



RESERVATION POLICY

ACCOMMODATION OR MATERIAL



ONLINE AND BY PHONE

100% of total amount is required upon booking

CANCELLATION POLICY OR MODIFICATION : ACCOMMODATION (EXCEPT COTTAGES) ACTIVITIES, RENTALS



LESS THAN 15 DAYS
AFTER TAKING RESERVATION

Cancellation Request: Full refund

Change request reduction: \$ 25 (plus taxes) applied
from the second change request



MORE THAN 15 DAYS
AFTER TAKING RESERVATION

Cancellation Request: no refund.

Change request reduction: \$ 25 (plus taxes).



LESS THAN 15 DAYS
BEFORE ARRIVAL DATE

No refund. No cancellations or changes to reduction
transferred or credited in case of:

adverse weather conditions, change of date or
activity, late arrival or early departure.

CANCELLATION POLICY OR MODIFICATION: COTTAGES



LESS THAN 15 DAYS
AFTER TAKING RESERVATION

Cancellation Request: Full refund

Change request reduction: \$ 25 (plus taxes) applied
from the second change request



MORE THAN 15 DAYS
AFTER TAKING RESERVATION

Cancellation Request: no refund.

Change request reduction: \$ 25 (plus taxes).



LESS THAN 15 DAYS
BEFORE ARRIVAL DATE

No refund. No cancellations or reduction transferred
or credited in case of: adverse weather conditions,
change of date or activity, late arrival or early
departure.

In the case of accommodation, camping or equipment unclaimed 24 hours after the date of taking possession, without notice to the service sales and reservation: the reservation is cancelled with no refund at 1pm the next day.

Important: to change or cancel a reservation, please contact the sales and reservations at 1 800 321-4992. A counselor will gladly track your application.

RENTAL CONDITIONS:

Security deposit: a credit card number is required when making a reservation. In the event of breakage, excessive wear or damage on infrastructures or equipment, loss of equipment, charges for the repair or replacement will be charged to your credit card. The user has full responsibility of the infrastructure or leased equipment during the lease period.