

# Booking policies

## **General**

- All packages that include flights and/or lodging will be invoiced through our affiliated travel agency, N2Pix Expeditions, a Quebec licensee.
- If the trip or tour is cancelled by us for any reason or unforeseen event, the client can choose to be reimbursed or to postpone to another available date.
- There will be no refunds for anyone who fails to show-up or fails to comply with staff or administrative requirements. We strongly suggest you secure trip insurance to cover unforeseen events. Clients are responsible for securing proper travel, medical and/or dive insurance.
- To avoid cancellation fees, you can resell your spot(s). Our bookings are fully transferable. For dives, you are responsible to verify that the person to whom you want to transfer the trip or dives has the appropriate dive certifications.
- All prices are in CAD currency and valid for the indicated period. CAD prices supersede the USD rate. Prices in parentheses are in USD based on an average exchange rate for reference purposes only.

## **Packages including lodging and/or flights**

- A deposit of 50% is due to hold the reservation. The remaining balance is due 120 days prior to the scheduled trip dates.
- You will be responsible to pay the remaining balance within this timeframe. Delayed payments must be agreed upon or we will cancel the booking. The amount paid will be forfeited and be considered as compensation for the cancelled booking.
- Should you want to cancel your trip, the following policies apply:
  1. 30% of the invoiced amount will be forfeited for cancellations occurring 120 days prior to the scheduled trip dates.
  2. No refunds for cancellations made less than 120 days prior to the scheduled trip dates.

## **Packages including diving**

- Due to Anticosti's remoteness and location within the Gulf, weather can sometimes be capricious. Safety is our primary concern and with this in mind, our captains reserve the right to cancel diving days should weather and sea conditions be deemed too hazardous. As such, we are unable to fully guarantee that we will be able to offer the number of dives/diving days as indicated in your package but rest assured that we will try our best to maximize your diving opportunities while on Anticosti.
- If dives are cancelled, half-day or full-day land tours will be offered, free of charge, to compensate the cancelled dives booked within a Dive & Stay package.

### **Dives or tours booked on a daily basis**

- Daily dives or tours must be paid in full at the time of booking.
- If you wish to cancel, you will forfeit the amount paid and said amount will be considered as compensation for the cancelled booking.
- For cancellations by us for any reason or unforeseen event including weather or sea conditions, we will rebook you unless no alternative dates are available. If the latter occurs, we will refund the amount paid.

### **Covid**

- Should governmental measures prevent us from offering our trips or tours on your scheduled dates, we will offer you the possibility of rebooking at no extra charge or simply refund the amount paid. The final decision will be taken 30 days before the scheduled date of your trip to allow for a better risk assessment of the situation.