

## *Booking Policy*

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### **Guided tours:**

All reservation for guided tours must be made the day before the departure, no later than 8:00 p.m. A deposit of 25 % of the total amount per person is required. If canceled, the deposit will be retained if the customer does not confirm is cancellation at least 12 hours in advance.

### **Equipment rental:**

A reservation is recommended to make sure you have a bike. The reservation could be done up to one hour before departure. A deposit of 25 % of the total amount per person is required. If canceled, the deposit will be retained if the customer does not confirm is cancellation at least 1 hour in advance.

## *Starting point*

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The departures will take place in the store *Location Echo Sports, 35 rue Dalhousie*, in front of the Louis Jolliet boat. You must arrive at least 15 minutes before your departure for the bikes preparations and instructions. Make sure you have suitable clothing to be comfortable with the temperature.

## *Cancellation*

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The guided tour will take place if weather conditions are moderate or under light rain. However, if the weather is very bad, Location Echo Sports, will offer to postpone the tour or refund the deposit

## *Method of payment*

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### **We accept :**

- Cash
  - Debit Card
  - Credit Card (Visa, master Card)
- \*Child rates stops at 14 years

## *Modality of the rental equipment*

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A print of a credit card is needed or a piece of ID. An amount may be deducted from the final invoice for loss (ex: key of the lock) or damage on the equipment.

## *Insurance*

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For \$5 the insurance includes:

- A cover up to \$ 150 on damage caused on the equipment.
- The taxi back to the echo sports shop in case of a major breakdown