



CANCELLATION CONDITIONS 2023

If one of the following events might occur between your reservation and the day of arrival, following cancellation conditions of your stay will be applicable. Except if your stay was postponed from the year before. Any request of shortening of a reservation less than 30 days before arrival will be considered as a partial cancellation and will also be submitted to following conditions:

Case 1 - Serious illness, serious accident, or death of a member of your family (ascendants, descendants or those of your partner, son or daughter in law, brother, sister, brother or sister-in-law) making a stay of all participants in the planned period impossible

Case 2 - Pregnancy complications after the 4th month

Case 3 - Loss of work due to economic reasons

Case 4 - Important damages of your private properties requiring your presence

Case 5 - Cancellation or modification by the employer of your holiday dates

Case 6 - Traffic accident occurring on the direct drive to the holiday destination

From the day of reservation until 31 days before arrival:

Choice 1: Postponement of the stay to a later date, free of charge, valid during year N or N+1

Choice 2: Refund of the already paid amount with deduction of 100 € for cancellation fees.

From 30 days until 7 days before arrival:

Choice 1: Postponement of the stay to a later date, free of charge, valid during year N or N+1

Choice 2: Refund of the amount already paid with deduction of 30% of the total amount of the stay, with a minimum of 100 € for cancellation fees.

From 6 days until the day of arrival:

No refund of the stay will be made, only postponement is possible with deduction of 30% of the total amount of stay (valid for year N or N+1).

Early departure gives no right to refund unless circumstances as described in Case 1 which would make the continuing of the stay impossible for all participants. Postponement of the non-used nights will be applied, valid for year N or N+1.

These lists are exhaustive, no other reasons will be considered (e.g. personal reasons, separation or divorce...)

Any cancellation request, request of modification or early departure without an official document of proof will not be considered.

Please note that a request is only valid if sent by mail to info@pothuau.com (date of consideration of the cancellation by which the booking is officially cancelled).

The official proof must be sent within 7 days after the cancellation, if we do not receive it, the stay will be cancelled, and the paid amount is lost.

In case of cancellation by the campsite, except force majeure, the stay will be entirely refunded. However, in this case no compensation can be requested.

