



CAMPING LA SARDANE

CANCELLATION GUARANTEE

Effective from 1 October 2026 — applicable to bookings made from that date.

The cancellation guarantee is an optional service, offered by Camping La Sardane, which must be taken out at the time of booking and paid at the same time as the booking deposit.

Payment of this guarantee certifies that the holidaymaker has read and accepted the terms and conditions of the guarantee.

Once validated, this guarantee cannot be withdrawn or cancelled.

It is specified that the cancellation guarantee is not an insurance policy, but a contractual guarantee offering a partial refund under certain conditions.

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

1 TERMS OF APPLICATION

In order to benefit from a potential refund of the sums paid*, the following cumulative and mandatory conditions must be met:

1. Declaration within the deadlines

- The cancellation must be notified within the deadlines specified below, depending on the reason.

2. Declaration procedure and supporting documents

- Any cancellation request must be sent by email to: contact@campinglasardane.fr.
- The request is only deemed valid if it is accompanied by official, authentic, dated and conclusive supporting documents (medical certificate, death certificate, employer's certificate, accident report, administrative document, etc.)
- The documents must be issued by a competent authority (doctor, hospital, public body, insurance company, police, employer, notary, etc.), be dated, signed, stamped and sufficiently detailed to allow the request to be processed.
- Any falsified, incomplete or inaccurate document will result in the automatic rejection of the request.

3. Participants concerned

- The reasons must concern the main member or their spouse, or the participants declared at the time of booking.
- The refund is limited to the participants directly concerned by the eligible reason.

4. No combination with other cover

- If the reason for cancellation is already covered by external insurance (e.g. travel or health insurance), this guarantee cannot be combined with it and cannot be applied.

2 CANCELLATION DEADLINES AND REFUND TERMS

1. Standard cancellation

For most eligible reasons, the cancellation must be reported at least 1 month before the planned arrival date.

In this case, the holidaymaker receives 100% of the amount paid for the stay (excluding administration fees and the amount of the cancellation guarantee) after verification of the supporting documents provided.

2. Cancellation less than 1 month before arrival

If the cancellation occurs less than one month before arrival, the refund is applied on a progressive scale according to the time remaining:

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

* After deduction of administration fees and the amount of the cancellation guarantee.

3. Cancellation for urgent reasons

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

Management may decide on a full or partial refund depending on the situation and the quality of the supporting documents provided.

4. Date taken into account

The date of the email and/or the date shown on the supporting documents is used to determine whether the cancellation complies with the deadlines and to calculate the amount of any refund.

3 ELIGIBLE REASONS

Serious illness or injury

- Concerning the main member or one of the participants in the stay declared at the time of booking.
- Serious illness or injury occurring after the booking date, confirmed by a doctor, preventing any travel on the departure date and involving the cessation of all activity.

Death

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

Serious material damage

- Occurring after booking: Fire, explosion, water damage, theft or accident causing significant damage to the main member's home or workplace, requiring their immediate presence.
- Serious road traffic accident involving the main member or one of the participants mentioned at the time of booking, occurring during the journey to the place of the stay.
- Vehicle breakdown occurring during the journey to the place of the stay, preventing the holidaymaker from arriving at the destination on the planned date. Only breakdowns requiring major repairs, in particular to the gearbox or other major mechanical components, involving the ordering of specific parts and a repair time of more than 48 hours, will be considered as breakdowns causing prolonged immobilisation.

The following are not considered long breakdowns: running out of fuel, flat batteries, punctures, incidents resulting from a lack of vehicle maintenance, or any other avoidable cause resulting from the driver's negligence.

Redundancy or job loss

- Economic or individual redundancy of the main member or their spouse, occurring after booking and resulting in the actual loss of employment.
- Cessation of self-employed professional activity of the main member or their spouse, due to compulsory liquidation occurring after booking.

Sudden serious illness of an ascendant or descendant

- Serious and sudden illness, medically confirmed, occurring after the booking date, affecting an ascendant or descendant of the main member, their spouse, or one of the participants declared at the time of booking, and

requiring the immediate presence of the main member, their spouse or one of the participants declared at the time of booking.

Urgent call for a professional assignment

- Concerning the main member or their spouse, when they practise one of the following professions: firefighter, police officer, nurse, doctor or member of the armed forces.
- Cancellation due to an urgent call for an assignment, occurring after booking and making it impossible to depart for the planned stay.
- An official supporting document from the employer or competent authority is required for validation.

Other exceptional reasons

- Certain situations may allow cancellation less than one month before arrival (for example, death or serious hospitalisation).

4 EXCLUSIONS

No refund will be given for any impediment resulting in particular from:

- War, riots, strikes, confiscations, official bans, acts of terrorism, nuclear or radioactive effects, extreme weather events;
- Participation as a competitor in sports competitions or preparatory trials;
- Illness, accident or death occurring before taking out the guarantee, i.e. any medical or accidental situation known or foreseeable by the main member or the participant concerned on the booking date;
- Pregnancy complications known or foreseeable at the time of subscription;
- Use of non-prescribed narcotics, suicide or attempted suicide;
- Illness, accident, pandemic or death linked to poor chronic health;
- Delay, cancellation or disruption of transport (train, plane, ferry, car) not linked to a case of force majeure or a justified serious medical reason;
- Natural or weather events (light storms, rain, heatwaves or cold spells) that do not make it impossible to access the campsite or enjoy the stay;
- Refusal of leave or professional obligations by the employer that are not unforeseeable or urgent, other than redundancy or job loss covered by the guarantee;
- Cancellation for mere personal convenience, change of mind or unjustified reason;
- Minor vehicle breakdowns, easily repaired within the day by a breakdown mechanic, such as: puncture, flat battery, running out of fuel, minor malfunction or any other problem allowing departure the same day or the next day;
- Traffic jams, congestion, motorway or road closures, and forced detours, even if the cause is a fire, accident or natural event;
- The cancellation guarantee cannot be granted in the event of cancellation motivated by the need to stay to sit a resit exam or catch-up session, such as the baccalauréat or any other school exam.

5 SPECIAL PROVISIONS

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