

Reservation policy

WWW.DAMENTERRE.QC.CA

Clients must check in at the front desk upon their arrival.

Check-in time: 4:00 p.m.

Check out time: 11:00 a.m.

At check out: return the key to the front desk; if our office is closed, leave the key in the drop-off box outside (to the left of the entrance, under the window).

RESERVATION TERMS AND CONDITIONS

We require 35% of the full-booking price as a deposit. This amount is non-refundable and non-exchangeable. Centre de villégiature Dam-en-Terre reserves the right to request that the full booking price be paid in advance.

CANCELLATION POLICY

If you cancel your reservation less than 24 hours before check in, the first night will be charged to the credit card on file. No refund will be issued when a client checks out prior to the end of his booking.

SECURITY DEPOSIT

We will charge your credit card a pre-authorized security deposit at check in. We do not accept personal checks. The pre-authorization amount will be cancelled only after you check out to ensure there are no damages or missing items and that the unit does not require additional maintenance after you check out. Security deposit amounts vary based on the type of unit booked.

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NUMBER OF GUESTS

When you book, you must indicate the exact number of people staying in the unit and notify us of any changes. A \$10.00 fee shall apply per additional guest per night, except for children 0–5 years old. Our establishment has no additional equipment available.

INCLUDED IN THE ROOMS

Sheets and towels are provided in every unit.

We've provided the following to help get you started:

- Shampoo and body wash (condos only)
- 2 bars of hand soap (per bathroom)
- 2 rolls of toilet paper (per bathroom)
- 2 garbage bags (kitchen)
- ½ bottle of dish soap
- 1 tab dishwasher detergent
- 1 coffee kit (1 package of coffee, filter, sugar)

These products will not be restocked during your stay, unless they are purchased.

We recommend you pack toiletries (soap, shampoo), paper towels, paper, facial tissue, laundry detergent, and any other product you might need. Make sure to pack your beach towels during the summer months.

HOUSEKEEPING

Rooms are thoroughly cleaned and prepared prior to your arrival with no daily upkeep. Stays of three nights or more, our attendants will replace towels every other day.

During your stay, complete housekeeping services are available for a fee. (\$)