

Sunélia Hippocampe offers you the cancellation guarantee*

The guarantee takes effect as soon as the rental contract is signed and expires at midnight on the day before the first day of the stay. Subject to compliance with the contractual obligations, this guarantee enables you to obtain reimbursement of the sums paid, if your stay is cancelled according to the exhaustive list in the following cases:

- **A serious illness**, a physical accident or the death of:**
 - You, your legal or de facto spouse, your ascendants or descendants, your guardian.
 - Your brothers, sisters, brothers-in-law, sisters-in-law, sons-in-law, daughters-in-law, fathers-in-law, mothers-in-law.
- **Complications of pregnancy.**
- **Serious damage** requiring your presence on the day of your planned departure and resulting from theft, fire, water damage or natural elements and affecting your main residence or your business premises which are more than 50% destroyed. (Certificate of the insurer to be provided).
- **Economic redundancy** of yourself or your spouse, provided that the procedure was not initiated before the booking of the stay.
- **Reimbursement in case of COVID under the following conditions:**
 - If you are COVID positive at the time of the start of your stay.
 - If the campsite is closed due to COVID.
 - If you are unable to travel due to containment, border closures and/or quarantine measures on your return from holiday.

All these reasons for cancellation must be communicated by registered letter accompanied by all the necessary documents establishing the facts (expert report, police report, summons, medical or death certificate, etc.) as soon as they occur and at the latest within 3 working days following the claim or the event.

THE MAIN EXCEPTIONS:

- The after-effects, sequelae, complications or deterioration of an illness or the results of an accident observed before the signing of the contract.
- Pregnancy, abortion, childbirth, and its normal after-effects.
- Drug addiction, alcoholism, and their consequences.
- Psychiatric, mental, or nervous illnesses that do not result in a hospital stay of more than 7 days.
- Your intentional acts.
- Accidents resulting from participating, on a professional basis, in any sport or competition as well as preparatory training.
- Accidents as result of practising, as an amateur and at any level, the following sports: - motor sports (cars, motorcycles, any motor vehicles), aerial sports.
- Epidemics, pollution, and natural disasters covered by law N- 82.600 of 13 July 1982.
- Civil or foreign wars, riots, uprisings, strikes, act of terrorism or any impact of a source of radioactivity.

* for any stay of 7 nights minimum in rental accommodation.

** Serious illness or serious bodily injury means any temporary or permanent damage to your physical integrity, medically certified and involving the cessation of all professional or other activities.

Rental terms

All rentals are by name only and may not be sublet under any circumstances. The signatory of the rental contract must in all cases be an adult.

Camping pitch / accommodation

The tenant takes on the pitch / accommodation in the state that he finds it (trees, plants, vegetation...). The campsite may not be held responsible in the event of damage due to the falling of branches, bad weather, natural disasters, theft with breaking and entering, broken windows...The pitch / accommodation must be left at the end of the stay as it was found at the beginning. The number of occupants in the holiday accommodation must not exceed the maximum authorised capacity (according to enclosed description).

Options

Options have no contractual value. Beyond five days without confirmation, they may be cancelled with no penalty to either party.

Bookings

Booking fees will be charged for every booking. No booking, from whatever category, becomes firm without our agreement and then only upon receipt of contract, deposit payment and the booking fees. Any preferences stated at the time of booking will be satisfied where possible, without the campsite being held responsible. The management reserves the right to refund clients should it be impossible to satisfy the demand.

Tourist Tax

The amount of the tourist tax established by the Provence Alpes Council is 0.66€* per night and per adult (over 18 years old), is not included in the price of the stay.

*May potentially change in 2023.

Payment

Accommodation rental must be settled one month before arrival at the latest, without a reminder from ourselves. If the payment is not received within these limits the rental will be cancelled according to the cancellation conditions noted below. The total amount of the rental is to be paid at once if the booking is made less than one month before the arrival date. For campsite bookings, the outstanding payment is to be paid on the arrival day.

Departure and arrival hours

For accommodation rental, arrivals are from 5pm till 8pm and departures up until 11am at the latest.

For camping pitches, arrivals are from 01.00 pm and departure up until noon at the latest; should this not be respected an extra day will be charged. No reduction will be made in the event of late arrival or premature departure. In the absence of a written message (letter, mail) from the tenant stating that he had to delay his arrival, the pitch / accommodation becomes available 24 hours after the arrival date marked on the rental contract and the totality of the payment is still required. Telephone messages are not acceptable. In the event of dates changes, the same residence / pitch, cannot be guaranteed.

Cancellation

All cancellations must be notified by registered mail. In the event of a cancellation, the booking fee will be retained. To compensate the breaking of the contract the following amounts will be retained, or will remain owing:

- 20 % of the total amount for all cancellations more than 30 days before the arrival date.
- The total amount must be paid for all cancellations less than 31 days before the arrival date, or if you fail to arrive on the set date.

Cancellation guarantee Sunélia

A cancellation guarantee is offered with each reservation of minimum 7 nights for accommodation. In the event of a cancellation, any expenses incurred will be refund except the booking fee. The refund is subject to strict terms described below. Premature departures are not covered by that guarantee.

Insurance

Regular holidaymakers benefit from our Civil Liability cover for any physical injury or material damage encountered that is legally proved to be our responsibility. They must have valid insurance cover for their equipment (or rented equipment) which protects them as far as Civil Responsibility is concerned.

Right of publicity

During your stay on our campsite, you may be photographed or filmed for the creation and production of our promotional material, unless you inform the reception in writing of your opposition to this practice as soon as you arrive.

Miscellaneous

The management reserves the right to refuse a rental, to evict anyone who causes a disturbance and if necessary, to change any facility or service noted in the brochure. The Court of Digne-les-Bains is the court of competent jurisdiction. Only French law is valid.