



COVID-19 Terms & Conditions

Enhanced Travel Policy

Please refer to our Terms and Conditions below. In addition to this, we request that our clients ensure they take out adequate travel insurance at the time of booking, as part of their booking conditions.

Illness

If you or any of your group become ill with any COVID-19 Symptoms (or any severe illness) prior to your date of travel, it is your responsibility not to travel.

If you or any member of your group become ill during your stay with us and you are required to self-isolate meaning you must request to extend your booking, you will be obliged to pay for the extended booking required at the current market rate on a per week basis. If further availability is not possible, you are required to find your own alternative accommodation.

Social Distancing

Whilst staying with us at Lac Soupir we kindly ask you to be mindful to social distance yourselves from other anglers who are not with your group.

Deposits, cancellations and booking amendments

Deposits are non-refundable and your booking can only be confirmed once the deposit is paid to the owners. Dates can only be moved in extenuating circumstances (see below). This would also be based on Lake availability and at the sole discretion of the Lake Owners. Cancellations are subject to a 50% cancellation fee of the remaining balance once your booking is confirmed. Cancellations made within 12 weeks prior to your booking date are non-refundable.

COVID-19 Booking Guarantees

Any customers who booked prior to COVID-19 have been able to move their booking free of charge, any customer who have not used their booking amendment by the end of 2022 will not be able to amend their booking further. Any customers who have booked post COVID-19 are eligible for our COVID Booking Guarantee and will be able to move their booking dates once, due to the following reasons: National Lockdown in either the UK or France or if there is a Travel Ban implemented between countries.

PLEASE NOTE: The owners will not move, amend or refund any bookings for clients due to vaccination status or ability to quarantine in either country. Please ensure you are ready for your trip in this regard.

Local testing in France:

Should there be a need to test to return to the UK, there is a local chemist in the nearby town where this can be done. Our on-site bailiff will be at hand to answer any questions you may have.

Force Majeure

The owner regrets that they cannot accept liability or pay any compensation or pay any refund where the performance or prompt performance of contractual obligations is prevented or affected by 'force majeure'. In these booking conditions, 'force majeure' means any event which the owner or the supplier of the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riots, civil strife, epidemic, pandemic, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events.

Owner Liability

The owner shall have no liability for personal injury, illness or death. No liability is accepted by the owner in respect of damage to or loss of personal property of anglers. The client is responsible for ensuring their own contents and personal effects kept at the Lac Soupir complex.

Enhanced Cleaning

For clients staying in the Chalet, we have enhanced cleaning measures in place to ensure the safe turnaround of cleaning procedures and the use of covid-related cleaning products to ensure hygiene safety when arriving with us.