

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, reservations for attractions or restaurants:

- 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.

Dual Program including Pointe-à-Callière Museum or Centre des mémoires montréalaises (MEM):

- No cost if notified more than 30 days in advance.
- 50% of the cost if notified within 15 to 30 days in advance.
- Full payment if notified less than 15 days in advance.
- Final confirmation of the number of participants: you must confirm the exact number of participants no later than 10 business days prior to the visit. This is the number that will be invoiced.

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 Dual Programs with Pointe-à-Callière Museum or Centre des mémoires montréalaises (MEM), the final number of participants confirmed will be charged.

Terms of Payment

Interest on late payments

An interest rate of 2% (26.82% annually) will be applied per month to any outstanding amount beyond the due date, charged on a monthly basis.

Accepted payment methods

Cheque in Canadian dollars, bank transfer between Canadian banks, or *Interac* e-Transfer.

Any transaction

Credit card (Amex, Visa, Mastercard)

Transactions between $0 and $2500

Wire transfer

Transactions of $1000 and more

GUIDATOUR