



Cancellation Guarantee 2026

The cancellation guarantee is an optional service offered by Camping La Sardane. It must be purchased at the time of booking and paid for along with the reservation deposit.

Payment of this guarantee confirms that the guest has read and accepted the terms and conditions of the guarantee.

Once validated, this guarantee cannot be withdrawn or cancelled.

Please note that the cancellation guarantee is not insurance, but a contractual guarantee offering partial reimbursement under certain conditions.

The cost of this guarantee is set at 4% of the total amount of the stay, payable at the same time as the reservation deposit.

Conditions of Application

To benefit from a potential reimbursement of the amounts paid*, the following cumulative and mandatory conditions must be met:

1. Notification within the required timeframe

- The cancellation must be reported within the specified time limits, depending on the reason.

2. Declaration procedure and supporting documents

- All cancellation requests must be sent by email to: contact@campinglasardane.fr
- The request is only considered valid if it is accompanied by official, authentic, dated, and supporting documents (e.g., medical certificate, death certificate, employer statement, accident report, administrative document, etc.)
- Documents must be issued by a competent authority (doctor, hospital, public agency, insurance company, police, employer, notary, etc.), and must be dated, signed, stamped, and detailed enough to assess the claim
- Any forged, incomplete, or vague document will result in automatic rejection of the request

3. Eligible participants

- The reason for cancellation must concern the main applicant, their spouse, or other participants listed at the time of booking.
- Reimbursement is limited to participants directly affected by the valid reason.

4. Non-Cumulative

- If the cancellation reason is already covered by an external insurance (e.g., travel or health insurance), this guarantee is not cumulative and cannot be applied.

Cancellation Deadlines & Reimbursement Terms

1. Standard Cancellation

For most eligible reasons, cancellation must be notified at least one month before the scheduled arrival date.

In this case, the guest will receive 100% of the amount paid for the stay (excluding booking fees and the cancellation guarantee), after verification of supporting documents.

2. cancellation less than 1 month before arrival

If cancellation occurs less than one month before arrival, reimbursement is applied progressively according to the remaining delay:

Delay before arrival	Percentage reimbursed*
15 to 30 days	75 %
8 to 14 days	50 %
1 to 7 days	25 %
Day of arrival or no-show	0 %

* Deducting booking fees and cancellation guarantee cost.

3. Cancellation for urgent reasons

For exceptional and unforeseen cases, such as sudden serious illness of a participant or urgent call for professional duty, cancellation may be accepted even less than one month before arrival, subject to official supporting documents.

Management may decide on full or partial reimbursement depending on the situation and quality of submitted documents.

4. Date considered

The date of the email and/or the date on the supporting documents is used to determine whether the cancellation respects the deadlines and to calculate the amount of any reimbursement.

Valid reasons

Serious illness or injury

- Concerning the main applicant or one of the participants declared at booking.
- Serious illness or injury occurring after the booking date, confirmed by a doctor, forbidding any travel on the departure date and requiring cessation of all activity.

Death

- Occurring after booking, affecting the main applicant, their spouse, their direct ascendants or descendants, siblings, as well as sons- and daughters-in-law.

Serious material damage

- Occurring after booking: fire, explosion, water damage, theft or accident causing significant damage to the applicant's home or workplace requiring their immediate presence.
- Serious traffic accident involving the applicant or a listed participant during the trip to the stay location.
- Vehicle breakdown occurring during the trip preventing the guest from arriving on the scheduled date. Only breakdowns causing prolonged immobilization (major repairs such as gearbox or major mechanical parts needing special parts and more than 48 hours for repair) are considered.
Not considered long breakdowns: fuel shortage, battery discharge, flat tires, issues from poor vehicle maintenance, or causes avoidable through driver negligence.

Dismissal or job loss

- Economic or individual dismissal of the main applicant or spouse occurring after booking, resulting in actual job loss.
- Termination of independent professional activity of the main applicant or spouse due to judicial liquidation occurring after booking.

Sudden serious illness of an ascendant or descendant

- Sudden serious illness, medically confirmed, occurring after booking, affecting an ascendant or descendant of the main applicant, spouse, or a declared participant, requiring immediate presence.

Urgent call for professional duty

- Concerning the main applicant or spouse when working as firefighter, police officer, nurse, doctor, or military personnel.
- Cancellation due to an urgent mission call occurring after booking and making the trip impossible.
- Official employer or authority certificate is required.

Other exceptional reasons

- Some situations may allow cancellation less than one month before arrival (e.g., death or serious hospitalization).

Exclusions

No reimbursement is granted for any impediment resulting from:

- War, riots, strikes, seizures, official bans, acts of terrorism, nuclear or radioactive effects, extreme weather;
- Participation as a competitor in sports competitions or preparatory tests;
- Illness, accident, or death occurring before guarantee subscription, i.e., any medical or accidental situation known or foreseeable by the main applicant or participant at booking;
- Known or foreseeable pregnancy complications at subscription;
- Use of non-prescribed drugs, suicide or suicide attempts;
- Illness, accident, pandemic, or death linked to a chronic poor health condition;
- Transport delays, cancellations, or disruptions (train, plane, ferry, car) not linked to force majeure or a medically justified serious reason;
- Natural or weather events (mild storms, rain, heatwaves, cold waves) that do not make access to the campsite or enjoyment of the stay impossible;
- Refusal of leave or non-urgent professional obligations by employer, except job loss or dismissal covered by the guarantee;
- Cancellation for personal convenience, change of mind, or unjustified reasons;
- Minor vehicle breakdowns easily repairable in one day by a mechanic such as flat tire, battery, fuel shortage, minor malfunction allowing departure the same or following day;
- Traffic jams, road closures, detours, even if caused by fire, accident, or natural event;
- Cancellation motivated by the need to stay for retake exams or catch-up sessions such as the baccalaureate or other school exams.

Special provisions

Management of Camping La Sardane holds discretionary power regarding the interpretation and application of the cancellation guarantee.