

# **CANCELLATION AND LATE POLICY FOR GROUPS**

**REGULAR TOUR, VIP, SCHOOL GROUP AND NIGHT TOUR** 

# CANCELLATION

7 business days before the reservation date

No penalty.

## Under 7 business days before reservation date

Penalty of \$100.00 taxes included for each group reservation.

## Night Tour

No reimbursement. The cost of the visit is forfeited.

# LATE ARRIVALS

Under 30 min.

Visit can be shortened.

## 30 min. and over

Visit can be shortened or cancelled at the discretion of the museum. Group options :

- **A.** Penalty of \$100.00 taxes included and cancellation.
- B. The cost of the visit is forfeited and Museum access <u>only</u>.

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

BUSINESS SCHEDULE Monday to Friday 8 :30 AM to 4 :30 PM

CLOSED December 25<sup>th</sup> & January 1<sup>st</sup>

Mise à jour 11 janvier 2016 L. P. / M-E. M.

> La Citadelle de Québec, 1, Côte de La Citadelle, Québec (Qc) G1R 4V7 T : 418 694-2815 F : 418 694-2853 | information@lacitadelle.gc.ca | www.lacitadelle.gc.ca