when traveling to your place of stay. A deductible of 25% of the claim amount applies.
- Cancellation or modification of your holiday dates or those of your legal or de facto spouse, imposed by your employer for legitimate reasons or exceptional circumstances and officially granted by the employer in writing before the booking of the stay; this document from the employer will be required. This guarantee does not apply to business owners, self-employed professionals, independent workers, artisans, and intermittent entertainment industry workers. This guarantee also does not apply in the case of changing employment. A deductible of 25% of the claim amount applies.

### **What are the general exclusions that apply?**

We cannot provide coverage when your guarantee or benefit requests result from:

- Services that were not requested during the stay or that were not organized by us, or in agreement with us, do not entitle you to retroactive refund or compensation
- Food and hotel expenses, except those specified in the guarantee text
- Damages intentionally caused by the Insured and those resulting from their participation in a crime, offense, or brawl, except in cases of legitimate self-defense
- The amount of fines and their consequences
- The use of illegal drugs or medically non-prescribed drugs
- Being under the influence of alcohol
- Customs fees
- Participation as a competitor in a competitive sport or rally that entitles you to a national or international ranking and is organized by a sports federation for which a license is issued, as well as training for these competitions
- Professional participation in any sport
- Participation in competitions or endurance and speed events and their preparatory trials, on any land, water, or air locomotion device
- Consequences of not adhering to recognized safety rules related to the practice of any recreational sports activity
- Expenses incurred after the return from the stay or the expiration of the guarantee
- Accidents resulting from your participation, even as an amateur, in the following sports: motor sports (regardless of the motor vehicle used), aviation sports, high mountain climbing, bobsledding, hunting of dangerous animals, ice hockey, skeleton, combat sports, spelunking, snow sports with international, national, or regional rankings

- Willful violation of the regulations of the visited country or engagement in activities not authorized by local authorities
- Official prohibitions, captures, or coercion by public force
- The Insured's use of aircraft navigation devices
- The use of war machines, explosives, and firearms. • Damages resulting from the intentional or malicious act of the Insured in accordance with Article L.113-1 of the Insurance Code
- Suicide and attempted suicide
- Epidemics and pandemics, unless otherwise stated in the guarantee, pollution, natural disasters
- Civil or foreign war, riots, strikes, popular uprisings, acts of terrorism, hostage-taking
- The disintegration of the atomic nucleus or any irradiation from a source of energy exhibiting radioactive characteristics
- Lack of fortuitous events

### **What is the deadline for reporting a claim and what are the obligations?**

You must report your claim within 5 business days following the event that triggers the guarantee by email to [contact@campingcalypso-torreilles.fr](mailto:contact@campingcalypso-torreilles.fr) along with the justifications related to the reasons for your cancellation.

### **What are your obligations in the event of a claim?**

You must send us an email to [contact@campingcalypso-torreilles.fr](mailto:contact@campingcalypso-torreilles.fr) within 5 business days following the event that triggers the guarantee.

### **For what amount do we provide coverage?**

The refund amount depends on the amount paid at the time of the claim declaration according to the table in the annex. Booking fees and the guarantee fees or option flex fees are never refundable.

The amount paid with vacation vouchers cannot be refunded in accordance with Article L.112-14 I of the Monetary and Financial Code. In this case, a non-refundable voucher valid for 1 year will be issued, after deducting booking fees and cancellation guarantee or Flex option fees.

Reimbursement will be made to the card used for payment or by bank transfer. Please provide us with your bank details when submitting your claim.

Voucher: A voucher is issued upon modification or cancellation of the initial stay. It is valid for one year from the date of the cancellation confirmation email. The voucher amount does not include service fees, Flex option fees, or cancellation guarantee fees. This voucher is non-refundable, non-transferable, and can be used a maximum of two times.

Stay Modification: Any request for modification must be submitted by email to [contact@campingcalypso-torreilles.fr](mailto:contact@campingcalypso-torreilles.fr). Availability is never guaranteed. The tariff conditions will be applied according to the table in the annex.

## General conditions of cancelation and/or modification of your booking

Exemple

| Up to 45 days before arrival | From 44 days to 30 days before arrival | From 29 days to 8 days before arrival | From 8 days to the day of arrival | Arrival       |
|------------------------------|----------------------------------------|---------------------------------------|-----------------------------------|---------------|
| 13th of May 14th of May      | 27th of June 28th of June              | 7th of July 28th of July              |                                   | 5th of August |

| Without cancelation guarantee or flex option                                  |                                                                                                                                                    |                                                     |                  |                                                                       |
|-------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------|-----------------------------------------------------------------------|
| Cancelation                                                                   | No refund                                                                                                                                          | No refund                                           | No refund        | No refund                                                             |
| Modification with lowest price                                                | No refund                                                                                                                                          | No refund                                           | No refund        | No refund                                                             |
| Modification with higher price                                                | FREE with the fare conditions reset at the moment of the modification                                                                              |                                                     |                  |                                                                       |
| Option Flex                                                                   |                                                                                                                                                    |                                                     |                  |                                                                       |
| Price of the option                                                           | 6% of the total amount of your booking                                                                                                             |                                                     |                  |                                                                       |
| Cancelation according to the cancelation guarantee until the arrival date     | Refund up to 75%                                                                                                                                   | Refund up to 50%                                    | Refund up to 25% | Credit note                                                           |
| Modification with lowest price                                                | FREE with refund of the amount of the price difference                                                                                             | Credit note with the amount of the price difference |                  |                                                                       |
| Modification with higher price for the initial dates scheduled in July/August | FREE with fare conditions subscribed initially                                                                                                     |                                                     |                  | FREE with the fare conditions reset at the moment of the modification |
| Modification with higher price for the initial dates scheduled in May/June    | FREE with fare conditions subscribed initially                                                                                                     |                                                     |                  |                                                                       |
| Modification                                                                  | Nb : Modification of dates, options, number of persons with a maximum of 1 change in the samed season without reason and according to availability |                                                     |                  |                                                                       |
| Cancelation guarantee                                                         |                                                                                                                                                    |                                                     |                  |                                                                       |
| Price of the guarantee                                                        | 8% of the total amount of your booking                                                                                                             |                                                     |                  |                                                                       |
| Cancelation without any reasons in July/August                                | Credit note                                                                                                                                        |                                                     |                  |                                                                       |
| Cancelation without any reasons in May/June                                   | Credit note                                                                                                                                        |                                                     |                  |                                                                       |
| Cancelation according to the cancelation guarantee until the departure date   | Refund up to 100%                                                                                                                                  |                                                     |                  |                                                                       |
| Modification with lowest price                                                | FREE with refund of the amount of the price difference                                                                                             |                                                     |                  | Credit note with the amount of the price difference                   |
| Modification with higher price for the initial dates scheduled in July/August | FREE with fare conditions subscribed initially                                                                                                     |                                                     |                  |                                                                       |
| Modification with higher price for the initial dates scheduled in May/June    | FREE with fare conditions subscribed initially                                                                                                     |                                                     |                  |                                                                       |
| Modification                                                                  | Nb : Modification of dates, options, number of persons with a maximum of 1 change in the samed season without reason and according to availability |                                                     |                  |                                                                       |

The amount of booking fees and cancelation guarantee/option flex will not be refunded even for credit note.  
The credit note will be valid one year starting from the reception of your cancelation confirmation.