



Camping and canoe-camping

Reservation Terms and Conditions and Rules and Regulations
Winter 2016-2017, Summer and Fall 2017, Winter 2017-2018

RESERVATION TERMS AND CONDITIONS

Note

These terms do not apply to seasonal campgrounds. Please refer to your lease.

Reservation Period

WILDLIFE RESERVES AND TOURIST RESORTS

From the last Tuesday of May for the following year.

Season	Beginning of reservations
2017	May 31, 2016

NATIONAL PARKS

Season	Beginning of reservations*
2017	Starting on February 11, 2017 See the reservation calendar

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.

Terms of Payment

Customers must pay the entire cost of their stay at the time of the reservation.

Modifying or cancelling a Reservation

For any modification or a cancellation of a reservation, please contact Sépaq's Sales and Reservations Office by phone at 1 800 665-6527. An agent will be happy to help you, according to applicable terms.

	Modification	Cancellation
Up to 5 days before the beginning of the stay	<ul style="list-style-type: none">• Modifications are accepted at all times.• Modification fees will be charged for all downward modifications.	<ul style="list-style-type: none">• Cancellations are accepted at all times.• Full refund minus a cancellation fee.

4 days or less before the beginning of the stay	<ul style="list-style-type: none"> • Only one modification is allowed. • Fees will be charged at all times. • No refunds. 	<ul style="list-style-type: none"> • No refunds under any circumstances, including late arrivals and early departures.
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*You can only make a modification to your stay once and in an accommodation of the same category (camping, canoe-camping, ready-to-camp).

Modification/Cancellation Fees

Applicable fees	Rate*
Up to 5 days before the beginning of the stay	<ul style="list-style-type: none"> • \$6.75 for each reservation
4 days or less before the beginning of the stay	<ul style="list-style-type: none"> • \$13.50 for each reservation

*Taxes are not included.

Number of Nights per Campsite

Sunday to Thursday	Friday and Saturday
Minimum: 1 night	Minimum: 2 nights* Exceptions <ul style="list-style-type: none"> • Parc national du Mont-Mégantic (l'Observatoire sector) • Canoe camping • Winter campsites: you can reserve an overnight stay any time

*Reservations for one night only are accepted starting at 9 a.m., 72 hours before your arrival at the site.

Number of People per Campsite

— Campsites

A campsite can accommodate a maximum of 6 people.

— Platforms camping in the national parks (Frontenac, Gaspésie, Mont-Mégantic, Mont-Orford and Saguenay)

A platform can accommodate a maximum of 4 people.

— Canoe camping sites (river and destination)

A canoe camping site can accommodate a maximum of 2 adults and 2 children (under 18).

— **Group campsites**

A group campsite can accommodate a minimum of 15 people. Variable maximum capacity depending on the establishment.

— **Winter campsites**

A winter campsite can accommodate a maximum of 6 people.

Number of Campsites per Reservation

- Maximum of 3 campsites
- Same dates, overlapping dates or following dates
- Same establishment

Number of Equipment per Campsite

— **Campsites**

Two tents or one tent and a registered recreational vehicle are authorized if space allows, and a floorless cooking tent.

— **Platforms camping in the national parks (Frontenac, Gaspésie, Mont-Mégantic, Mont-Orford and Saguenay)**

One tent only is authorized on the platform.

— **Canoe camping sites (river and destination)**

One tent only is authorized on the campsite.

— **Winter campsites**

One tent only is authorized on the campsite.

Number of vehicles per Campsite

Campsites	Group Campsites
<ul style="list-style-type: none">• You may only park one vehicle on a campsite, where authorized, free of charge.	<ul style="list-style-type: none">• No vehicles are allowed on group campsites. All vehicles must be parked in designated areas at no extra charge..• Exception: For Parc National des Hautes-Gorges-de-la-Rivière-Malbaie, only one vehicle may be parked on group campsite.

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 for 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 at www.sepaq.com or call our Sales and Reservation Office at 1 800 665-6527.

REGULATION

Arrival, Extensions and Departure

Arrival: 3 PM to 10 PM

The camp must be installed before 10 PM. Access to campsites may be restricted at this time. Sépaq does not guarantee the availability of a campsite before 3 PM.

Departure: 3 PM

Starting at 3 PM each day, campsites will be re-rented by the night if customers who have not arrived within 24 hours of the expected dates do not notify the Sales and Reservations Office.

Reserving a campsite **does not give you priority** for prolonging your stay beyond the number of nights you have paid for.

Pets

Please note that under certain conditions, your dog could be allowed in some establishments. However, no other domestic animals are allowed. Please consult our [Domestic animals](#) section for details.

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 »](#).

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 administration of the establishment is forced to restrict or prohibit access to a waterway, an activity, a path, or an access road for reasons beyond its control, no modification or cancellation will be accepted or refund 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, site number, etc.). However, a bulletin board located at the reception post 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.

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