

OPTION FLEX

What am I used for ?

In a general context,

You or a family member participating in the stay, find yourself in one of the following cases in the 45 days preceding your arrival "refund or possibility of postponement »

- Illness, accident, surgery not scheduled at the time of booking.
- Travel incident. You miss your flight or boat crossing. Your stay is delayed (delayed flights or crossing), the balance of the stay will be updated according to the nights not spent in the establishment.

You or a family member participating in the stay, find yourself in one of the following cases during the stay "interruption of stay". The balance of the stay will be updated according to the nights not spent in the establishment and will be reimbursed to you.

- Illness, accident that would require you to interrupt your stay.
- Cases of force majeure that require an imperative return (natural disasters, loss of a loved one)

In the "COVID" context,

You or a family member participating in the stay, find yourself in one of the following cases within 45 days prior to your arrival

"You or a family member participating in the trip is in one of the following situations within 45 days of your arrival"

- Relative disease COVID (diagnosed positive, contact case, in care, ...).
- Total or "regionalized" containment. You are not allowed to move.

You or a member of the family participating in the stay, find yourself in one of the following cases during the stay "interruption of stay"

- Relative illness COVID. If your stay is shortened, the balance of the stay will be updated according to the nights not spent in the establishment and will be reimbursed to you.