



CAMPING D'AMQUI INC. RESERVATION POLICY

RATES FOR THE SEASON

Consult the website in the « Price rates » section.

Discount :

- No discount is allowed to the customer who has booked less than seven (7) days.
- A 10% discount will be given to customer who has booked seven (7) to twenty-seven (27) consecutive days.
- A 15% discount will be given to customer who has booked twenty-eight (28) to fifty-nine (59) consecutive days.
- A 20% discount will be given to customer who has booked sixty (60) consecutive days or more within the same reservation, even non-consecutive, on the condition that the number of non-consecutive periods does not exceed two (2) periods.
- A 25% discount will be granted to customers who have booked for the entire duration of the season (from opening to closing).

MINIMUM STAY

Reservations are not accepted for a single night during the weekend (Friday and Saturday). Only bookings of three (3) nights are accepted at weekend's statutory holidays.

A reservation is a living (for example, there will be 3 to booking records 3 different stays).

BOOKING FEE AND PAYMENT

The booking fee and administration fee **are not refundable** under any circumstances.

When making the reservation, either via the site secure transactions by phone or in person, the customer must pay the following amounts:

- For each stay of ten (10) days and less reserved: 100% of the amount is required when booking.
- For each stay of eleven (11) days to fifty-nine (59) days: 50% of the amount is required when booking and the balance is due upon arrival.
- For each stay of sixty (60) days or more, payment is due in four equal installments of 25%, at the latest at the following times: a first payment upon reservation, a second payment on April 1, a third payment upon arrival and a final payment on July 15th.

RULES CHANGES AND CANCELLATION OF RESERVATION

You can change your reservation or postpone it in the season, free of charge, up to seven (7) days before the start of your stay, subject to availability of sites at the time of the modification request.

There will be no changes possible within seven (7) days before the start of your stay. The cancellation policy applies :



- In the event of cancellation made less than seven (7) days before the scheduled start date of the stay, no refund will be granted.
- In the event of cancellation made seven (7) days or more before the scheduled start date of the stay, 50% of the amount paid for the stay will be refunded.

Any customer who does not show up after his scheduled arrival date, without notifying the Campsite management, will have his reservation canceled (full stay) and the pitch may be assigned to someone else.

REFUND STARTED AHEAD OF SCHEDULE WITH SEVEN (7) DAYS NOTICE

A penalty of **\$15** per day will be applied for each canceled day. The first 7 days subject to notice are not subject to any refund.

When leaving before the scheduled date, there will be no refund for the customer who has reserved **sixty (60) days or more**, due to the privilege of an additional discount obtained. However, in the event of force majeure (mortality or illness), a partial refund is possible.

PRIORITY OR LOCATION ALLOCATION

The direction of Camping d'Amqui can grant customers who have stayed more than sixty (60) days the previous season a right of privilege on the last land occupied during this season, provided that the stay for the current season is always a minimum period of sixty (60) days.

PROGRAMME DE SATISFACTION GARANTIE

Upon arrival, the customer who is dissatisfied with the reserved site will have thirty (30) minutes to choose another available location on the campground. There will be no refund.