



COVID 19 - Voucher

Guest Name:

Original Property :

Original Travel dates:

Funds Received: Euro

Voucher Amount: Euro

00/00/2021

Dear guest,

Under normal circumstances, when a guest cancels a stay, we open up the calendar for rebooking and if the period is re-rented, we refund the deposit paid less a service charge of 50 Euros. If we do not get a new reservation for the period, the deposit is not refunded. This is outlined in our Terms & Conditions <https://www.antibes-rental.com/terms-conditions/>

As we are facing a situation that none of us could have foreseen, we have decided to provide the following benefits for guests who cancel their reservation during the current COVID-19 pandemic:

1. Guests who decide to cancel their booking for stays through December 31, 2021 will receive a voucher equivalent to any rental payment that Antibes-Rental has received for the booking (excludes fees charged by third party booking sites such as AirBNB, Homeaway, Luxury Retreats). This voucher credit can be used at any time through March 31, 2023.
2. Vouchers can be used to stay in any of our properties listed on www.Antibes-Rental.com.
3. When guests decide to rebook, they must email us at info@antibes-rental.com. These special condition bookings cannot be made through third-party vendors to avoid additional booking fees.
4. When making a new reservation, any remaining balance for the rental is due at the time of the booking. Once this balance is paid, we will block the calendar and the new reservation is confirmed.
5. Once a new reservation is confirmed, we will follow our regular terms and conditions. If a guest decides to cancel their new voucher reservation, we will open up the calendar and if it is rebooked, the guest will receive a refund equivalent to the amount paid by the new guests. If the property is not re-rented the guest will not be reimbursed for any rental payment. See <https://www.antibes-rental.com/terms-conditions/>

6. Please note that no further changes in dates will be allowed when using a voucher for reservations so guests should be sure about their travel dates before making any new bookings.
7. There will be no cash refunds of rental fees. However, if any new booking is at a lower rate than the original payment amount, guests can use any remaining funds for credit for additional stays with www.Antibes-Rental.com until March 31, 2023.
8. This voucher is not exchangeable and cannot be sold or given to other individuals. The guest who made the original reservation must make the new reservation and must be a part of the group that comes to stay.
9. We strongly encourage guests to buy travel insurance to cover ALL eventualities. We believe there will likely be new policies developed by the insurance industry to handle the type of situation we are facing today. Please double-check your travel insurance policies prior to booking your next trip.

This is a difficult period for us all. We hope that our new policy to deal with the current extenuating circumstances will provide enough flexibility for you to reschedule your visit. We look forward to welcoming you back to Antibes. Please stay safe.

Regards,



Tom & Paul



Tom & Paul

owners

Phone: +33 (0)6 47 99 54 81

Site: www.antibes-rental.com

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