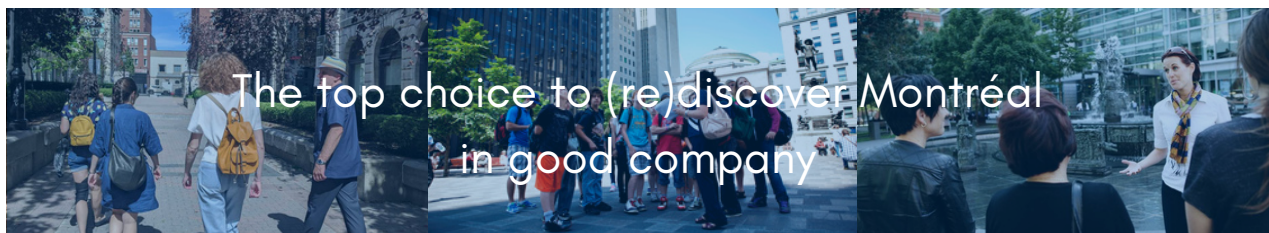




360, St-François-Xavier St. – Suite 400
Montréal (Québec) H2Y 2S8
Tél : 514 844-4021 / 1 800 363-4021
info@guidatour.qc.ca / www.guidatour.qc.ca



General Terms and Conditions

We encourage you to carefully read this document which specifies our cancellation and change policies depending on the service booked. Please note that all the delays mentioned are in business days/hours (weekend not included).

Guide services:

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

Scavenger hunts, Montréal Ghosts activities, day packages, reservations for attractions or restaurants (with the exception of Pointe-à-Callière Museum):

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

Cancellation of Dual Program including Pointe-à-Callière Museum:

- No cost if notified more than 10 days in advance.
- 30% of the cost if notified within 2 to 10 days in advance.
- Full payment if notified less than 2 days in advance.

Large operation - Large group bookings (Requiring 5 guides or more), multiple staff, tour escort services:

- No cost if notified more than 10 days in advance.
- 50 % of the cost if notified within 5 to 10 days in advance.
- Full payment if notified less than 5 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.

Modification of number of participants for activities charged per person*:

- You will need to confirm the final number of participants no later than 5 days before the activity or otherwise we will keep the participant count initially booked.
- Less than 5 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 on day packages the final number of participants confirmed will be charged.