

## CANCELLATION CONDITIONS



### A / CANCELLATION CONDITIONS AND FEES

#### 1- Notification

The cancellation of your stay must be notified to the campsite as soon as you are aware of an event preventing your departure.

You have **five working days** to send us by registered mail with acknowledgement of receipt, all the necessary precise and incontestable supporting documents.

#### By post:

Camping CAP SOLEIL  
Chemin de la Grande Cosse 34450 VIAS

**By mail :** [reception@capsoleil.fr](mailto:reception@capsoleil.fr)

#### 2- Cancellation fees

Below are the amounts of the costs incurred and invoiced in the event of cancellation (without taking out our Cap'Assur insurance). These amounts are indisputable and approved at the time of booking in our general conditions of sale.

<b>Cancellation 30 days or more before arrival</b>	Retention of the deposit paid (30%)
<b>Cancellation at 29 days and - of arrival:</b>	100% of the file kept

#### EXAMPLE OF SITUATION WITHOUT SUBSCRIPTION

Stay of 2500€

**Cancellation 30 days or more before arrival:** 750€ invoice (30%)

**Cancellation at 29 days and - of arrival:** 2500 € (100% of the stay)

### B/ THE COMMERCIAL GUARANTEE CAP'ASSUR

#### 1- Subscription

The CAP'ASSUR cover takes effect upon subscription, which is mandatory on the day of booking the stay (deposit paid), and ends on the day of arrival at the place of stay.

It is valid for all the persons designated in the rental contract.

#### 2- Pricing

The price applies per night and per person for all the season: € 4 / night / file

#### 3- Conditions

Cancellation costs may be covered by the CAP'ASSUR guarantee offered by the campsite (according to the conditions detailed in point 5, below) provided that the clauses provided for therein are respected.

#### 4- Guarantees

The guarantee applies if the impediment concerns the client, his spouse, the persons designated on the rental contract, his ascendants or descendants or those of his spouse, and is caused by one of the following causes:

- The death
- an illness not known at the time of booking the stay
- an accident occurring after this reservation
- The death that may occur to the parents, children or brothers, sisters, of the client.
- An administrative, judicial, military or jury summons
- The impediment justified by a dismissal, a transfer of the client or his spouse or by the bankruptcy of the company of which the client is the manager

**Reminder if you do not fulfill the reasons for the guarantee mentioned above and / or do not respect the notice periods with supporting documents, no refund can be made.**

#### 5- Refund (with Cap'Assur)

**Up to 30 days before arrival**, the sums incurred will be fully refunded, excluding the booking fees of 35€, the excess of € 50 and the amount of the cancellation guarantee (CG)

##### EXAMPLE OF SITUATION WITHOUT SUBSCRIPTION

Stay of 2500€ with 28€ CG

Cancellation more than 30 days

Refund of 637€ (750€ - 50€ cancellation fees -35€ file fees - 28 € de CG)

**From 29 days and up to 14 days before arrival:** reimbursement of 80% of your stay, minus the the booking fees of 35€, the excess of € 50 and the amount of CG

##### EXAMPLE OF SITUATION WITHOUT SUBSCRIPTION

Stay of 2500€ with 28€ CG

Cancellation from 29 to 14 days:

Refund of 1910€ (2500€ - 50€ cancellation fees -35€ file fees - 28 € de CG) x80%

**From the 13th day before arrival**, 2 possibilities:

- A reimbursement of 50% of your stay minus the deductible of 50 € and amount of the GA, and file fees (35€)

**OR**

- A voucher to be used for the total amount of your stay excluding, file fees and the excess of € 50 and the amount of the GAA to be used for a future stay, within the limit of 12 months. (Please note that this voucher cannot be subject to a refund at any time)

##### EXAMPLE OF SITUATION WITHOUT SUBSCRIPTION

Stay of 2500€ with 28€ CG

Cancellation within 13 days:

Refund of 1193€ = (2500€ - 35€ file fees - 50€ cancellation fees – 28€ de CG) x 50%

**Or**

Voucher of 2387€ (2500€ - 50€ cancellation fees – 35 € file fees - 28 € de CG)