



## **Reservation and Cancellation Policy**

### **For Overnights stays**

Any reservation made for an overnight stay at the Hôtel de Glace require full payment, taken on a credit card the same day as the reservation is made (non-refundable).

### **Reimbursement of your stay**

Any cancellation made prior September 1<sup>st</sup> 2010, for the 2011 season, will be able to have a refund of 50% of the total amount that was taken at first.

For all cancellation after this date, no refund will be possible.

### **Administrative Fee for a Change of Date**

At all times, administration fees will be charged for a change of date of your stay, a change which is valid for the season chosen during your reservation (ex. a reservation made for February 12<sup>th</sup>, 2011 will be able to be changed for another date within the same season between January 7<sup>th</sup> and March 27<sup>th</sup> 2011). Changes are only valid if performed 30 days before the date of stay.

- \$25.00 CAD / person\*

### **Seasonal Postponement**

The postponement of a reservation to a subsequent Hôtel de Glace season is possible by contacting our Reservations Department: (418) 875-4522 or toll free 1-877-505-0423. There will be a fee of \$125 CAD plus tax, per person per year, which will be immediately charged to your credit card. Changes made to a reservation will be accepted for attempts made prior (not past) to the original date. These charges are applicable for all reasons leading to a postponement, including mortality, illness, or all other independent circumstances (weather conditions, cancellation of your flight, etc.)

It is recommended that you purchase travel and cancellation insurance. We have information available upon reservation only (information on coverage, services and programs offered upon request, please feel free to contact them directly or indicate in your reservation that we should forward your contact information).

### **Travel Insurance**

To protect yourself in case of a possible cancellation on your part, we put at your disposal an insurance policy (travel and cancellation) in collaboration with our partner Escapade Assurances Voyages, please call (418) 926-2042 or toll free 1-800-564-2042.

### **Exceptional Circumstances**

Due to the unique nature of the Hôtel de Glace, we are subject to the whims of Mother Nature during the months of December and March, and it is possible that sections of the hotel can be inaccessible.

The Ice Hotel reserves the right, at all times, to cancel or postpone any reservation booked for stays during the first 20 days and last 15 days of the season. If this is necessary, we will contact clients to provide the choice to postpone their reservation to a later date, or to propose alternate accommodation at no extra charge, or to request a reimbursement; reservations postponed to next season are accepted under the same rates and conditions. In the case that alternate dates are not possible, reimbursement of your payment will be made in full.

\* (all amounts listed in CAD\$, taxes not included)