



## **TERMS AND CONDITIONS**

### **GENERAL TERMS AND CONDITIONS 2023-24 Season**

#### **Cancellation and modification of sledding reservation at Le Massif de Charlevoix**

##### **1. Request for cancellation or modification of reservation**

- Your sledding ticket is final sale. No exchanges or refunds.
- No changes can be made to the guest's booking date.
- In accordance with regulations, children under 10 years of age are not permitted to participate in the sledding activity. In the event of the purchase of a luge ticket for a child under 10, no transfer or refund will be permitted.
- Le Massif is not responsible for any other costs incurred by the client to participate at the activity, whether it is for transportation, accommodation, meals or other expenses.

##### **2. Cancellation of a departure by Le Massif de Charlevoix**

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

Should it be impossible to reach the guests in time to avoid unnecessary travel, no financial compensation will be granted for the trip.

The guests will have the 2 following options:

- Rescheduling their reservation at a time convenient to them, based on availabilities. They will have a period of 7 days to make the change.
- Requesting a refund for the transaction.

##### **3. Cancellation due to COVID-19 or any other public health reason**

No refund will be given if the guests are forced to cancel their participation in the luge activity due to the contraction of COVID-19 or any other virus.

In the event that their departure must be cancelled due to health measures related to COVID-19 or any public health reason requiring a complete closure or interruption of the activity, the guests will have the option to reschedule their departure to a later date or request a refund, as outlined above.



## **PRACTICAL ADVICE - SLEDDING AT LE MASSIF CHARLEVOIX**

- **Arrive 30 minutes before your scheduled departure time;** you will have time to familiarize yourself with sledding.
- Departure times will not be changed for any reason; latecomers will not be accommodated and will receive no compensation if they miss their departure.
- Meeting point for departures (at least 30 minutes before the departing time): at the summit of the mountain (behind the Snow school): 185 Chemin du Massif, Petite-Rivière-Saint-François (Québec), G0A 2L0
- Account for 5 additional kilometers between Road 138 and the summit chalet.
- During a snowfall, allow extra time to go to the mountain (30 to 60 minutes).
- Consult the cancellation policy sent by email with your reservation confirmation (and above in the Terms and Conditions).
- Le Massif reserves the right to deny access or interrupt the activity of a guest who is under the influence of drugs or alcohol.

### **To enjoy your ride, do not forget:**

- Wearing a helmet is mandatory (hockey and bicycle helmets are prohibited, only ski/snowboard helmets are permitted)
  - Warm winter boots (no ski boots)
  - Full winter suits
  - Ski goggles (or sunglasses)
  - A thin hat without a pompom and a neck warmer
  - Snowshoes if applicable with the chosen activity
- \*If you have your own snowshoes, we strongly recommend that you bring them with you for the activity sledding + snowshoeing. Snowshoes will also be available on the site.