



Cancellation Guarantee



Interruption of stay



Covid-19 cancellation



Cancellation of stay

Everyone can benefit from this cancellation guarantee.



www.lez-eaux.com/en/



When and how to subscribe to the cancellation guarantee?



When ?

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

How ?



When booking online, choose the option "Guarantee cancellation".



When booking by phone or email, explicitly request it.

Price of the cancellation guarantee



The amount of the cancellation guarantee varies according to the amount of the stay.
3% of the stay.

What to do in case of cancellation of stay

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

cancellation BEFORE arrival

By E-mail
bonjour@lez-eaux.com



Interruption DURING the stay

Directly at the
campsite reception



2 We will review your file upon receipt of the supporting documents.



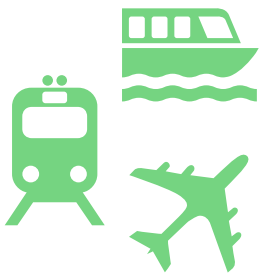
3 After validation of your file, you will be refunded within a maximum of 14 days.



The motives covered by the guarantee



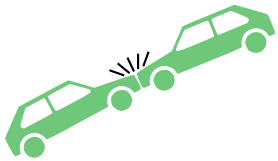
Positive for Covid-19, serious illness, serious accident, death, medical complications or physician contraindication.



Transportation issue:

Cancellation of ferry, train or flight.

Theft of identity documents (driver's license, passport, identity card).



Irreparable damage to your vehicle 48 hours before the arrival date of your stay.



Professional reasons:

Change of paid leave dates, Getting a new job, transfer, dismissal...



Professional reasons:

Water damage, natural disaster, fire, explosion in your professional or private premises.

Covid-19 cancellation



Contact the reception of the campsite, by e-mail (bonjour@lez-eaux.com) or by phone 00 33 2 33 51 66 09

Provide results of a positive PCR performed in the last 48h.



Provide a medical document proving mandatory isolation, less than 48 hours old.

If all documents are valid, the refund will be made.

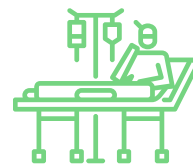


Cancellation due to death or illness



Contact the reception of the campsite, by e-mail (bonjour@lez-eaux.com) or by phone (+33 (0)2 33 51 66 09).

Provide the necessary documents proving the death of close relatives or the onset of an illness.



If all documents are valid, the refund will be made.



The cancellation guarantee starts on the day of booking.



The warranty cannot be terminated, it will automatically end on the day of your departure.



It covers all persons mentioned in the booking contract. Remember to provide the "Last name, First name, Date of birth" of all participants when booking.



In case of cancellation, the booking fee and the cancellation guarantee will not be refunded.

