



les
CASTELS
CAMPINGS *d'exception* EN FRANCE

Château de
Lez-Eaux
★★★★★

Guarantee cancellation & amendment



Amendment of
stay



Cancellation
of stay

Everyone can benefit from the cancellation and amendment
guarantee when booking.



www.lez-eaux.com

When and how to take out cancellation & amendment guarantee?



When?

For the cancellation & amendment guarantee to be valid, it must be taken out **ONLY** at the time of booking.

How?



When you book online choose the option "Cancellation & amendment guarantee".



When you book by phone or mail, ask for it explicitly.

Price of the cancellation & amendment guarantee?



The amount of the cancellation and amendment guarantee varies according to the value of the holiday.

Price: 4% of your stay.

What should I do if I cancel or change my holiday?

1 Notify the campsite of any changes as soon as possible:

- by email : **bonjour@lez-eaux.com**
- par post:



Castels Camping Château de Lez-Eaux

240 avenue de Lez-Eaux

50380 Saint Aubin des Préaux

ONLY with acknowledgement of receipt.

2 We will examine your situation as soon as we receive the supporting documents.



3 Once your file has been validated, you will be reimbursed within a maximum of 14 days.



Cancellation & amendment guarantee fees and booking fees are non-refundable.



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Reasons covered by the guarantee



Transport problems :

Cancellation of a ferry, train or flight.

Theft of identity documents (driving licence, passport, ID card).

Accident on the way to your holiday.



Professional reasons :

Change of holiday dates, new job, transfer, redundancy, etc.



Personal and professional reasons:

Water damage, natural disaster, fire, explosion on your business or private premises.



Serious illness, serious physical injury, death of one of the persons mentioned in the holiday or of a family member, medical complications or contraindication by a doctor.

Cancellations and changes cannot be made within 7 days of your arrival.

The cancellation & amendment guarantee



The cancellation & amendment guarantee takes effect on the day of booking. It cannot be cancelled.

It covers all persons mentioned in the booking contract. Don 't forget to indicate the First and last name, Date of birth of all participants when you book.

Amendment of your stay



Any difference in price at the time of the change between the old and the new holiday will be charged to the customer. If the new holiday turns out to be cheaper than the old one, no refund of the difference will be made.



Please note that you may postpone your holiday instead of cancelling it (if the conditions on the previous page are met).

Peaceful holidays ahead!



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