



## Reservation and cancellation policy

1. Before booking your stay, 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 at <https://www.parcdegroscap.ca>, by mail at [info@parcdegroscap.ca](mailto:info@parcdegroscap.ca) or by calling at 1 800 986-4505. You must have received an email confirmation.
3. It is important that your reservation covers your entire stay, otherwise we cannot guarantee any campsite/lodging for additional days.
4. To secure your reservation, please indicate your correct contact information, e-mail, number of guests and equipment type and length when needed. A 30 % deposit is required by credit card. You will then receive a confirmation with a reservation number by e-mail.
5. The left amount must be paid on arrival.
6. One (1) or two (2) nights stays must be totally paid upon reservation and are not refundable.
7. **For any change to your stay:**
  - a. There is \$15 charge for each night taken off. This fee is present to reduce bookings for long periods to then reduce the number of nights significantly. This way of doing prevents some people from booking their adequate dates.
  - b. There is no charge for adding extra nights.
8. In the event of a cancellation at least 60 days prior arrival, a \$40 deposit fee will be kept, and the rest will be refunded.
9. The deposit is not refundable if a reservation is cancelled within the 60 days before arrival, except for a serious situation approved by the administration.
10. No refund will be made after the total amount is paid (ex. departure ahead of time because of bad weather). Exceptions can be made for serious situations approved by the administration.

- 11.** For a group reservation, a 50% deposit will be required. That amount is not refundable, and the total left must be paid 30 days prior arrival.
- 12.** Reservations are made to the first to do the request and are confirmed according to the deposit required.
- 13.** All bookings must be made by an adult of 18 years or older. No reservation will be accepted for a group of minors.