



Hostel - Reservation policies

1. Before making your room reservation, it is wise to make your travel arrangements whether by plane or by ferry to avoid any logistical problems.

2. To be valid, your reservation must be made by our online booking system 24h/7 <http://www.parcdegroscap.ca/en/booking.php> , or info@parcdegroscap.ca or by calling at 1 800 986-4505. You must have received a confirmation to be valid.

3. It is important that your reservation cover your entire stay, otherwise we cannot guarantee the same room or shared room for some additional days.

4. To secure your reservation, please indicate your correct contact information, e-mail, number of guests. A 30 % deposit is required by credit card. You will then receive a confirmation with a reservation number by e-mail or by mail.

5. One (1) or two (2) nights stay must be totally paid upon reservation and are not refundable.

6. For any change to your stay:

- There is \$15 charge for each night taken off.

- There is no charge for adding extra night.

7. The balance of payment must be paid on arrival.

8. In the event of a cancellation, a \$40 charge will be applied on the deposit and the balance will be refunded it is made 60 days and more prior arrival date.

9. No deposit will be refunded within 60 days prior to the arrival date.

10. No refund after payment in full (ex.: departure ahead of time or bad weather).

11. For group reservation, 50% deposit will be required. That amount is/ not refundable and the total left must be paid 30 days prior arrival.

12. Reservation can be made maximum two (2) years in advance the arrival date.

13. Reservation are made to the first to do the request and are confirmed according the deposit required.