

Serenity Option

Le PARADIS

BOOK WITH PEACE OF MIND

Select the "Serenity" option when booking your stay and benefit from greater flexibility when making changes or cancelling your booking.

	Without the "Serenity" option	With the "Serenity" option
Changes to your stay	Subject to the terms set out in the General Terms and Conditions of Sale	Changes or postponement permitted up to 14 days before arrival*
Cancellation up to 45 days before arrival date	Refund free of charge	100% refund, minus the cost of the "Serenity" option
Cancellation up to 30 days before arrival date	Partial refund in accordance with the scale set out in the General Terms and Conditions of Sale	100% refund, minus the cost of the "Serenity" option
Cancellation 15 to 29 days before arrival date	No refund	100% refund: • minus the cost of the "Serenity" option • minus 5% of the booked services, subject to a minimum deduction of €30 and a maximum of €150
Cancellation less than 14 days before arrival date	No refund	100% refund only in the event of a covered event** and upon presentation of supporting documentation: • minus the cost of the "Serenity" option • minus 5% of the booked services, subject to a minimum deduction of €30 and a maximum of €150
Interruption of stay	No refund	No refund

TERMS AND CONDITIONS OF THE "SERENITY" OPTION :

- Cost of the "Serenity" option: €2.50 per night for a camping pitch, €5 per night for rental accommodation
- The "Serenity" option is available only at the time of booking and must be paid for in full immediately. Its cost is added to the booking deposit.
- Only those persons whose full names appear on the booking request and who are participating in the stay are covered.
- Any claim under this option must be submitted in writing, by post or email, as soon as possible.

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* Postponement is permitted only within the current calendar year.

Any difference in price between the original stay and the new stay shall be payable by the Customer.

If the new stay costs less than the original stay, the price adjustment will be made automatically.

** LIST OF COVERED EVENTS:

1 **Illness, accident or death**

- a. of the person who made the booking or any other person expressly named in the booking contract,
- b. of their spouse or partner living with them in the same household;
- c. of a family member up to and including the third degree of kinship.

2 **Serious damage to the Customer's property**

Damage to the Customer's business or private premises, whether their main or secondary residence, caused by fire, explosion, water damage or theft, occurring within the 48 hours preceding the start of the stay or during the stay, where repairs are essential and the Customer must be present at the property during the originally scheduled stay.

3 **Serious damage to the Customer's vehicle,**

resulting from an accident occurring within the 48 hours preceding departure and preventing the insured person from using the vehicle.

4 **Work-related reasons:**

- a. A change to the Customer's approved holiday dates imposed by their employer after the stay has been booked, affecting the dates of the stay;
- b. Dismissal of the Customer or their spouse, provided that the invitation to the preliminary dismissal meeting was issued after the stay was booked;
- c. Transfer of the Customer or their spouse at the employer's initiative, requiring a change of residence, provided that notification of the transfer was issued after the stay was booked.

5 **Duly documented roadblocks or strikes**

which prevent the Customer from reaching the destination by any means of transport, including road, rail, air or sea, and cause a delay of at least 48 hours.

6 **Natural disasters**

An official declaration of a natural disaster under the French law of 13 July 1982 resulting in the competent authorities prohibiting stays at the site for all or part of the rental period.

7 **Exclusions**

Any cancellation resulting from an event other than those listed above shall not qualify for a refund.