

Cancellation Policy BienViennue

Last updated: February 4, 2025

We understand that plans can change. Therefore, we apply the following cancellation policy:

1. Cancellation Policy

- Cancellation up to 8 weeks before arrival: The deposit will be fully refunded.
- Cancellation between 8 and 4 weeks before arrival: The deposit will not be refunded.
- Cancellation within 4 weeks before arrival: The full accommodation cost is due.

2. Changes to the reservation

- Changes to an existing reservation (e.g. change of dates) can only be made in consultation and are subject to availability.

3. Force Majeure

- In case of force majeure (such as natural disasters, pandemics or fire), we reserve the right to cancel reservations. In such cases, the amount already paid will be fully refunded or an alternative will be offered.

4. Additional Information

- We advise guests to take out travel insurance that covers any cancellation costs.
- In case of cancellations, we request you to contact us as soon as possible via:
 - E-mail: bienviennue@gmail.com
 - Telephone: +33 7 89 23 87 16 or +33 6 8 84 91 08

We thank you for your understanding and cooperation. If you have any questions about our cancellation policy, please feel free to contact us!