

Contract cancellation conditions season 2025

If one of the following events occurs after the day on which you booked your stay and up to the day of arrival, you will be entitled to cancel your stay under the following conditions (Excluding carry-over from previous year) - Any request to reduce the length of your stay less than 30 days before arrival will be considered as a partial cancellation and will be subject to the conditions below):

Case 1 - Illness, serious accident or death of a member of your family (ascendants, descendants) or your spouse's family (sons-in-law and daughters-in-law, brothers, sisters, brothers-in-law, sisters-in-law), making it impossible for all the participants to stay on the planned dates.

Case 2 - Complications of pregnancy after the 5th month

Case 3 - Redundancy

Case 4 - Major material damage to your own property requiring your presence

Case 5 - Cancellation or change of holiday dates by the employer

Case 6 - Accident occurring on the direct route to your holiday destination

From booking to 31 days before arrival:

Choice 1: Postponement of stay to a later date at no charge, valid for year N or N+1.

Choice 2: Refund of sums paid with a €100 cancellation fee.

From 30 days to 14 days before arrival:

Choice 1: Postponement of stay to a later date without charge, valid for year N.

Choice 2: Postponement of stay to a later date, valid for year N+1 with a €100 cancellation fee.

Choice 3: Refund with a deduction of 30% of the total amount of the stay, with a minimum of €100 for cancellation costs.

From 14 days to arrival:

No refund or postponement of stay will be made. No-shows on the day of arrival

(No Show) without informing reception in writing beforehand will result in the pitch or mobile home being put up for sale again within 24 hours without any refund or postponement being possible.

Early departure will not give entitlement to any refund except in the circumstances described in case 1, which would make it impossible for all participants to complete their stay.

These lists are exhaustive; any other reason will not be considered (e.g. personal reasons, separation, divorce). Any request for cancellation, modification or early departure without official justification will not be considered. Any postponement of a stay is valid only once.

For a request to be valid, it must be sent by e-mail to: info@pothuau.com (date on which the cancellation is considered, which automatically cancels the holiday). The proof of cancellation must be provided within 7 days of the cancellation. If it is not received within this period, the holiday will be forfeited in its entirety, as will any sums paid.