

## CANCELLATION + INTERRUPTION OF STAY

### Camping le Garrigon cancellation guarantee

**Tariff :** 3% of the total amount of the stay (total amount except tourist tax) with a minimum of 12 €.

#### EXCESS GUARANTEES

- Death or temporary or permanent disability.
- Serious property damage to your residence.
  - Pregnancy complications.
  - Your summons for an organ transplant.
- An accident or breakdown in your means of transportation.
  - Economic dismissal.
  - Obtaining a job, paid internship.
  - Serious damage to your vehicle.
- A contraindication for vaccination.
- The modification of the date of your paid leave by the employer.
- Your summons to appear in court.
- The theft of your identity papers.
  - Your professional transfer.
- Your summons for a child adoption.
- Your psychological, mental or depressive illness.

#### - IN CASE OF CANCELLATION OF YOUR STAY BEFORE YOUR ARRIVAL AT THE CAMPSITE:

We will reimburse the amount of the fees paid, less the deductible: 10% of the total amount of the stay, the cancellation guarantee and the booking fees.

#### - INTERRUPTION OF STAY

Reimbursement of expenses paid on a pro rata basis (excluding booking fees and cancellation guarantee) less the deductible: 10% of the total amount of the stay, cancellation guarantee and booking fees.

#### WHAT TO DO IN CASE OF CANCELLATION ?

1. **Notify the campsite of your cancellation** as soon as a guaranteed event occurs that prevents your departure.
2. **Declare the claim within 5 working days** or when you are aware of it and send a receipt:  
by e-mail to [contact@camping-garrigon.com](mailto:contact@camping-garrigon.com)

After this period, if we suffer damage as a result of the late declaration, you will lose any right to compensation.

#### IN CASE OF EARLY RETURN FOR MEDICAL REASONS:

1. **Notify the campsite and obtain medical advice:** Assistance service through your card bank, or housing contract, or car contract...

#### DO NOT LEAVE THE CAMPSITE WITHOUT WARNING

2. **Declare the claim at the reception desk** for validation of the "Interruption of stay" cover:  
by e-mail to [contact@camping-garrigon.com](mailto:contact@camping-garrigon.com)

#### IN CASE OF EARLY RETURN FOR CAUSE:

in order to attend the funeral, following a death \*

serious material damage (more than 50%) to your residence, secondary or business premises \*.

**Declare the claim at the reception desk** for validation of the "Interruption of stay" cover.

by e-mail to [contact@camping-garrigon.com](mailto:contact@camping-garrigon.com)

**We will provide you with the information necessary to file a claim and you will be notified of the outcome of your claim. will be responsible for providing us with any document and information that will help us justify the reason for your cancellation and assess the amount of your compensation. If the reason for your cancellation is medical, you may, if you wish, communicate the medical elements, under confidential cover, to the attention of the manager.**

## **THE GENERAL CONDITIONS OF THE CANCELLATION GUARANTEE**

### **EVENTS GUARANTEED IN CASE OF CANCELLATION**

Cancellation, notified before your departure, must be the result of the occurrence, after the insurance has been taken out, of one of the following events that formally prevent your departure.

#### **1. A temporary or permanent disability of :**

- yourself, your de jure or de facto spouse, your ascendants or descendants, and those of your spouse,
  - your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law, legal guardian, and the person under your guardianship,
  - your professional replacement, designated at the time of purchase of this contract,
  - the person designated at the time of purchase of this contract, who is responsible, during your trip, for looking after or accompanying your minor children or the disabled person living under your roof,
  - another member of your family provided that the hospitalization is more than 48 hours, directly consecutive:
    - to an illness or accident,
    - the consequences, after-effects, complications or aggravation of an illness or accident that was noted prior to booking your trip.
    - complications of pregnancy up to the 28th week,
- It is up to the insured to prove all the elements constituting the temporary or permanent incapacity as defined in this contract. If you are unable to establish by them, the occurrence at the time of cancellation of the Temporary or Permanent Disability, we may deny your claim.

#### **2. The death of :**

- yourself, your spouse or common-law partner, your ascendants or descendants.
- your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law, legal guardian, as well as the person under your guardianship,
- your professional replacement, designated at the time of purchase of this contract,
- the person designated at the time of purchase of this contract, who is responsible, during your trip, for looking after or accompanying your minor children or the disabled person living under your roof,
- another member of your family.

#### **3. Serious property damage as a result of :**

- a burglary,
  - a fire,
  - water damage,
  - a weather event,
- requiring imperatively your presence on site on the day planned for your departure, for the implementation of protective measures and administrative procedures, and reaching more than 50%:
- your main or secondary residence,
  - your business premises if you are a craftsman, trader, company manager or if you are a self-employed person.

#### **4. Your convocation for an organ transplant during your stay.**

**5. Serious damage to your vehicle** occurring in the 48 hours prior to your stay. your departure, insofar as it can no longer be used for you return to your final place of stay.

**6. An accident or a breakdown** of your means of transport occurring during your pre-routing, resulting in a delay of more than two hours, having caused you to be delayed for more than two hours. miss the flight booked for your departure, and provided that you have made your own arrangements to arrive at the airport at least two hours before the boarding deadline.

**7. Your or your spouse's economic dismissal**, provided that the procedure has not been initiated on the day of subscription of the present contract.

**8. Obtaining a salaried job** or a paid internship, taking effect before or during the dates planned for your trip, while you were registered as unemployed and provided that it is not a case of contract extension or renewal, or an assignment provided by a temporary employment company.

**9. A change in the date of your paid leave by your employer.** This cover is granted to salaried employees, excluding craftsmen, traders, members of the liberal professions, managers or legal representatives of companies. These leaves, corresponding to an acquired right, must have been the subject of a prior agreement prior to registration for the trip. from the employer.

The indemnity shall be paid after deduction of the specific deductible set out in the table of guarantee amounts and deductibles. This deductible also applies to persons registered for the trip at the same time as you. This benefit does not apply when the underwriter of this policy is the company modifying the holidays.

#### **10. Your imperative, unforeseeable and non-deferrable summons to appear as a witness or juror in a court of law.**

**11. The theft, within 48 hours prior to your departure, of your identity papers** (passport, identity card) essential for the customs clearance(s) planned during your trip, provided that the steps for their renewal are taken within 15 days following the flight.

The indemnity is paid after deduction of the specific deductible shown in the table of guarantee amounts and deductibles. This deductible also applies to persons registered for the trip at the same time as you.

**12. Your professional, non-disciplinary transfer**, imposed by your employer, obliging you to move during the duration of your trip or, at the latest, 8 days before and provided that the transfer was not known at the time this contract was taken out.

**13. Your summons to adopt a child** during the duration of your trip, provided that the summons was not known to you at the time you took out this contract.

**14. Your psychological, mental or depressive illness** resulting in hospitalisation of more than 3 days.

**15. Cancellation, for one of the events mentioned above** (articles 1. to 14.), of one or more persons registered at the same time as you and insured under this policy if, as a result of such withdrawal, you must travel alone or in pairs. However, for persons who are part of the same tax household, all insured persons in the tax household are covered under the "Cancellation" benefit.

#### **IMPORTANT :**

**For rentals, our guarantee is granted on the condition that the rental is fully paid up.**

**All tourist services covered by this contract, whether they are complementary or successive, constitutes one and the same trip, for which there is only one departure date: the one mentioned by the organization or authorized intermediary of your trip as the start of the insured benefits.**

**Tips, visa fees and other expenses other than service charges, as well as the premium paid in consideration of the subscription of this contract, are not refundable.**

**Our compensation is always limited to the amount of the costs that would have been charged to you if you had informed the authorised body or intermediary on the day of the occurrence of the event.**

**A deductible per file for rentals, the amount of which is shown in the table of cover amounts and deductibles, is always deducted from the compensation due to you.**

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