

General terms and conditions

Cancellation and modification of sledding reservation

Vaccine Passport

Following the government's announcements concerning the health measures that will be implemented in ski resorts, we now require the vaccine passport for all visitors to the mountain aged 13 years and older.

Present yourself in advance directly to the sledding refuge with your vaccine passport and identity card (driver's license or health insurance card) in hand. **Only once your passport has been validated will you have access to the activity.**

1. Request for cancellation or modification of reservation

16 days or more before the activity:

- The guest can cancel or modify his reservation. He will have the possibility to be reimbursed or to change the date of his visit according to availabilities.

Between 15 and 2 days before the activity:

- If the client wishes to cancel his reservation between 15 days and 2 days before the date of the activity, no refund will be applicable. On the other hand, the client can modify his reservation with an additional cost of \$ 7.50 per person (taxes not included).

Less than 2 days or absence at the activity:

- No refunds will be given.

2. Cancellation of a departure by the Direction du Massif

The cancellation of one or more departures by management is always a possibility. Whether for safety reasons, unfavorable sliding conditions or any other reason deemed valid, the Direction du Massif reserves the right to cancel one or more departures at any time and without prior notice.

Given the impossibility of reaching the client in time to avoid unnecessary travel, and that it presents itself, no financial compensation will be granted for the trip.

The customer will have one of the 2 following options:

- The customer will have the option of replacing his / her reservation at a time convenient to him/ her. He will have a period of 7 days to determine the time of his choice according to availabilities.

- Le Massif will provide the customer with a refund of his sledding order.

3. Cancellation due to COVID-19

If the season is canceled and the mountain is closed due to COVID-19, the customer will be reimbursed.

Le Massif is not responsible for any other costs incurred by the client to participate at the activity, whether it's for transportation, accommodation, meals or other expenses.

SLEDDING AT LE MASSIF CHARLEVOIX

PRACTICAL ADVICE

- Meeting point for departures (30 minutes before); AT the summit of the Mountain (behind the ski school) 185 Chemin du Massif, Petite-Rivière-Saint-François (Québec) G0A 2L0
- Forward this document to all participants who will be with you;
- Allow 5 additional kilometers between Rte 138 and the chalet;
- Arrive 30 min. before the scheduled time, you can use our school trail to familiarize yourself with sledding;
- Departure times are honored despite latecomers;
- During snowfall, allow extra time to go to the mountain (30 to 60 minutes);
- Consult the cancellation policy sent during your reservation.

To enjoy your ride, do not forget:

- Warm winter boots (no ski boots)
- Full Winter suits - Ski goggles
- Mandatory helmet
- Snowshoes depending on the activity chosen
- With the current pandemic and although helmets are disinfected between each use, we suggest that you bring your personal helmet, a thin hat without a pompom and a neck warmer.
- If you have your own snowshoes, we strongly recommend that you bring them with you for the activity sledding-snowshoe. Snowshoes will also be available on the site.