



RESERVATION POLICY



100% of total amount is required upon booking.
ONLINE AND BY PHONE.

CANCELLATION/MODIFICATION POLICY

ACCOMMODATION (EXCEPT COTTAGES), ACTIVITIES, RENTALS

15 DAYS OR LESS BEFORE YOUR ARRIVAL*

No refunds or credits.
The reservation can't be moved to another date.

16 TO 30 DAYS BEFORE YOUR ARRIVAL

Refunds or modifications possible for a 25\$ fee (taxes not included).

31 DAYS OR MORE BEFORE YOUR ARRIVAL

Full refunds. First modification request: no fee. Second modification request: fee of 25\$ (taxes not included).

COTTAGES

30 DAYS OR LESS BEFORE YOUR ARRIVAL*

No refund or credit.
The reservation can't be moved to another date.

31 TO 60 DAYS BEFORE YOUR ARRIVAL

Refund possible for a 50\$ fee (taxes not included). First modification request: no fee. Second modification request: fee of 50\$ (taxes not included).

61 DAYS OR MORE BEFORE YOUR ARRIVAL

Full refund possible.

* In the event that we close our facilities due to circumstances beyond our control, no refund is possible, but a credit may be offered at the discretion of Vallée Bras-du-Nord.

In the case of accommodation, camping or equipment unclaimed 24 hours after the date of your arrival, without notice to the sales and reservations department, the reservation will be cancelled with no refund at 1pm the next day. Important: to change or cancel a reservation, please contact the reservations department at 1 800 321-4992. An officer will gladly help you.

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.

Deposit for the mountain bike: no refund.

Gift certificate: no refund or exchange.