



General Terms and Conditions

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

Scheduled tours:

- No cost if notified more than 24 hours in advance.
- Full payment if notified less than 24 hours in advance.

Guidatour/Montréal Ghosts holds the right to cancel the group tour if the minimum of participants is not met. In the rare occasion it happens, you will be notified and will have the possibility to reschedule, change the type of tour or obtain a refund.

Guide services (except Ottawa):

- 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 – see next section):

- 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.

Guide in Ottawa and large operation - large group bookings (requiring 5 guides or more), multiple staff, tour escort services, customized scavenger hunt:

- 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.**

* Please note that the minimum of participants must be respected at all times.

** Not applicable on day packages and Dual Program with Pointe-à-Callière Museum, the final number of participants confirmed will be charged.

Terms of payment

Interest on late payments

An interest rate of 2% will be applied per month to any outstanding amount beyond the due date, charged on a monthly basis.

Accepted payment methods

Bank transfer or *Interac* transfer

Any transaction

Credit card (Amex, Visa, Mastercard)

Transactions between \$0 and \$2500

Wire transfer

Transactions of \$1000 and more

