

Cancellation and Refund Policy

All persons using the site are expected to be aware of the following policy:-

Booking and Payment Terms

1. Upon making a reservation, individuals are required to provide a 20% non-refundable deposit to secure their booking.
2. Full payment for the booking is expected no later than 8 weeks prior to the scheduled arrival date.

Cancellation Terms

1. Cancellation 8 Weeks or More Prior to Arrival:

- Guests who cancel their reservation 8 weeks or more before the scheduled arrival date will receive a refund of the amount paid, minus the 20% non-refundable deposit.

2. Cancellation Less Than 8 Weeks Prior to Arrival:

- Guests who cancel their reservation less than 8 weeks before the scheduled arrival date will not be eligible for a refund.

No-Show

1. In the event of a no-show, where guests fail to arrive on the scheduled check-in date without prior notification, no refunds will be issued.

Early Departure During Stay

1. In the event of an early departure after the check-in date, guests will not be eligible for a refund for any unused portion of their booking.

Refund Method

1. Refunds, if applicable, will be processed via bank transfer. Guests are required to provide their bank account name, account number, sort code (for UK residents), or SWIFT code and IBAN (for international guests) for refund processing.
2. Refunds, if applicable, will be processed within 14 days from the date of cancellation.

Exceptions

1. Exceptional Circumstances:

- In the case of exceptional circumstances (e.g., natural disasters, government-imposed travel restrictions), La Bailloterie Camping may, at its discretion, consider refund requests on a case-by-case basis.

2. Owner Discretion:

- The owners reserve the right to exercise discretion in exceptional situations not covered by the stated policy.
- Site managers cannot authorise refunds and must first clear it with an owner.

Policy Revisions

1. La Bailloterie Camping reserves the right to revise this Cancellation and Refund Policy at any time. Any changes will be communicated to guests in a timely manner.

By making a reservation with La Bailloterie Camping, guests acknowledge and accept the terms of this Cancellation and Refund Policy. We highly recommend guests consider purchasing travel insurance to safeguard against unforeseen circumstances.

For any questions or clarifications regarding this policy, please contact us at info@campinginguernsey.com or call +44 (0)1481 243636.