

CANCELLATION – GENERAL CONDITIONS - Domaine des Feuilles

Applicable when the Customer did not subscribe to the Cancellation Guarantee at the time of booking.

I. CANCELLATION

All cancellation requests must be made by email, stating the reason and customer reference. Telephone requests will not be accepted.

1. Cancellation by the Customer BEFORE THE STAY

Only registered participants of the stay are covered by these conditions.

In the event of hospitalization, serious accident, or death of an ascendant or descendant (siblings, brothers- or sisters-in-law, sons- or daughters-in-law, parents-in-law, parents, legal guardian, or grandparents), and upon presentation of supporting documents, the Service Provider will authorize either a refund of the stay or a credit note valid for one calendar year.

For any cancellation not covered by the clauses above:

- More than 30 days before the stay:

30% of the stay amount + booking fees will be retained.

- Between 30 and 15 days before the stay:

50% of the stay amount + booking fees will be retained.

- Between 15 and 8 days before the stay:

75% of the stay amount + booking fees will be retained.

- Less than 8 days before the stay:

The full amount of the stay remains due or will be retained by the Service Provider.

2. Cancellation by the Service Provider BEFORE THE STAY

In the event of an Orange weather alert (external events beyond the Provider's control such as strong winds, storms, thunderstorms, or flooding), the Service Provider reserves the right to cancel the stay for safety and comfort reasons.

In this case, the Service Provider will offer:

- If the Customer has not yet left home:

A postponement of the stay to a later date, within the next 12 months.

- If the Customer has already left home:

The Service Provider will make every effort to offer alternative accommodation, subject to availability and without additional charge.

In this case only, the Customer will receive a 50% discount on a future stay within the same calendar year.

- If none of these solutions are acceptable to the Customer:

A full refund of all amounts paid will be issued.

No additional compensation may be claimed.

3. Modification or Cancellation by the Service Provider ON SITE

In the event of an Orange weather alert (such as strong winds, storms, or thunderstorms), the Service Provider reserves the right to cancel overnight stays for safety reasons.

Alternative accommodation will be offered, subject to availability and without additional charge.

In this case only, the Customer will receive a 50% discount on an equivalent future cabin stay within the next 12 months.

No other compensation may be claimed.

If no alternative accommodation is available, the Service Provider will do its best to assist the Customer in finding nearby accommodation.

A credit note valid for 12 months or a refund of the stay may be granted.

In the event of a temporary evacuation to assembly points due to a passing storm, no compensation may be claimed.

4. Modification or Cancellation by the Customer ON SITE

If the Customer refuses to access the accommodation (fear, vertigo, etc.), the Service Provider will make every effort to offer alternative accommodation, subject to availability (with or without an additional charge depending on rates).

The Service Provider cannot be held responsible in the event of the Customer's early departure, and no compensation may be claimed.

CANCELLATION IN THE EVENT OF A PANDEMIC

By way of exception to Article I.1 (Cancellation), if the Customer is forced to cancel the entire stay due to government measures preventing travel (general or local lockdown, travel bans, border closures), or if the Service Provider is forced to close and prohibited from welcoming guests, the Customer will receive a non-refundable credit note corresponding to the amounts paid.

This credit note will be valid for 18 months.