

## **CORONA and TRAVEL ADVISE: conditions at Les Bouctonnières - France**

### **Coronavirus. Info and policy**

We are not yet rid of the coronavirus (COVID-19). The consequences affect us all and the situation changes every day, every hour.

Les Bouctonnières bases its policy on information from the WHO and the guidelines from the Belgian and French governments. We follow their travel advice, we do not take hasty decisions based on rumours and incomplete information.

As long as your holiday destination - 37800 Marcilly Sur Vienne in the Indre & Loire department - is not in an area with negative travel advice on your arrival day, your reservation remains valid. Unless otherwise specified, the rental conditions and therefore the cancellation conditions continue to apply.

If your arrival day is a bit further away, in any case more than 9 weeks from today, we cannot yet give a binding advice. A cancellation is not covered by most insurances. After all, nobody knows how the situation will develop in the meantime.

We can well imagine that this situation is very uncertain for you. You are currently very concerned about the health of you and your family.

### **Coronavirus. Can I still go on holiday?**

If your booking is not made until a few months from now, there is a good chance that you will be able to go on holiday.

In June - July - August and September 2020, all bookings can be made on the domain of Les Bouctonnières. We have done everything possible to keep it safe; Extra measures and attention were taken when cleaning, disinfection was provided for the guests in the holiday homes and we gave updates before & during the stay and also on departure, e.g. the insertion of the Travellers Locator Form.

We also informed guests in advance of the situation in France and the region. (eating out, museums, shopping, ...)

A negative travel advice for the short term says nothing about the situation in the longer term. Keep an eye on the reports of the governmental institutions.

### **Coronavirus. Standard Cancellation Insurance**

If you cancel now, are you insured for that?

If you have a regular cancellation insurance with your insurer, then with most insurances there is no coverage. You can check this in your policy conditions.

### **Coronavirus, conditions applicable to bookings in periods :**

**April - May - June - July - August - September - October - November and December 2021**

#### **I am leaving 9+ weeks**

Will I get the deposit back if I cancel now? No, you will not. You will lose your deposit. Your departure is still a long way off, we do not return deposits for cancellations that do not follow the imposed travel advice. We do not have to do this because of the rental conditions. After all, you are cancelling on the basis of a situation in 9+ weeks which has not yet been established. So the general conditions are in force.

#### **Coronavirus. I am leaving between 8-9 weeks**

You are leaving between 8 and 9 weeks from today. You have received an invitation to pay your balance.

In case of NEGATIVE travel advice from Belgium and in France (i.e. clear ban on tourist trips):

Your deposit has been paid, it will be returned to you by bank transfer.

Of course, you will not be required to pay the balance.

If you wish to leave this advance as a deposit to your advantage on a later booking at Les Bouctonnières in POST-CORONA\* time, you may do so.

When travel is NOT forbidden from Belgium and to FRANCE (so no negative travel advice):

You cancel without this being justified by the travel advice.

You will lose your deposit, the balance will be subject to the general rental conditions of Les Bouctonnières.

If you cancel because of an infection in your travel group or in yourself:

This falls under the general rental conditions.

We do make the exception that the payment acts as a deposit for a later booking with Les Bouctonnières in post-corona\* times.

### **Corona virus. I am leaving between now and 8 weeks**

You pay your balance. We keep an eye on the situation and the travel advice.

Shortly before your departure it will become clear that it is forbidden to travel.

=) We will check with you & according to the rented holiday home, what the possibilities are to move your booking to a later date, in order to come to an acceptable solution.

### **Do you have any questions?**

Do not hesitate to contact us.

We are all victims of a virus that unfortunately dominates our lives, sure we can come to a nice and acceptable compromise.

Before cancelling, we ask you to contact us to discuss the possibilities, preferably by e-mail.

Kind regards,

Van Oost Christian and Ceballos Duyck Lucia

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