

Cancellation Policy

Cancellation Policy / Terms and conditions

MAKING A RESERVATION

- Make your reservation online or by telephone.
- Send a prepayment : 25% of the full amount will be charged on the day of booking – to secure your reservation.
- Your reservation is only secure when a deposit has been received. Failure to pay a deposit when asked annuls your reservation.

IF YOU CAN'T MAKE IT

- Let us know by telephone +33 or email: contact. Do not leave a voice message, this is not a valid notification.
- If cancelled or modified 30 days or more before arrival no fee will be charged – except postage/bank charges.
- If cancelled or modified less than 30 days, or in case of no-show, a minimum of 25% of the total will be charged.

Refunds

Refunds are made via cheque or bank transfer.

When you make your booking and we have received the required deposit to secure the booking, a legally binding contract exists between us that is non-cancellable and non-refundable, except in exceptional circumstances. You may still remain liable to pay in full or in part for the booking, even if you are unable to take your holiday. Even where you have not paid in full at the time of cancellation, you will remain liable for the full cost. If for some reason you do need to cancel, it is important that you tell us at the first opportunity so that we may attempt to re-let your room and minimise your loss. You should take out cancellation insurance to protect you against possible loss.

We will allow you to cancel your booking without penalty, but you must do so within 30 days/hours of the due date, in writing or by email to contact@canigoulodg.com. We will acknowledge receipt of your cancellation by return. Please do not consider your booking cancelled until you receive our confirmation. If you do not cancel, but you fail to arrive for your stay with us, you agree that the sum due for your deposit will not be refunded.

* Smoking only permitted outside in designated areas