



## Information concerning bookings in [gîtes du Vieil Aiglun](#), [gîte des Silves](#) and [Maison de Moustiers](#) following the COVID-19 coronavirus epidemic

### General rules as of March 18, 2020

#### Pending bookings

- Bookings for a stay starting before March 31, 2020: Our accommodations are closed. All deposits will be refunded.
- Bookings for a stay starting between March 31 and April 18, 2020: You can cancel your reservation free of charge. All deposits will be refunded.
- Bookings for a stay starting after April 18, 2020: We suggest that you wait before making a decision (cancellation or not). If you wish to cancel your reservation now, the deposit will not be refunded.

#### New bookings

- We do not take any new bookings for stays starting before April 19, 2020.
- We take bookings for stays starting from April 19, 2020. The flexible cancellation conditions (described here above) will be extended to new bookings.

### In order to enable you to make your decisions more easily, we have taken the following steps in your favour:

- The flexible cancellation conditions (refund of deposit) will be extended as long as the restrictive measures apply (confinement, border closure when you travel from a foreign country, ban on leaving your home, ban on joining our accommodations, or any other force majeure). They will also be valid for new bookings.
- The cancellation facilities will remain applicable for any stay starting less than a week after the lifting of the conditions constituting force majeure.
- For all bookings starting in 2020: Amendment of article 4-A of our general conditions as follows: *"The owner may demand the balance of the amount of the stay if the cancellation occurs less than **30 days** before the scheduled date of occupancy."* **will be replaced by** *"The owner may demand the balance of the amount of the stay if the cancellation occurs less than **5 days** before the scheduled date of occupancy."*

The current situation is still unclear, both in terms of restrictive measures taken by the government (which change daily) and in terms of the evolution of the pandemic. It is therefore difficult to plan anything beyond April 18, 2020. However, we undertake to extend the flexible cancellation conditions as long as the situation remains critical.

The flexible cancellation conditions that we offer allow you to avoid to make a hasty decision (maintaining or cancelling your stay), you can wait to get a clearer view before making a decision without being penalized.

The return to a normal situation will probably be gradual. All our accommodations are at your exclusive disposal, and therefore offer a safe holiday destination.