

Cancellation Policy – Guided Hikes on Haute-Côte-Nord

We are committed to providing a memorable and safe experience during our guided hikes on the Haute-Côte-Nord. However, due to changing weather conditions and unforeseen events, we have established the following cancellation policy:

1. Cancellation due to weather

The safety of our participants is our top priority. If weather conditions (severe storms, high winds, icy conditions, thunderstorms, etc.) make the hike dangerous, we reserve the right to cancel the activity.

In this case, we will contact you at least 24 hours prior to the scheduled departure time to inform you of the cancellation.

You will have the option to reschedule the hike for a later date or receive a full refund of the amount paid.

2. Cancellation by participant

If you need to cancel your participation, please inform us as soon as possible.

- **Free Cancellation:** If the cancellation is made at least 7 days before the hike date, a full refund will be issued.
- **Cancellation with fees:** If the cancellation is made between 3 and 6 days before the hike, a 50% cancellation fee will apply.
- **Last-Minute cancellation:** If the cancellation is made less than 3 days before the hike or in the case of a no-show on the day of the hike, no refund will be issued.

3. Reservation changes

If you wish to modify the date or time of your hike, please inform us at least 72 hours in advance. We will do our best to accommodate your needs, subject to availability.

We thank you for your understanding and cooperation in ensuring a pleasant and safe experience for everyone.