

Questions about Cancellations, Vouchers, Security and Adjustments at Les Gorges du Chambon - Summer 2020

What if I want cancellations if the borders are open when we go on holiday?

Since the announcement that the campsites may open again, the regular booking conditions apply. When there is a negative travel advice for France (borders closed) 7 days before arrival, you can cancel your stay and request a voucher for a stay before 2021.

What happens if the borders are closed or the campsite is closed during the dates of my stay?

If borders are closed at the time of departure to our campsite, and your holiday is not possible, then we will inform you personally by email and you will send a voucher that you can use later in the season or next summer.

For reservations with arrival from July and August, there is currently no reason to cancel and we kindly request you to wait a few weeks for your reservation. If you cancel now, and travel is possible during your holiday, the general terms and conditions of sale apply, unfortunately you have lost the deposit.

I have a cancellation insurance, and I want to cancel, how do I arrange this?

Have you taken out cancellation insurance and do you have a valid cancellation reason under the terms of your insurance? Then you may be able to claim the payment you have made from your insurance company. Please contact your insurance, we will send the cancellation documents to you so that you can claim payment.

Is Corona covered by the cancellation insurance that I have taken out at the campsite?

Unfortunately, epidemics and pandemics are not covered.

One of my family members is a risk group; can I get a voucher if I cancel?

No, unfortunately this is not possible. You can always ask your insurance company if this is covered.

My employer withdraws my holiday, so I have to cancel my holiday, what about that?

The employer may withdraw the holiday if this is necessary and must reimburse the employee for the costs of the cancellation.

Can I transfer my reservation to another period in 2020?

If you want to change the booking to a different period later in the season, you can send us an email and we will indicate the possibilities. It is not possible to shorten the number of nights.

I have a corona voucher and would still like to come this summer

If you already have a voucher, the reservation has been canceled definitively. Of course you can use it for the summer. Send us an email with your reservation request and we will check what is still available.

Can I defer the payment of my remaining amount?

Under our normal conditions, the last payment term must be paid 1 month before the arrival date. Because we understand that the current situation still creates many uncertainties, we have temporarily shifted this period for all arrivals until 1 July: If you have rented a cottage, the payment can be paid 2 weeks before. If you have a reservation, you can do so up to 7 days before departure. Please inform us if you want to delay payment.

Is it safe to go to France and a campsite with children?

It is not more "unsafe" to be on a campsite in France than a campsite in UK or a day out to the zoo. The campsite is located in a sparsely populated area, where there is no mass tourism.

In the UK and France, social distance is the word for summer. We have reorganized our activities and facilities. That's not so difficult at a campsite surrounded by nature! Despite the measures, you can still fully enjoy your holiday.

In addition, we have been a professional company for 30 years and are subject to strict rules and protocols:

- ✓ Our employees are well trained
- ✓ We must meet strict quality requirements
- ✓ Our on-site staff can intervene immediately if problems arise
- ✓ Our maintenance staff use professional products and working methods.

What are the changes at the campsite regarding the Corona?

The exact regulations are still being discussed in most sectors (catering, tourism). Also, some rules are likely to be weakened from June 21, when phase 3 of the relaxation begins. The information below will therefore continue to change, but this is now known.

- Sanitary buildings are open
- Swimming pool and slides
- The river has no restrictions.
- The restaurant terrace is more spacious
- Animation: spacious, outdoor sports & games activities with smaller groups, and multiple sessions

The general guidelines for corona in France ("the barrier rules") are almost the same as in the UK: sneezing into your elbow, washing your hands often, using paper tissues, no physical contact during greetings and keeping 1 meter away. At Les Gorges du Chambon, ample disinfectant handles and soap will be placed at all facilities. The frequency of cleaning is also increased in sanitary buildings, among other things.

You can download the sanitary protocol on the page practical information. This protocol will be adapted if the measures relax in the 3rd phase (from 22 June)

= subject to change = Update 03/06/2020