



VTF cancellation policy for village stays, holiday residencies, and hotels in France (excluding non-refundable «Surprise Packs»)



Refund procedures are as follows if the notification of cancellation is made by phone to the number on your file, with confirmation by email or any means allowing acknowledgment of receipt. The date of receipt of the confirmation will be used to calculate cancellation fees.

In all cases, the membership fee and the value of the cancellation plan are non-refundable and remain with VTF.

More than 60 days before departure, the deposit will be refunded. VTF retains the membership fee and a deduction of 3.2% of the total stay amount, with a minimum of €33 per file.

Cancellation guarantees

1 – Without the VTF cancellation plan, the conditions are as follows :

- Between the 59th and 30th day before departure, VTF retains the membership fee plus a deduction corresponding to the deposit amount, which is 30% of the stay (with a minimum of €40 for stays under 4 nights and €230 for stays of 4 nights or more).
- Less than 30 days before departure, the full cost of the stay is due.
- Shortened stay: the full cost of the stay is due.

2-With the VTF cancellation plan*

For stays in France at VTF Vacances en France* destinations, we offer an optional cancellation plan, costing 3.2% of the stay amount (with a minimum of €33), which covers partial reimbursement of amounts paid in case of problems on your part.

Managed by VTF, it must be subscribed to and paid for at the time of booking or, at the latest, with the deposit payment.

This plan allows you to benefit, within the limits of the detailed clauses below, from reimbursement of amounts paid (excluding membership and cancellation plan fees) minus a deductible of:

- 5% of the stay amount with a minimum of €60 (€40 for stays under 4 nights) and a maximum of €120 **if cancellation occurs between 15 and 59 days** before the start date of the stay.
- 10% of the stay amount with a minimum of €100 (€60 for stays under 4 nights) and a maximum of €200 **if cancellation occurs less than 15 days** before the start date of the stay.

The cancellation plan takes effect the day after subscription and ends at the end of the related stay.

Justified cancellation

- A serious illness, a serious bodily injury, or the death of yourself, your legal or de facto spouse, your ascendants or descendants, or your brothers and sisters.

By serious illness, we mean a health condition confirmed by a medically qualified authority that prevents leaving the room and requires cessation of all professional or other activities.

By serious injury, we mean an unintentional bodily harm caused suddenly by an external factor that prevents any movement.

Your cancellation plan protects you against the consequences of illnesses or accidents occurring after the subscription date.

- Serious damages (requiring your mandatory presence on site) caused by theft, fire, or natural events affecting your primary or secondary residence.
- The fact that a family member (spouse, ascendant, or descendant) registered with you on the same file and insured under this contract cancels for one of the guaranteed reasons listed above.

Excluded clauses

Abusive use of alcohol or drugs, intentional acts, refusal of leave, or loss and resumption of employment.

Cancellation notification

You must notify your cancellation as soon as possible by registered letter with acknowledgment of receipt to Aix en Provence and, if you subscribed to the cancellation plan, include all documents justifying your refund request.

*** IMPORTANT :** «Surprise Packs,» all packs and packages are not covered by the VTF cancellation plan.