



Cabins, Rustic Shelters and Yurts

Reservation Terms and Conditions and General Rules

Summer - Autumn 2012 ♦ Winter 2012-2013 ♦ Summer - Autumn 2013

RESERVATION TERMS AND CONDITIONS AND GENERAL RULES

Reservation Periods

	Summer	Fall	Winter and Spring
Tourist resorts, Gîte du Mont-Albert cabins, and yurts	All year	All year	All year
Wildlife reserves	2012 season: Starting November 25, 2011 2013 season: Starting April 28, 2012*. See the reservation calendar	One year in advance starting the third Tuesday of September. 2012 season: starting September 20, 2011*.	One year in advance starting the 1st Tuesday of December. 2012-2013 season: starting December 6, 2011*.
National parks	2012 season: Starting November 25, 2011 2013 season: Starting April 28, 2012*. See the reservation calendar	One year in advance starting the third Tuesday of September. 2012 season: starting September 20, 2011*.	One year in advance starting the 1st Tuesday of December. 2012-2013 season: starting December 6, 2011*.

*In the interest of fairness and accessibility for everyone, no reservations may be made at service points at the establishments on the day reservations begin. Reservations by phone (1 800 665-6527) and by Internet starting at 9 a.m.

Exceptions

Certain sectors of Réserve faunique des Laurentides	2012 Season	2013 Season
<i>Lac-Brûlé, Croche-Mc-Cormick (Lac-Croche, Lac-des-Mâles, Lac-Henri-Mercier) and Portes-de-l'Enfer (fishing, with meals and linens included) sectors.</i>	Since May 31, 2011	Since April 17, 2012

Reservation calendar – Fishing and Summer Vacationing 2013

Saturday, April 28, 2012				
10 a.m.	11 a.m.	2 p.m.	3 p.m.	4 p.m.
Plaisance Mont-Orford Aiguebelle	St-Maurice	Mastigouche	Mont-Tremblant	Rouge-Matawin

Sunday, April 29, 2012			
10 a.m.	11 a.m.	2 p.m.	4 p.m.
Papineau-Labelle	Portneuf	Laurentides Jacques-Cartier	Frontenac

Saturday, May 5, 2012					
10 a.m.	12 p.m.	1 p.m.	2 p.m.	3 p.m.	4 p.m.
La Vérendrye	Grands-Jardins	Rimouski	Ashuapmushuan	Port-Cartier- Sept-Îles	Waconichi

Sunday, May 6, 2012						
10 a.m.	11 a.m.	12 p.m.	1 p.m.	2 p.m.	3 p.m.	4 p.m.
Port-Daniel	Matane	Gaspésie	Chic-Chocs	Pointe-Taillon	Témiscouata	Monts-Valin Saguenay

Occupation and Rates

Occupation and Rates		Policy for Children
Tourist resorts		
Cabins	Rates are per night, per cabin, and respect the cabin's maximum occupation capacity.	Children who surpass the total occupation capacity are not admitted.
Wildlife reserves		
Cabins	Rates are per night, per cabin, and respect the cabin's maximum occupation capacity.	There is no charge for children under 18 who may surpass the maximum occupation capacity at the time of reservation, based on the following criteria: <ul style="list-style-type: none"> • 4 or fewer adults: 2 children admitted free* • 5 or more adults: 4 children admitted free*
Rustic shelters		

National parks		
Cabins	Rates are per night, per cabin, and respect the cabin's maximum occupation capacity.	There is no charge for children under 18 who may surpass the maximum occupation capacity, based on the following criteria: <ul style="list-style-type: none"> • 4 or fewer adults: 2 children admitted free* • 5 or more adults: 4 children admitted free*
Cabins - Fishing package	Rates are per night, per adult, and respect the minimum and maximum occupation capacities at the time of reservation.	There is no charge for children under 18 who may surpass the maximum occupation capacity at the time of reservation, based on the following criteria: <ul style="list-style-type: none"> • 4 or fewer adults: 2 children admitted free* • 5 or more adults: 4 children admitted free*
Gîte du Mont-Albert cabins	Rates are per night and respect the maximum occupation capacity.	Children who surpass the total occupation capacity are not admitted.
Rustic shelters		
Yurts		
<p>*You must provide all of the equipment necessary for the comfort of the children with you who surpass the occupation capacity: mattress, linens, life jackets, etc. No boats will be added (rental possible). According to certain rules, in some wildlife reserves, a greater number of children under 18 can be lodged free of charge. For more information, please contact our agents by calling 1 800 665-6527.</p>		

Number of Nights per Reservation

	Summer	Fall, Winter and Spring
Tourist Resorts Including the Gîte du Mont-Albert cabins	<p>Minimum of 2 consecutive nights during high season.</p> <p>It is possible to reserve 1 night only during regular season¹, except at Duchesnay for the St-Jean-Baptiste and Canada Day weekends.</p> <p>¹ Regular season dates may vary between establishments</p>	<p>Minimum of 2 consecutive nights during high season.</p> <p>It is possible to reserve 1 night only during regular season, unless the stay includes a Saturday at Duchesnay.</p> <p>Exception: stay blocks at Duchesnay during the Christmas holidays.</p>
Wildlife reserves	<p>Minimum of 2 nights and maximum of 14 consecutive nights.</p> <p>For fishing packages only, you can reserve a 1-night stay during regular season*, unless the stay includes a Saturday.</p>	<p>Minimum of 2 consecutive nights during high season.</p> <p>Possible to reserve 1 night only during regular season, unless the stay includes a Saturday.</p> <p>Exception: stay blocks for some sectors of Réserve faunique des Laurentides in the fall.</p>

National parks (except the Gîte du Mont-Albert cabins)	Minimum of 2 nights and maximum of 14 consecutive nights during high season**.	Minimum of 2 nights and maximum of 14 consecutive nights during high season**.
Yurts	You can reserve a 1-night stay during regular season**, unless the stay includes a Saturday.	You can reserve a 1-night stay during regular season**, unless the stay includes a Saturday. Exception: 1-night stays authorized in the winter at the Petit-Saut cabins (Parc national de la Gaspésie).

*For the 2012 season, regular season for fishing packages may vary between establishments: starting July 15 or July 29. For the 2013 season, it may vary between July 14 and July 28. Inquire at 1 800 665-6527.

** In the parks, high season for vacationing extends from June 24 to Labour Day and includes all weekends, March break, and the Christmas holidays. For the 2012 season, high season for fishing packages is in effect until July 14. For the 2013 season, high season for fishing is in effect until July 13.

Number of Cabins per Reservation

Reservation by Internet	Reservation by telephone
<ul style="list-style-type: none"> • Maximum of 3 cabins • Same dates • Same sector 	<ul style="list-style-type: none"> • Maximum of 3 cabins • Same dates • Same sector

*One reservation per call during the lottery. After this period, there will be no limit to the number of reservations per call.

Stay Blocks

Cabins and rustic shelters	Stay Blocks
Station touristique Duchesnay	<p>The cabins in the following sectors operate under a specific stay-block calendar during the Christmas holidays. Minimum of 2 consecutive nights respecting the stay blocks below:</p> <p>December 21 and 22: 2-night block December 23, 24 and 25: 3-night block December 26, 27: 2-night block December 28, 29: 2-night block December 30, 31 and January 1: 3-night block</p>
Réserve faunique des Laurentides - summer	<p>The cabins in the following sectors operate under a specific stay-block calendar: Portes-de-l'Enfer, Lac-Croche, Lac-Henri-Mercier, Lac-des-Mâles and Lac-Brûlé</p>
Réserve faunique des Laurentides - fall	<p>The cabins in the following sectors operate under a specific stay-block calendar during the small game hunting season (except in the Étape sector):</p> <p>October 16, 17 and 18, 2011: 3-night block October 19 and 21, 2011: 2-night block October 21, 22 and 23, 2011: 3-night block</p>

	October 24, 25 and 26, 2011: 3-night block October 27, 28 and 29, 2011: 3-night block
Réserve faunique de Portneuf - summer	Cabins that come with the guided fishing package operate based on a calendar of specific stays:

MINIMUM DEPOSIT DUE AT BOOKING

Season 2012

More than 45 days before the stay begins	A deposit of 30% of the total cost of the reservation (minimum of \$170, plus taxes) must be paid at the time of reservation. The balance is payable 45 days before the stay begins and it is automatically charged to the credit card used for the reservation.
45 or fewer days before the stay begins	All reservations made 45 or fewer days before the stay begins must be paid in full.

Summer 2013*

*Cabins and rustic shelters in wildlife reserves and national parks – Summer Fishing and Vacationing

More than 45 days before the stay begins AND before November 30, 2012	A deposit of 10% of the total cost of the reservation is due at booking. A second payment of 20% must be paid by November 30, 2012. The balance is payable 45 days before the stay begins. The payments are automatically charged to the credit card used for the reservation.
More than 45 days before the stay begins AND after December 1, 2012	A deposit of 30% of the total cost of the reservation (minimum of \$170, plus taxes) must be paid at the time of reservation. The balance is payable 45 days before the stay begins and it is automatically charged to the credit card used for the reservation.
45 or fewer days before the stay begins	All reservations made 45 or fewer days before the stay begins must be paid in full.

Season 2013*

*All products except Summer 2013

More than 45 days before the stay begins	A deposit of 30% of the total cost of the reservation (minimum of \$170, plus taxes) must be paid at the time of reservation. The balance is payable 45 days before the stay begins and it is automatically charged to the credit card used for the reservation.
45 or fewer days before the stay begins	All reservations made 45 or fewer days before the stay begins must be paid in full.

When the payment deadline is not respected or a payment is not honoured by a credit card company, the reservation will automatically be cancelled without further notice. Certain administration charges may apply.

Payments for online reservations must be made with Visa, Master Card or American Express credit cards. For information about payment for telephone reservations, please contact our agents at 1 800 665-6527.

PAYMENT PLAN

If you reserve a stay at least 90 days in advance and the total is \$500 or more, you're eligible for Sépaq's interest-free payment plan. Certain conditions apply. Contact our agents at 1 800 665-6527.

MODIFICATION OR CANCELLATION FEES

Season 2012 MODIFICATION

More than 45 days before the stay begins	<p>7 or fewer days after the reservation is made: modification possible without any fees.</p> <p>More than 7 days after the reservation is made: modification possible under certain conditions:</p> <ul style="list-style-type: none"> — for reservations worth more than the original reservation, no service charges will apply. — for reservations of an equal or lesser value, the first modification is free. A modification fee of \$35 (plus taxes) will be charged for the second and subsequent modification(s). <p>Please note that if a first modification was made, the cancellation fee will be equivalent to the deposit made at the initial booking.</p>
45 or fewer days before the stay begins	<ul style="list-style-type: none"> — for reservations worth more than the original reservation, no service charges will apply. — for reservations of an equal or lesser value, a service charge of \$35 (plus taxes) or 50% of the difference between the new reservation and the old one will apply (the greater of the two amounts).

The person who made the reservation must request the modification. The modification must be made in the same name and for the same season. No modifications are possible if the reason for the modification is to take advantage of a lowered accommodations capacity while keeping the reservation for the same cabin and the same stay dates.

CANCELLATION

More than 45 days before the stay begins	<p>7 or fewer days after the reservation is made: cancellation possible with a total refund of the amount already paid.</p> <p>More than 7 days after the reservation is made: cancellation possible with a service charge of 30% of the total cost of the reservation (the deposit is not refundable)</p>
45 or fewer days before the stay begins	No cancellations are possible and no refunds will be granted, except for national park entry fees.

The person who made the reservation must request the cancellation.

Summer 2013*

*Cabins and rustic shelters in wildlife reserves and national parks – Summer Fishing and Vacating

MODIFICATION

<p>More than 45 days before the stay begins AND before November 30, 2012</p>	<p>30 or fewer days after the reservation is made: modification possible without any fees.</p> <p>More than 30 days after the reservation is made: modification possible under certain conditions:</p> <ul style="list-style-type: none"> — for reservations worth more than the original reservation, no service charges will apply — for reservations of an equal or lesser value, the first modification is free. A modification fee of \$36 (plus taxes) will be charged for the second and subsequent modification(s). <p>Please note that if a first modification was made, the cancellation fee will be equivalent to the deposit made at the initial booking.</p>
<p>More than 45 days before the stay begins AND after December 1, 2012</p>	<p>7 or fewer days after the reservation is made: modification possible without any fees.</p> <p>More than 7 days after the reservation is made: modification possible under certain conditions:</p> <ul style="list-style-type: none"> — for reservations worth more than the original reservation, no service charges will apply. — A modification fee of \$36 plus taxes) will be charged for the second and subsequent modification(s). <p>Please note that if a first modification was made, the cancellation fee will be equivalent to the deposit made at the initial booking.</p>
<p>45 or fewer days before the stay begins</p>	<ul style="list-style-type: none"> — for reservations worth more than the original reservation, no service charges will apply. — for reservations of an equal or lesser value, a service charge of \$36 (plus taxes) or 50% of the difference between the new reservation and the old one will apply (the greater of the two amounts).

The person who made the reservation must request the modification. The modification must be made in the same name and for the same season. No modifications are possible if the reason for the modification is to take advantage of a lowered accommodations capacity while keeping the reservation for the same cabin and the same stay dates.

CANCELLATION

More than 45 days before the stay begins AND before November 30, 2012	<p>30 or fewer days after the reservation is made: cancellation possible with a total refund of the amount already paid.</p> <p>More than 30 days after the reservation is made: cancellation possible with a service charge of the amount of paid deposit (10 %).</p>
More than 45 days before the stay begins AND after December 1, 2012	<p>7 or fewer days after the reservation is made: cancellation possible with a total refund of the amount already paid.</p> <p>More than 7 days after the reservation is made: cancellation possible with a service charge of 30% of the total cost of the reservation (the deposit is not refundable).</p>
45 or fewer days before the stay begins	No cancellations are possible and no refunds will be granted, except for national park entry fees.

The person who made the reservation must request the cancellation.

Season 2013*

*All products except Summer 2013

MODIFICATION

More than 45 days before the stay begins	<p>7 or fewer days after the reservation is made: modification possible without any fees.</p> <p>More than 7 days after the reservation is made: modification possible under certain conditions:</p> <ul style="list-style-type: none">— for reservations worth more than the original reservation, no service charges will apply.— for reservations of an equal or lesser value, the first modification is free. A modification fee of \$36 (plus taxes) will be charged for the second and subsequent modification(s). <p>Please note that if a first modification was made, the cancellation fee will be equivalent to the deposit made at the initial booking.</p>
45 or fewer days before the stay begins	<ul style="list-style-type: none">— for reservations worth more than the original reservation, no service charges will apply.— for reservations of an equal or lesser value, a service charge of \$36 (plus taxes) or 50% of the difference between the new reservation and the old one will apply (the greater of the two amounts).

The person who made the reservation must request the modification. The modification must be made in the same name and for the same season. No modifications are possible if the reason for the modification is to take advantage of a lowered accommodations capacity while keeping the reservation for the same cabin and the same stay dates.

CANCELLATION

More than 45 days before the stay begins	7 or fewer days after the reservation is made: cancellation possible with a total refund of the amount already paid. More than 7 days after the reservation is made: cancellation possible with a service charge of 30% of the total cost of the reservation (the deposit is not refundable).
45 or fewer days before the stay begins	No cancellations are possible and no refunds will be granted, except for national park entry fees.

The person who made the reservation must request the cancellation.

With the exception of big game hunting trips reserved by random draw, all reservations are transferable to another person free of charge and without notifying the Sales and Reservations Office. However, during a stay in any lodging, the people making up a group may not be replaced. A customer has only to present the confirmation of reservation upon arrival to show that the reservation has been transferred to him.

OTHER INFORMATION

General Rules

Below are some of the rules in effect:

- Anyone staying or practising an activity at a Sépaq establishment must comply with the dates, times and places indicated on their access permits, stay authorizations or entry passes.
- In all of the wildlife reserves and tourist resorts, off-road vehicles (all-terrain vehicles, motorcycles, etc.) are only authorized in designated areas (trails). However, they are prohibited in all of the national parks.
- Campfires and cooking fires are only allowed in designated areas. They must be under the surveillance of a responsible person at all times and be extinguished before that person goes to bed.
- People lodging in a Sépaq wildlife reserve may not have visitors. Visitors are allowed in the parks, but they must have entry passes and leave the park before 10 p.m. Overnight visitors have access to tourist resort territories.

Departure and Arrival Times and Check-In

Departure and arrival times and information about your registration when you arrive are described on the confirmation.

Pets

Domestic animals are prohibited in the national parks except for guide dogs. For other establishments, please see to the document entitled [*Domestic animals - Condition and regulation.*](#)

Entry Fees in the National Parks

National parks customers must pay the applicable daily entry fee or hold an Annual Parcs Québec Card. The Annual Parcs Québec Card must be presented at each visit to the park. Customers who cannot present the card must pay the park entry fee, which is non-refundable.

For more information about the Annual Parcs Québec Card, [visit our Web site](#) or call our Sales and Reservations Office at 1 800 665-6527.

Beach Parking

Parking fees apply to all parked vehicles during the operating seasons of the supervised beaches in the following parks: Pointe-Taillon, Yamaska, Oka and Mont-Orford. Parking is free during regular season.

For vacationers who arrive before the scheduled arrival time, parking is free if space is available. If no space is available, vacationers must pay the parking fee.

For more information about our beach parking and Season Parking Pass, visit our Web site at www.sepaq.com or contact our Sales and Reservations Office at 1 800 665-6527.

Smoke-Free Environment

Tobacco laws prohibit all persons from smoking inside rooms, public areas (meeting rooms, restaurants, bars, reception areas, etc.) and Sépaq buildings. Out of respect for air quality, a fine of \$150 will be charged to anyone who smokes in these areas.

Your Safety; Your Responsibility

Outdoor activities can involve certain risks, so always be sure to have the skills and abilities required for the activity you choose. It is very important to find out about the risks involved in the activity, to know and respect your own limits and to use appropriate equipment. We suggest that you visit our section [«Your safety; Your Responsibility»](#).

Boating Safety

Federal regulation provides that no person shall operate a craft unless it carries in good working order, the following:

- Personal flotation device in sufficient number.
- A buoyant heaving line of no less than 15 m in length.
- A watertight flashlight or 3 approved flares if the craft is fitted with a motor.
- A sound-signaling device or a sound-signaling appliance.
- One bailer or one manual water pump.
- A manual propelling device.

Manual propelling devices are supplied by Sépaq. You must provide the other equipment required for each boat used (on sale or for rent in most parks and wildlife reserves).

Federal regulation provides that no person shall operate a craft fitted with a motor unless carrying onboard a proof of having successfully completed a boating safety course in Canada prior to April 1st, 1999 or a pleasure craft operator card issued following the successful completion of a Transport Canada accredited test.

If you don't have such proof of competency and you want to rent a craft fitted with a motor, you will need to complete a rental boat safety checklist.

For more information, please consult the Office of Boating Safety Web site or call the office at 1-800-267-6687.

Maximum weight limits are shown on all boats that Sépaq make available to the public, and must be respected.

Security Rules Concerning Propane Usage

We strongly recommend visiting the [Régie du bâtiment](#) Web Site which produced a video on propane usage. To view the video, [click here](#).

Cleanliness and Damage to Equipment

Customers must always leave any place they stay and any equipment they use clean and in good condition.

Customers will be billed for any damage to Sépaq equipment. Cabins, rustic shelters and yurts that are left untidy will be cleaned at the customer's expense.

Sépaq Satisfaction Guaranteed Program

Customers without Reservations

If customers are dissatisfied with their accommodations upon arrival and request a refund within thirty minutes of registration, Sépaq will refund the total price of the accommodation rental.

Customers with Reservations

For customers with reservations, Sépaq will do its best to offer them other accommodations, subject to availability.

SERVICE OFFER

Please note that if the management of an establishment is obliged to restrict or prohibit access to a body of water for swimming, fishing or any other nautical activity for reasons beyond its control, no modifications, cancellations or refunds will be granted.

ACCESS TO INFORMATION LAW

By virtue of the Access to Information Law, Sépaq personnel may not transmit, either by telephone or in person, any information about clientele (e.g. name, campsite number, etc.). However, a bulletin board located at the reception office will be available to customers who wish to leave messages for their visitors.

IMPORTANT MESSAGE

Anyone who breaks these rules may be expelled immediately without a refund.