

Terms & Conditions

CONDITIONS

Terms & Conditions, Use of leased premises and Responsibilities

- The minimum age to make a reservation and stay within the premises is 25 years old – Contact us for any reservation including children
- Pets are unfortunately not allowed
- We are proud to offer a non-smoking lodging inside our rentals – Is allowed to smoke outside
- The arrival time is set by appointment between 4pm and 5 pm – Late arrival possible, with supplements – Departure before 11am
- An official valid ID with photo and address is required upon arrival
- At the signing of the lease on the day of your arrival a security deposit of a minimum amount of \$1,000, payable by credit card only, will be required
- The lodging taxes (3.5%) and GST and QST (14.97%) are not included in our prices and is payable upon arrival
- Children under 2 years old can stay for free – A maximum of 2 children by accommodation is granted, additional children will be charged as adults
- Our terraces are open from May 15 to October 15 every day from 9am to 11pm only
- Our gas fireplaces are usable from October 15 to May 15
- The number of authorized people by accommodation cannot be exceeded at all time
- Catering Service, Private Chef, Photographer, Beauty Care and Massage are exclusive (authorized partners & approved only)
- DJs and loud music are not allowed – only the audio/video equipment available on site are allowed
- Photo shoots and video shoots are not allowed without the written permission of the Castle
- At your departure the rented premises must be put in the same states and conditions received upon arrival
- Any professional reservation, commercial or for more than 8 people (sleeping or not) can have different policies and additional fees

POLICY

Cancellation Policy & Modification of Reservation

- All reservations are non-refundable
- Modification up to 120 days before the date of arrival, no penalty will be charged
- Late modification or in case of no attendance, the total price of the reservation will be charged
- No modification possible for the following days: Grand Prix Week and the 24, 25 and 31 December

In the situation where the stay needs to be canceled or interrupted due to unpredicted problems in the building (water, electricity, etc.), the Landlord's liability is limited to the cost of renting. The unused days would be refunded, but no additional compensation will be awarded.