



## Booking and cancellation policy

1. Prior to your booking, it is highly recommended that you confirm the availability of transportation to and from the Islands. (ferry, bus, plane)
2. To be considered valid, your booking must be made online or by phone at [www.parcdegroscap.ca](http://www.parcdegroscap.ca) or +1 (418) 986-4505. Bookings are confirmed via an email confirmation on reception of the required deposit.
3. It is important that your booking covers your entire stay. We cannot guarantee availability of campsite/lodging for additional days if you decided to extend your stay.
4. To secure your booking, please indicate your correct contact information, e-mail, number of guests as well as your equipment type and length when needed. **A 30% deposit is required upon booking.**
5. One (1) or two (2) nights stays must be paid in full upon booking and are **non-refundable**.
6. **Cancellation policy**
  - a. **If a cancellation request is submitted before January 1<sup>st</sup> on the year of your booking, you will be charged a cancellation fee of 34.79\$ + taxes and the remaining deposit will be refunded.**
  - b. **In any other circumstances, deposits are non-refundable and cannot be transferred.**
7. The full amount of your booking will be charged to your credit card 48 hours prior to arrival. Once full payment has been processed, there are no refunds or transfers available.
8. In case of a no-show, Parc de Gros-Cap will keep a booking active until 11 AM the day after the scheduled arrival date. After this time and without any news from the guest, the stay will be cancelled without any possible refund and the site/lodging could be booked to another guest.
9. All bookings must be made by an adult of 18 years old or older. No reservation will be accepted for a group of minors.