

COVID GUARANTEE - CANCELLATION INSURANCE

Covid 19 - Your questions answered

If I get the COVID or if I am positive to COVID, am I covered ?

Cabinet ALBINET : Yes, and also all the participants to the trip if you are members of one and same family. If you are travelling with friends, we will refund the amount paid by the absent family in proportion to the number of participants

In case of travel restrictions ; Am I covered in the event of cancellation ?

Cabinet ALBINET : No. We don't cover the cancellation relating to the travel and/or confinement restrictions and/or closure of neighbouring sites. These unprecedented events are neither insurable nor insured. We are therefore unable to act. The exceptional scale of the disruption which results from the prohibition, restriction and confinement measures taken by the public authorities are such as to justify a request for a postponement of the rental dates or termination of the said contract. If your owner is ok to change the dates of the rental, we will change the dates on your insurance contract. Thanks to send us by email the new dates of the rental and also your insurance contract number.

I need to cancel because I can't board on the plane because I have a fever, I am covered ?

Cabinet ALBINET : Yes

Someone in my family get the COVID but will not travelling with us, Am I covered in case of cancellation?

Cabinet ALBINET : No, only the participants to the trip are covered.

If I get the COVID during the trip and I need to interrupt it, Am I covered ?

Cabinet ALBINET : Yes, you can interrupt your trip and we will reimburse you the unused portion of holidays.

TOILET FACILITIES:

- hand gel distributors in the bathrooms
- social distancing signposting
- reminder of the social distancing rules
- daily, regular disinfection of toilet facilities

And, for further safety:

- Use sanitiser gel when you enter the toilets
- As much as possible, avoid touching walls or partitions
- Try to use them when there are few people

ACCOMMODATION:

- hand gel distributors in the bathrooms of each sector
- rooms are disinfected each time a new client arrives, using disinfectants (virucidal and bactericidal)
- for technical interventions in accommodation, these are conducted when the guests are out and our personnel are equipped with gloves and masks. Gloves are changed after each intervention.

WELCOME CONDITIONS:

We receive all of our visitors in line with all current sanitary rules and regulations:

- hand gel distributors are available
- social distancing signposting
- reminder of the social distancing rules

BAR/RESTAURANT/MINI-MARKETS

Our shops and facilities are available, and are adapted to provide total safety during your stay:

- Take-away: Everything on the restaurant's menus is available to take away.

For even greater safety, the following sanitary rules are in place:

- A one-way system
- Access to the restaurant only with sanitary pass
- Hand gel distributors
- Social distancing signposting
- Reminders of the social distancing rules