

## Easier cancellation conditions - COVID 19

Due to the uncertain situation of the COVID 19, it is difficult for you to make a decision for your future booking in La Paille Basse.

In order to reassure you, and ease your plans, we have taken the decision to soften the cancellation conditions specifically related to COVID 19.

### **CANCELLATION GUARANTEED WITHOUT CHARGE**


Cancellation, according to the customer's wishes, will give the right to a credit note valid for 18 months following the cancellation or to a full refund, without necessarily subscribing to a specific insurance with our partner.

#### Free cancellation up to the start date of your stay originally booked :

- In case of partial or total containment and/or travel restrictions related to Covid-19, by decision of the authorities.
- In case of a declaration by national and/or international authorities of our establishment in a "Covid risk area".
- In case of border closures.
- In case of compulsory quarantine when the customer arrives or when the customer returns to their country.
- In case of a cancellation due to the campsite by administrative closure, except in case of force majeure. This cancellation will however not, give right to the payment of damages costs.

#### This guarantee does not apply :

- In case of a curfew.
- In the event of closure of restaurants, shops, museums, shows or various events surrounding the Domaine de La Paille Basse.
- In case of a personal decision by the traveler. On a case-by-case basis, only a credit note may be offered depending on the period of the booked stay and the cancellation notice period.

At the rate of 3.6% of the total amount of your stay, for more coverage, especially in the event of Covid disease or contact, confirmed by medical opinion, our insurance partner  offers you its cancellation [insurance solution](#).

