

General terms and conditions 2022-23 Season

Cancellation and modification of sledding reservation at Le Massif de Charlevoix

1. Request for cancellation or modification of reservation

- Your sledding ticket is a final purchase. It is not possible to exchange it or be refunded.
- No changes can be made to the guest's booking date.
- If you purchase a luge ticket for a child under the age of 10, it can't be transfer or you can't get a refund.
- 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.

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 or any other virus

No refunds related to the contraction of Covid-19 or any other virus.

In the event that your departure must be cancelled due to health measures related to Covid-19 or any other virus, requiring a complete closure of the activity, it will be possible to move your departure to a later date or to make a refund.

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.
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To enjoy your ride, do not forget:

- Wearing a helmet is mandatory. (field hockey and bicycle helmets are prohibited, only ski helmets are allowed)
- Warm winter boots (no ski boots).
- Full Winter suits - Ski goggles.
- Snowshoes depending on the activity chosen.
- 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.
- The Massif reserves the right to refuse to send or to interrupt the activity of a guest who is under the influence of drugs or alcohol.