

# RECOMMENDATIONS FOR A MEMORABLE STAY AT DUCHESNAY

## ✓ **USEFUL INFORMATION**

### **ARRIVAL AND DEPARTURE**

Arrival: from 4 p.m.

Departure: no later than 11 a.m.

### **EARLY DEPARTURE POLICY**

The terms of cancellation apply according to the type of accommodation of your stay.

### **LATE CHECK-OUT POLICY**

Fees of up to \$50 per additional hour may apply in the event of late departure.

## ✓ **PETS**

Guide dogs and assistance dogs are allowed everywhere.

Dogs are prohibited in all types of accommodations, rooms, cabins, and shelters.

Dogs on a leash are allowed on the outdoor site only, except in the areas near the water and on launching sites. Please check the Pets section of our website for full details before your visit. Please consult the guidelines for the person responsible for a dog to ensure that you have the most up-to-date information.

Anyone who contravenes these rules is liable to have to leave the territory or be given a statement of offense. Other pets are always prohibited.

Pets are prohibited in the cabins except for guide dogs (authorization required). Offenders will be required to remove the animal from the cabin for the remaining duration of the stay and pay a minimum cleaning fee of \$200. No refund will be granted in the event of early departure due to the presence of a pet.

## ✓ **SMOKE-FREE ENVIRONMENT**

Tobacco and cannabis laws, as well as Sepaq policies, prohibit anyone from smoking inside rooms, accommodation units (cabins, shelters, yurts, ready-to-camp, etc.), public areas (meeting rooms, restaurants, bar, reception, etc.). A \$200 fee will be charged to offenders who smoke in these places.

## ✓ **YOUR SAFETY: YOUR RESPONSIBILITY**

Outdoor activities can carry certain risks. You must therefore always ensure that you have the skills and abilities required for the practice of the chosen activity. You must not be impaired, by the effect of alcohol, drugs, or medication.

## ✓ **CLEANLINESS AND BREAKAGE OF EQUIPMENT**

At all times, the customer must leave any place he occupies and any equipment he uses in a state of order and cleanliness. Please do not move or take the furniture outside. Any damage caused to Sepaq's equipment will be billed to the customer. Similarly, cabins, rustic camps, and yurts left unclean will be cleaned at the customer's expense.

## ✓ **NOISE POLICY**

For other guests, we ask that you keep the noise down by keeping the environment quiet after 11 p.m.

## ✓ **SERVICE OFFERED**

Please note that if the management restricts or prohibits access to a water plan, an activity, a trail, or an access road, and this, for reasons beyond its control, no modification or cancellation will not be accepted, and no refunds will be given.

## **YOUR CABIN STAY-RELATED SPECIFICATIONS**

### **HOUSEKEEPING**

Cleaning will be done only on your departure. If you wish to obtain towels, bedding, or other additional items, please reach out to us at Inn's front desk, between 8 a.m. and 6 p.m.

### **WASTE MANAGEMENT**

Please put your rubbish in the bins provided for this purpose. As we are in a natural environment, where our animal friends are very present, we ask you not to leave garbage in an unclosed place.

### **ENJOY YOUR OUTDOOR FIRE STATION**

All the wood you want is at your disposal in the small sheds located near chalets n°6 and n°24, you just must pick it up according to your needs.

### **PARKING**

Please use the parking lot(s) assigned to your cabin only. Vehicles are not allowed to park on the side of the roads. The Inn parking is the option for additional vehicles.

### **DEPARTURE FROM THE CABIN**

At the end of your stay in the cabin, we ask that you wash the dishes, start the dishwasher (and empty it, as much as possible), and take out the garbage. Please leave your chalet in a general state of cleanliness. Fees will apply for departures after 11 a.m.