

ARTICLE 8 : MODIFICATION OR CANCELLATION OF STAY

➤ **Modification or cancellation by the Client**

It is recalled that the Client does not benefit from the right of withdrawal in accordance with Article L221-28-12 of the Consumer Code. Any request for modification or cancellation of the stay must reach the Holiday Village by email at contact@lesdemeuresdulac.fr or by mail to the following address: Village Vacances Bel Air Village LES DEMEURES DU LAC, 720 Route du Lac, 63550 Saint Rémy sur Durolle. Cancellation or modification of the stay will incur the following fees by the Holiday Village:

More than 30 days before the start of the stay	30% of the price of the stay + handling fees + insurance fees (if taken out)
From 30 days to less than 30 days before the start of the stay	100% of the price of the stay + handling fees + insurance fees (if taken out)

In the particular case where the Client made the reservation through Veepee, cancellation or modification of the stay will incur the following fees by the Holiday Village:

More than 30 days before the start of the stay	30% of the price of the stay + handling fees + insurance fees (if taken out)
From 30 to 15 days before the start of the stay	50% of the price of the stay + handling fees + insurance fees (if taken out)
From 14 to 08 days before the start of the stay	75% of the price of the stay + handling fees + insurance fees (if taken out)
Less than 7 days before the start of the stay	100% of the price of the stay + handling fees + insurance fees (if taken out)

A change of dates or content of the stay is considered a cancellation with application of fees according to the above scale. For any other modification request, provided it is possible, handling fees will be applied up to twenty-five euros (25€).

➤ **Modification or cancellation by the Holiday Village**

If the Client's stay is cancelled by the Holiday Village for a reason not related to force majeure, according to the definition resulting from established jurisprudence, the Holiday Village will inform the Client as soon as possible, by email.

The Holiday Village will make its best efforts to offer the Client a replacement solution.

If no replacement solution is agreed by the Client, the amounts paid will be fully refunded within 72 hours.