

## SERENITY CANCELLATION OPTION

**BOOK HOW YOU WANT, ALWAYS AT THE BEST PRICE,  
AND ACCORDING TO YOUR WISHES**

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The Serenity option is a contractual option, optional but recommended.

It gives you greater flexibility should you need to change or cancel your booking.

It can only be purchased at the time of booking. And it must be paid for in full, in addition to the booking deposit.

This option does not replace the other terms and conditions but supplements them in the event of a change or cancellation.

### **FEE :**

- €3 per night and per day booked for an empty camping pitch
- €6 per night and per day booked for a mobile home

The Serenity fee must be paid in addition to the deposit when booking.

This fee is non-refundable in the event of your booking being changed or cancelled.

### **CHANGING THE DATES OF YOUR BOOKING**

- ✓ Up to 14 days before arrival your stay can be changed free of charge “if it takes place in the current year”.
- ✓ From 13 days before arrival, the stay cannot be changed
- ✓ Any price difference between the old and the new stay will be chargeable to the customer. If the new stay turns out to be cheaper than the old one, no refund of the difference will be made.

### **CANCELLING YOUR BOOKING**

- ✓ Up to 30 days before arrival your stay can be cancelled and the sums incurred will be refunded in full.
- ✓ From 29 days and up to 14 days before arrival, the stay can be cancelled with a fixed cancellation fee of €70. Only the sums incurred at the time of the cancellation request will be refunded after deduction of cancellation costs.
- ✓ From 13 days before arrival, no refund can be made.

Any change or cancellation must be made in writing and sent to the campsite by email.

Acceptance of implementation of the Serenity option depends on the date of receipt of the email by the Pélonie campsite.