

CANCELLATION POLICY 2026

If one of the following events occurs between the day of booking your stay and the day of your departure, you will benefit from the cancellation conditions for your stay according to the following conditions (excluding postponement of a stay from the previous year). Any request to reduce the length of stay less than 30 days before arrival will be considered as a partial cancellation and will be subject to the terms and 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 participants to stay on the scheduled dates.

Case 2 - Complications during pregnancy.

Case 3 - Redundancy.

Case 4 - Significant material damage to your personal property requiring your presence.

Case 5 - Cancellation or change of holiday dates by your employer.

Case 6 - Accident occurring on the direct route to the place of stay.

From the time of booking up to 30 days before arrival:

Option 1: Postpone your stay to a later date without any extra cost, valid for year N or N+1.

Option 2: Refund of the amounts paid, minus a 100€ administration fee.

From 30 days to 14 days before arrival:

Option 1: Postpone your stay to a later date without any extra cost, valid for the year N.

Option 2 : Postpone your stay to a later date, valid for the year N+1, with a 150€ deduction.

Option 3 : Refund with a deduction of 30% of the total amount of the stay, with a minimum of 150€ for administrative costs.

From 14 days before arrival or in the event of early departure :

No refund will be granted for the stay, only a possibility of postponing the remaining amounts.

Option 1: Postpone the stay to a later date in year N with a charge of 150€.

Option 2: Postpone the stay to a later date in year N+1 with a charge of 200€.

These lists are exhaustive; no other reasons will be accepted (e.g. personal reasons, separation, divorce, etc.).

Any request for cancellation or modification of a stay without official justification will not be considered. A postponement of a stay is valid only once.

For a request to be valid, it must be sent by email to info@pothuau.com (date of cancellation taken into account which automatically terminates the stay).

Proof must be provided within 7 days of the cancellation. If proof is not received within the specified time frame, the stay will be forfeited in full, as will any sums paid. In the event of cancellation by the campsite, except in cases of force majeure, the stay will be fully refunded. This cancellation shall not give rise to the payment of damages.