

### **Le camping Orléans**

357, chemin Royal, St-François, île d'Orléans G0A 3S0

Téléphone : 1-418-829-2953

Sans-frais : 1-888-829-2953

Télécopieur : 1-418-829-2563

[camping.orleans@oricom.ca](mailto:camping.orleans@oricom.ca)

### **Reservation and Cancellation Policy**

Administration fees of 7.00\$ are applicable when a reservation is made, whether it is made by telephone, e-mail, on line or at the campground's office. These fees are not reimbursable. If the reservation is made before May 1st, the stay must be paid in total, plus the administration fees, by credit card, certified check or money order. After this date, a deposit is asked on credit card only, and corresponds at the amount of two nights with no services.

If you wish to reserve a group of sites, note that we take a deposit for each site reserved. Your deposit proves your seriousness and lets us guarantee you a campsite in a chosen section. For a better management of our reservations and renewals, note that we will not guarantee a precise campsite but only a specific section of the campground.

The maximum stay at Camping Orléans is three weeks in a row and a minimum stay of three nights is needed during holiday weekends. Otherwise, a minimum stay of two nights is needed.

If you wish to cancel or modify your reservation, you need to advise us **three days (72 hours) before your arrival date.**

For example, if you reserved from June 20th to June 24th (the check in time being 1 p.m. on June 20th), you must cancel before June 17th at 1 p.m. to get a total refund (administration fees of 7.00\$ excluded).

You can also choose another stay during the same season without charge. In both cases, you ought to advise us three days before. If you don't advise us in that delay, the amount of two nights without services is kept (plus administration fees). Don't forget that you can advise us by phone, e-mail or fax.

We finally ask you to honor your reservation. This means that once you are at the campground, you cannot shorten your stay. For any modification, please advise us three days before the arrival date. However, if you want to extend your stay, it will be our pleasure to check with you for availabilities.