

Should the establishment has its own policy of deposits and cancellation it will be applied.

If the establishment doesn't have its own policy of deposits and cancellation, the establishment undertakes to respect the following conditions:

Deposits Policy

- A non-refundable deposit in the amount of 30% of the total cost is required to confirm your reservation.
- Be sure to confirm your plane or ferry reservations before sending your deposit.
- The deposit must be received by the establishment concerned within 14 business days following confirmation of the reservation.

General Conditions of Sale

- All prices given in Canadian dollars.
- The price displayed on screen on the day the reservation is made must be honoured.
- A tax on lodging of 3.5% of the price of an overnight stay is collected on the Magdalen Islands as in all tourist regions of Québec.

Cancellation Policy

- In case of cancellation, you must advise the establishment as soon as possible.
- In the case of tourist homes, the deposit is not refundable.

Force Majeure Clause - COVID-19

All deposits and final payments will be non-refundable or subject to a travel credit from the establishment, where appropriate, if the force majeure stems from the COVID-19 pandemic, IF the reservation was made after March 13, 2020, when the Government of Québec declared a state of emergency due to the pandemic.

The client who made a reservation after March 13, 2020, admits doing so in full knowledge of the situation regarding the pandemic and its possible long-term consequences.

The client understands and accepts the risks associated with both the pandemic and the application of the clause regarding the cancellation and non-repayment of his reservation, which can be subject to a travel credit from the establishment, where appropriate.

Force Majeure Clause

Force majeure events are unpredictable and irresistible events beyond the control of a party to this contract against which said party cannot protect or defend itself. Force majeure events include, but are not limited to, the following: any and all damages caused by nature, a fire or an explosion, the unavailability of public utility services (telecommunications failures or power outages), the unavailability of maritime or air transport, a revolution, a riot, a war (declared or not), an insurgency, an act of terrorism, an epidemic or a pandemic (including COVID-19), an embargo, a lockout, a strike or any other labour dispute, civil or military forces interventions, as well as the application of a government order, a court order or a public authority order.

With the specific exception of payment obligations, a party is not considered to have failed to comply with its obligations and is not responsible for damages and delays if such failure, damages or delays stem from a force majeure event.

During a force majeure event, the party unable to fulfill its obligations under this contract must, when possible, take any and all necessary measures to end the force majeure event or mitigate its impact (if ending the event is not possible).

If an obligation cannot be fulfilled due to a force majeure event, the creditor party can, at its sole discretion, terminate the contract, meaning said party can suspend the contract, in whole or in part, for the duration of the

force majeure event.

While performance delays are in order, the establishment will not be held accountable for any and all damages stemming from the failure to comply with its obligations under this contract, in whole or in part, if such failure is associated with a force majeure event and not caused by its own doing or carelessness.