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General Terms and Conditions

We encourage you to carefully read this document which specifies our cancellation and change policies (applicable for any modification requested on a reservation, according to the type of services).

Guide services:

- No cost if notified more than 48 business hours in advance.
- 50 % of the cost if notified within 24 to 48 business hours in advance.
- Full payment if notified less than 24 business hours in advance.

Scavenger hunts, Montréal Ghosts activities, day packages, educational visits, reservations for attractions or restaurants:

- No cost if notified more than 5 business days in advance.
- 50 % of the cost if notified within 2 to 5 business days in advance.
- Full payment if notified less than 2 business days in advance.

Vehicle rentals (mini-bus, bus, sedan, SUV, etc.):

- No cost if notified 30 days or more in advance.
- Fees can apply if notified less than 30 days before the tour depending on the time of year and type of vehicle. Please contact us for the exact details.

Number of participants for activities charged per person:

- You will need to confirm the final number of participants no later than 2 business days before the activity or otherwise we will keep the participant count initially booked.
- Less than 2 business days before the activity, we will accept a 10 % decrease of the reserved number of participants and we will invoice the remaining 90 %*.

* Please note that the minimum of participants must be respected at all times. Not applicable to day packages for which the final number confirmed will be fully invoiced. For activities including a visit of Pointe-à-Callière Museum, the 10 % decrease of the reserved number of participants is limited to a maximum of 10 people.