

CANCELLATION POLICY

With your reservation at Domaine des Agnelles you confirm to agree with below cancellation policy.

Reservation

You can make a reservation by telephone, through our website, or by mail. This reservation is only definite upon receipt of 25% of the total rent to be paid within one week after reservation. The remaining amount of the rental fee must be received by Domaine des Agnelles 6 weeks before the start of the rental period.

When booking within 6 weeks before the arrival date, the total rent must be paid immediately during the booking process.

The deposit is not refundable, the cancellation policy below applies.

Cancellation by tenant

However regrettable, it may happen that your planned trip to France cannot take place due to unexpected circumstances. We therefore strongly advise you to take out a good cancellation and/or travel insurance.

The cancellation of a reservation must be done by e-mail. Domaine des Agnelles will send a confirmation of the cancellation upon receipt of your e-mail. In the event of a cancellation by the tenant within 6 weeks before the start of the rental period, 100 % of the rental fee is due.

Cancellation by Domaine des Agnelles

If circumstances or force majeure force the owner to cancel the booking, the owner will immediately inform the tenant. The owner will refund the already paid amount. The tenant has no other right than to reclaim the amount paid by him.

Cancellation due to Covid19

Refunds of deposits or re-scheduling of reservations related to Covid19 will only be done in the following case:

- In the case of a travel ban enforced by the country of origin and/or by France during the reserved period.
- In case of a refund related to Covid19, administration costs will be charged. We have to charge €50,- for a reserved period of three days or less and €100,- for a reserved period of 4 days or more.
- You can postpone once per period in which a travel ban applies. When you decide to postpone a reservation, no administration fees are due. The new date has to be planned within two weeks. The possibility to postpone doesn't mean you will get a voucher, the new date has to be planned.
- Relocation is always subject to price adjustments applicable for the newly reserved period.
- Postponing is only possible up to a period of 18 months after the start of the initial reservation period.