



### CANCELLATION AND ALTERATIONS :

#### 1. Booking alterations

Customers may request for stays to be altered in the same campsite (dates, types of accommodation) by writing to the campsite (by post or email) subject to availability and options. Postponements until the following season are not permitted. If no alterations are made, customers must spend their holidays as they were agreed when initially booked, or cancel them in line with the conditions pertaining to the cancellation insurance.

- Requests to extend the duration of stays will be dealt with subject to availability and in line with applicable prices.
- Requests to reduce the duration of stays are deemed to be partial cancellations and will be subject to the terms and conditions which apply to cancellation and termination of stays.

#### 2. Unused facilities

In the event of stays which are interrupted or cut short for one of the following reasons:

- Border closures
- Administrative closure of the campsite
- Customer placed in quarantine on arrival or when he/she returns to home country
- Travel restricted to a number of kilometres meaning he/she cannot come to the campsite

A credit voucher for an amount corresponding to unused nights, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount, minus the cost of the cancellation insurance if such a subscription has been taken out.

Apart from the reasons stated above, all interrupted or shortened stays (late arrival, early departure) due to the customer will not be subject to refunds or credit vouchers.

#### 3. Cancellation by Yelloh! Village campsite.

In the event of cancellation by Yelloh! Village campsite, except in the case of force majeure, payments made for the booking will be refunded in full. This cancellation shall not however incur the payment of damages and interest.

## 4. Cancellation due to camper

### a. If campers cancel their bookings without taking out cancellation insurance

For one of the following reasons (preventing the stay):

- Border closures
- Administrative closure of the campsite
- Customer placed in quarantine on arrival or when he/she returns to home country
- Travel restricted to a number of kilometres meaning he/she cannot come to the campsite

A credit voucher for an amount corresponding to the total of amounts already paid, valid for two years, will be issued by the campsite. If the customer rejects this credit voucher, he/she will receive a refund, on request, of the corresponding amount.

For all other reasons:



#### **Example 1: Cancellation up to 15 (fifteen) days before start of stay.**

The deposit of 15% of the price of the stay will be kept by the campsite by way of cancellation costs. Amounts paid, minus the deposit, will be refunded.

If the payment has been made in part or in totality using a credit voucher of a value greater than that of the deposit: the deposit of 15% of the amount of the stay will be kept by the campsite by way of cancellation costs. A new non-refundable credit voucher valid for 2 years useable at the campsite at which the stay was cancelled will be issued for the amount of the initial credit voucher after deduction of the 15% deposit. The remaining amounts paid other than by credit voucher will be refunded.

#### **Example 2: Cancellation less than 15 (fifteen) days before your arrival**

The deposit of 15% of the price of the stay will be kept by the campsite by way of cancellation costs. A credit voucher for the amounts paid, minus the deposit, will be issued by the campsite. This voucher is non-refundable, non-transferable, useable only at the campsite at which the stay was cancelled and is valid for two years.

### b. If campers cancel their bookings having taken out cancellation insurance

Amounts paid are covered by the guarantee in line with the terms & conditions of cancellation. Find the General Terms and Conditions of Insurance in FAQ - [Section 3: Changing a booking](#). If the reason is not covered by the cancellation insurance or if the case is rejected by it, the general conditions of sale of paragraph 4 a. apply and the cost of cancellation insurance will be deducted from the amounts paid in the event of cancellation.