



## 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 1<sup>st</sup> June 2020

#### Pending bookings

- Bookings for a stay starting before 15<sup>th</sup> June 2020: If you live in France, your reservation is confirmed. If you live abroad, you can cancel your reservation, all deposits will be refunded.
- Bookings for a stay starting as from 15<sup>th</sup> June 2020: If you live in France or abroad but within the Schengen area, your reservation is confirmed. If you live abroad out of the Schengen area, we recommend you to contact us so that we can evaluate the opportunity to cancel your reservation or to delay any decision.
- Bookings for a stay starting as from 1<sup>st</sup> September 2020: All bookings are confirmed for the time being.

#### New bookings

- If you live in France : you can stay with us as from 2<sup>nd</sup> June 2020.
- If you live abroad (within Schengen area) : we take bookings for stays starting as from 15<sup>th</sup> June 2020.
- If you live abroad (out of Schengen area) : we take bookings for stays starting as from 1<sup>st</sup> September 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 will be extended as long as the restrictive measures apply (lockdown, 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 (refund of deposit for any stay or credit for a new stay valid for 18 months. Please note: Flight cancellations or professional imperatives (for instance) are not considered as 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."*

We update this note whenever the situation evolves and we undertake to extend the flexible cancellation conditions as long as the situation remains critical.

The cancellation facilities that we offer you comply with the legal framework and even go beyond our obligations. However, given the importance of this crisis, we are unable to provide additional cancellation or postponement facilities to those described in this note.

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