



## CANCELLATION POLICY CAMPSITE PORT POTHUAU 2024

If one of following events might occur between your reservation and the day of arrival, following cancellation conditions of your stay will be applicable, except reservations from year before that were postponed. 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 (your 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 before the 7th 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 30 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 100 € for cancellation fees.

From 29 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 to the day of arrival: No refund of the stay, 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 that would make the continuing of the stay impossible for all participants. Possibility to postpone the unused nights, during year N or N+1.

These lists are exhaustive, any other reason will not be taken into account (E.g., personal reasons, separation, divorce). A cancellation request, request for change or early departure without official proof will not be processed.

To be valid, your request must be sent by mail at [info@pothuau.com](mailto:info@pothuau.com) (date of dispatch is the date on which the stay is terminated without prejudice to any damages).

The official proof must be received within 7 days after the cancellation request, if not the stay will be cancelled, and the paid amounts are irrevocably lost.

