



CANCELLATION POLICY

NACEL FRANCE

DEPOSIT

Once you have selected your preferred stay, please proceed to book online. As soon as Nacel receives your registration request and the requisite booking fee, you will receive confirmation via email that your request has been received and processed. Once your place on the camp has been secured, you will receive an acceptance letter and an invoice. Please note that registration to a camp implies immediate payment of a program deposit of 300 USD.

BOOKING CANCELLATION

Please note that any cancellation requests must be submitted in writing via registered post or email with an acknowledgment of receipt. Please note that any camp started is due in full, regardless of the reason for cancellation (voluntary, medical, or disciplinary departure). In the event of cancellation, the following policy will apply:

- If cancellation occurs more than 45 days prior to departure, the deposit and booking fee will be retained.
- If cancellation occurs between 45 days and 10 days prior to departure, Please note that 50% of the cost of the stay, including any selected options, will be retained.
- For cancellations made within ten days of the scheduled departure date, the following policy will apply: Please note that 100% of the cost of the stay, including any selected options, will be charged.

This cancellation policy applies to all cases, including instances of illness, for which all costs incurred have already been paid, including those related to transportation, accommodation, staff, and administration. Nacel reserves the right to consider a cancellation any instance where the customer fails to pay the outstanding balance on time or fails to communicate the necessary documents (including the registration form and health liaison form).

Nacel reserves the right to consider a cancellation to be the non-payment by the customer of the sums due on time or the non-communication of the necessary documents (registration form, health liaison form, etc.)

MODIFICATION OR CANCELLATION OF STAY BY NACEL

Nacel reserves the right to cancel or modify a stay in the event of unforeseen circumstances. In such an instance, Nacel will endeavor to provide an alternative solution. In the event of cancellation by Nacel, Nacel will issue a full reimbursement for all payments made.

LATE REGISTRATION

If registration occurs less than 45 days before the departure date of the stay, the deposit amount increases to 100% of the stay's price. Upon completion, the customer will receive all required camp documents.

BALANCE PAYMENT

The remaining balance for the stay must be settled at least two months before the departure date; failure to do so may result in the cancellation of the stay, with the participant's parents bearing the costs.

DAMAGE AND RESPECT

- Students are responsible for damages caused intentionally or through negligence.
- Violating accommodation rules may result in loss of security deposit or expulsion.
- Serious disciplinary offences or repeated bad behavior may result in expulsion without refund.