



## **Hostel - Reservation policy**

- 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, <https://www.parcdegroscap.ca/en/accomodations/> 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 any others 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:
  - a) There is \$15 charge for each night taken off. It is your responsibility to match your transportation to your stay.
  - b) It's not permitted to cancel a long stay and then reserve a shorter stay to avoid our policy fees. That policy is exactly in cause of people who reserve a long stay just to hold a place.
  - c) 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 if it's 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 will be done after payment in full (ex.: departure ahead of time or bad weather) except for accident or illness. In that case, we will only keep 40\$ and refund the difference.

**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 for a maximum of two (2) years in advance the arrival date.

**13.** Reservation are made to the first to ask for and are confirmed according the deposit required.

**14.** All bookings must be made by an adult 18 years old and over. No reservation will be accepted if made by minor or with no tutor approval and signature.

**Next policies are following:**

- Trailer rental,
- The Pavillon,
- Ready-to-Camp,
- Campground.



## **Teardrop Trailer - 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, <https://www.parcdegroscap.ca/en/ready-to-camp/> or [info@parcdegroscap.ca](mailto: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 teardrop trailer 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:
  - a) There is \$15 charge for each night taken off. It is your responsibility to match your transportation to your stay.
  - b) It's not permitted to cancel a long stay and then reserve a shorter stay to avoid our policy fees. That policy is exactly in cause of people who reserve a long stay just to hold a place.
  - c) There is no charge for adding extra night.
  
- 7.** The balance of payment must be paid upon arrival.
  
- 8.** In the event of a cancellation, a \$40 charge will be applied on the deposit and the balance will be refunded if it's 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 will be done after payment in full (ex.: departure ahead of time or bad weather) except for accident or illness. In that case, we will only keep 40\$ and refund the difference.

**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.

**14.** All bookings must be made by an adult 18 years old and over. No reservation will be accepted if there are no adults.

**Next policies are following:**

- **The Pavillon,**
- **Ready-to-Camp,**
- **Campground.**



## **Pavillon Montreuil - 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, <https://www.parcdegroscap.ca/en/accomodations/> or [info@parcdegroscap.ca](mailto: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 any others 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:
  - a) There is \$15 charge for each night taken off. It is your responsibility to match your transportation to your stay.
  - b) It's not permitted to cancel a long stay and then reserve a shorter stay to avoid our policy fees. That policy is exactly in cause of people who reserve a long stay just to hold a place.
  - c) There is no charge for adding extra night.
  
- 7.** The balance of payment must be paid upon arrival.

**8.** In the event of a cancellation, a \$40 charge will be applied on the deposit and the balance will be refunded if it's 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 will be done after payment in full (ex.: departure ahead of time or bad weather) except for accident or illness. In that case, we will only keep 40\$ and refund the difference.

**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.

**14.** All bookings must be made by an adult 18 years old and over. No reservation will be accepted if there are no adults.

**Next policies are following:**

- **Ready-to-Camp,**
- **Campground.**



## **Ready-to-camp - Reservation policies**

- 1.** Before making your ready-to-camp 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, <https://www.parcdegroscap.ca/en/ready-to-camp/> or [info@parcdegroscap.ca](mailto: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 ready-to-camp or any others 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:**
  - a) There is \$15 charge for each night taken off. It is your responsibility to match your transportation to your stay.
  - b) It's not permitted to cancel a long stay and then reserve a shorter stay to avoid our policy fees. That policy is exactly in cause of people who reserve a long stay just to hold a place.
  - c) 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 if it's 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 will be done after payment in full (ex.: departure ahead of time or bad weather) except for accident or illness. In that case, we will only keep 40\$ and refund the difference.

**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.

**14.** All bookings must be made by an adult 18 years old and over. No reservation will be accepted if there are no adults.

**Next policies are following:**

**- Campground.**



## **Camping – Reservation policies**

- 1.** Before making your campsite 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, <https://www.parcdegroscap.ca/en/camping/> 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 campsite or any others 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:**
  - a) There is \$15 charge for each night taken off. It is your responsibility to match your transportation to your stay.
  - b) It's not permitted to cancel a long stay and then reserve a shorter stay to avoid this policy fees. That policy is exactly in cause of people who reserve a long stay just to hold a place.
  - c) 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 if it's made 60 days and more prior arrival date.

- 9.** No deposit will be refunded within 60 days prior to the arrival date.
- 10.** On a no-show reservation, we will keep the campsite reservation until 11 a.m. the next day after arrival. If we don't have any news from guest, we will cancel the reservation and give the campsite to someone else.
- 11.** No refund will be done after payment in full (ex.: departure ahead of time or bad weather) except for accident or illness. In that case, we will only keep 40\$ and refund the difference.
- 12.** For group reservation, 50% deposit will be required. That amount is/ not refundable and the total left must be paid 30 days prior arrival.
- 13.** Reservation can be made maximum two (2) years in advance the arrival date.
- 14.** Reservation are made to the first to do the request and are confirmed according the deposit required.
- 15.** All bookings must be made by an adult 18 years old and over. No reservation will be accepted if there are no adults.