

Cancellation Insurance

Need insurance for your holiday in case something unexpected crops up and you need to cancel?
You can purchase our campsite's insurance to cover unforeseen difficulties.

By taking out our cancellation insurance, charged at **4% of the total cost of your holiday**, you can make your reservation with peace of mind.

What the insurance policy covers:

- Our cancellation insurance covers the following:
 - You, a family member, or a member of your holiday group is ill
 - Job loss or starting a new job
 - Burglary, destruction or damage of your home or your office
 - Vehicle breakdown or non-fault accident
 - Cancellation or amendment of annual leave
 - Death of a family member
 - Invitation to re-sit an examination

Conditions: In the event of any of the above, we require you to send us proof by e-mail or by post e.g. a medical certificate, death certificate or other relevant supporting document.

Refund: The amount that you have already paid will be refunded to you by bank transfer, or cheque if preferred, within 20 days of receipt of your supporting documents. The insurance fee is non-refundable. **Please note:** If you are unable to provide necessary proof to substantiate your claim, the outstanding balance for your holiday will still be due unless decided otherwise by the campsite manager. If you cancel your holiday for reasons other than those stated in the contract, any decision to offer a refund will remain solely at the manager's discretion.

Disclaimer: **Weather conditions are never considered grounds for cancelling your holiday**, unless they involve an insurance claim relating to your home or vehicle. The campsite accepts no responsibility for the weather conditions during your stay. Also, it cannot accept responsibility for any national social unrest, strikes, war or acts of terrorism etc., that could prevent your arrival at the campsite and, in the event of such, the remaining balance of your holiday will still be due. Likewise, the campsite accepts no responsibility for natural disasters, fires etc. If you cannot come because of negligence on your part (eg. forgetting your passport) or because you have committed an offence, you will not be covered by your cancellation insurance.

Covid-19: If you are cancelling because you have contracted Covid-19 and must self-isolate, you will be required to supply a medical certificate. Likewise, if you are required to return to work, you must provide evidence from your employer. If your arrival at the campsite is prevented by a transport problem, this will not be covered by your cancellation insurance and it will be your responsibility to find an alternative mode of transport. If our *département*, 'Les Alpes de Haute Provence', is in lockdown, we will offer you the choice of a refund or a credit note. If *your* local area is in lockdown, you may only reschedule your holiday dates *once*, subject to availability and price difference. If you have come into contact with someone who has tested positive for Covid-19, you will be asked to take a Covid-19 test and we will decide whether to offer you a credit note or not based on the result of your test.