



GARANTIE ANNULATION

# The Cancellation guarantee

**SUNËLIA offers you a 'CANCELLATION GUARANTEE' for any stay lasting 7 nights or longer in rented accommodation.**

## Terms and conditions

The general conditions of the Cancellation Guarantee are as follows: This guarantee takes effect from the subscription of the rental contract and will expire at midnight on the day before the first day of the stay. Subject to the fulfilment of the contractual obligations, the guarantee allows you to obtain a refund of the amount paid, if your stay must be cancelled, in the following cases according to this exhaustive list:

- ❖ **A serious illness, a personal injury, or the death of:** yourself, your spouse, or common-law partner, your next of kin, your guardian, your brothers, sisters, brother-in-law, sister-in-law, son-in-law, daughter-in-law, father-in-law, or mother-in-law.

*Serious illness and serious personal injury mean any medically certified temporary or permanent damage to your physical integrity involving the cessation of all professional activity or employment.*

- ❖ **Pregnancy complications.**
- ❖ **Serious damage** making your presence absolutely necessary on the scheduled day of departure and following a theft, fire, water damage or natural elements affecting your main residence or business premises destroyed by more than 50% (insurance certificate to be provided).
- ❖ **Redundancy of yourself or your spouse** provided that the procedure was not initiated before the stay was booked.

*All these reasons for cancellation must be communicated in a letter sent by recorded delivery together with all the necessary documents setting out the facts (assessor's report, statement from the police authorities, summons, medical or death certificate, etc.) as soon as they occur, and no later than 3 working days after the accident or 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.