

## CANCELLATION AND LATE POLICY

### REGULAR TOUR

#### Cancellation

**7 business days before the reservation date:** No penalty if we confirm your cancellation request sent to [information@lacidelle.qc.ca](mailto:information@lacidelle.qc.ca) within the required time limit.

**Under 7 business days before reservation date:** Penalty of \$100 taxes included for each reservation.

#### Late arrival

**Under 30 minutes:** Guided tour can be shortened\* and the total amount will be charged.

**30 minutes and over:** Guided tour can be shortened or cancelled\* (\$100 penalty) with access to the exhibitions of the Musée Royal 22<sup>e</sup> Régiment.

\*At the discretion of the Citadelle de Québec - Musée Royal 22<sup>e</sup> Régiment

### SCHOOL GROUP

#### Cancellation

**7 business days before the reservation date:** No penalty if we confirm your cancellation request sent to [information@lacidelle.qc.ca](mailto:information@lacidelle.qc.ca) within the required time limit.

**Under 7 business days before reservation date:** Penalty of \$100 taxes included for each reservation.

#### Late arrival

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**30 minutes and over:** Guided tour can be shortened or cancelled\* (\$100 penalty) with access to the exhibitions of the Musée Royal 22<sup>e</sup> Régiment.

\*At the discretion of the Citadelle de Québec - Musée Royal 22<sup>e</sup> Régiment

### REGIMENTAL VISIT

#### Cancellation

**7 business days before the reservation date:** No penalty if we confirm your cancellation request sent to [information@lacidelle.qc.ca](mailto:information@lacidelle.qc.ca) within the required time limit.

**Under 7 business days before reservation date:** Penalty of \$100 taxes included for each reservation.

#### Late arrival

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**30 minutes and over:** Guided tour can be shortened or cancelled\* (\$100 penalty) with access to the exhibitions of the Musée Royal 22<sup>e</sup> Régiment.

\*At the discretion of the Citadelle de Québec - Musée Royal 22<sup>e</sup> Régiment

### VISIT AT NIGHTFALL

**Final sale - no reimbursement.**

**The cost of the visit is forfeited at the reservation.**

#### Late arrival

**Latecomers will not be admitted.**

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**PLEASE INFORM US BY EMAIL ABOUT ANY CANCELLATION AS SOON AS POSSIBLE.**

Visits may be cancelled by the Citadelle for operational reasons. Full refund.

Business schedule : Monday-Sunday : 8 AM to 4 : 30 PM. Closed on December 25 and January 1