



# Équinox Adventure – Cancellation Policy

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## ***PART 1 – Packages and guarantee deposit***

### **1. Amount of the guarantee deposit**

- 1.1** – Guarantee deposit fixed at 20% of the total amount of purchase, after taxes.
- 1.2** – Guarantee deposit non-refundable at all times.

### **2. Method**

- 2.1** – A valid credit card number or email address linked to an active Paypal account must be given at the time of reservation.
- 2.2** – Paypal: The deposit must be validated before booking is made.
- 2.3** – Credit card: Booking is made before taking the deposit.
- 2.4** – The deposit is then saved in the clients' account and used for the final payment.

### **3. Modifications**

- 3.1** – One week (7 days) or more before departure: No fees.
- 3.2** – Less than 7 days before departure: Fees of 15\$ per modification.
- 3.3** – 24 hours or less before departure: Fees of 25\$ per modification.
- 3.4** – During the stay: No modification allowed.

### **4. Cancellation**

- 4.1** – One week (7 days) or more before departure: No fees other than the guarantee deposit.
- 4.2** – Less than 7 days before departure: Fees corresponding to the first night of the package (100\$) and loss of the guarantee deposit.
- 4.3** – 24 hours or less before departure or no show: Fees corresponding to the two first nights of the package (100\$ per night) and loss of the guarantee deposit.
- 4.4** – During the stay: Refund of unused nights, minus one night (100\$ per night).

### **5. Transfer**

- 5.1** – The deposit can be transferred to another participant taking the place of a cancellation in a group.
- 5.2** – The deposit for a group, paid entirely by the person who took the reservation, can be applied to the rest of a group in case a participant cancels.
- 5.3** – The deposit can be transferred to another package or date. Regular modification fees will apply.
- 5.4** – The rate offered to a group will be adjusted if the number of participants is not enough to reach the group price.



## ***PART 2 – Luggage transfer***

- 1. Véloroute des bleuets and Horst de Kénogami, with a departure from Alma:**
  - 1.1 – No deposit asked at reservation.
  - 1.2 – Complete payment on departure.
  - 1.3 – Cancellation before departure: No fees.
  - 1.4 – Cancellation during the stay: Fees of 15\$ then refund of the difference.
  - 1.5 – Modifications allowed, adjustment of pricing accordingly.
- 2. Véloroute du Fjord du Saguenay and other departure from outside Alma:**
  - 2.1 – Non-refundable guarantee deposit of 20% required at reservation.
  - 2.2 - Final payment on the day of departure, after confirmation on luggage format.
  - 2.3 - Reservation minimum 24 hours in advance.
  - 2.4 - Cancellation before departure: No fees other than the deposit.
  - 2.5 - Cancellation during the stay: Fees of 15\$, loss of the deposit then refund of the difference.
  - 2.6 - Modifications allowed, adjustment of pricing accordingly.

## ***PART 3 – Cyclist transportation***

- 1. On-measure transportation:**
  - 1.1 - Non-refundable guarantee deposit of 20% required at reservation.
  - 1.2 - Final payment on the day of departure.
  - 1.3 - Reservation minimum 24 hours in advance.
  - 1.4 - Cancellation before departure: No fees other than the deposit.
  - 1.5 - Modifications allowed, adjustment of pricing accordingly.

## ***PART 4 – Equipment rental and other services***

- 1. Equipment rental**
  - 1.1 - No deposit asked at reservation.
  - 1.2 - Complete payment on departure.
  - 1.3 - Cancellation before departure: No fees.
  - 1.4 - Cancellation during the stay: Fees of 15\$ then refund of the difference.
  - 1.5 - Modifications allowed, adjustment of pricing accordingly (ex: duration extension), notice in advance as soon as possible.
- 2. Equipment transportation**
  - 2.1 - Non-refundable guarantee deposit of 20% required at reservation.
  - 2.2 - Final payment on the day of departure.
  - 2.3 - Cancellation before departure: No fees other than the deposit.
  - 2.4 - Cancellation during the stay: Fees of 15\$, loss of the deposit then refund of the difference.
  - 2.5 - Modifications allowed, adjustment of pricing accordingly.