

Voyage Récréatif – Terms & Conditions

General Conditions: Anyone doing business with Voyage Récréatif agrees to abide by the agency's policies and terms. Every client is required to familiarize themselves with our regulations and adhere to them.

I. Company

Voyage Récréatif, based in Quebec, Canada, is a registered and licensed travel agency, authorized to offer meticulously organized vacations in compliance with the rules of the *Office de la protection du consommateur* (OPC) and its listed partners. Situated in Lac Beauport, Quebec, our company is dedicated to delivering exceptional travel experiences.

Our team consists of seasoned professionals who have explored various corners of the globe. Voyage Récréatif ensures that each proposed activity aligns with our clients' preferences, making special arrangements to ensure their satisfaction.

Utilizing our expertise, Voyage Récréatif seamlessly transforms your travels into delightful and stress-free experiences. Specializing in diverse activities, our goal is to create memorable moments for clients, including active and independent retirement communities.

By choosing Voyage Récréatif, you place your trust in an exceptional team dedicated to ensuring your experience is unforgettable. Our professionals, with global travel experience, carefully curate each activity, tailoring arrangements to meet specific needs.

Voyage Récréatif offers:

- Diverse, organized, and planned trips for you;
- A trustworthy team;
- Personalized service;
- Conformity in reservations;
- Professional advice;
- Personalized guidance;
- Tailored travel experiences;
- An enjoyable journey;
- Guarantees with the OPC (*Office de la protection du consommateur*);
- Peace of mind, with 24/7 support.

II. Booking Terms and Policies

Acting as an intermediary, Voyage Récréatif reserves and forwards, on your behalf, your reservation request and payments to the wholesaler and/or the chosen travel provider, such as Sunwing, Signature Vacations, Transat Holidays, and Air Canada Vacations, Irish Luxury Coach Tours, MacBackpackers or any other partner. We also serve as the intermediary for the wholesaler or provider when transmitting the reservation confirmation and travel documents to you. For any reservation, administrative fees may apply. Depending on the type of reservation, service fees may be charged for ticket issuance.

III. Packages, Cruises, Tours, Flights, Hotels, Apartment Rentals, Excursions, Transfers, and Car Rentals

Clients booking their flights, hotels, apartments, and cars through the Voyage Récréatif website are responsible for their reservations. Voyage Récréatif cannot be held accountable for bookings made on partner sites. The client does so at their own discretion and accepts all associated responsibilities.

IV. Price Adjustment

The *Office de la protection du consommateur* in Quebec outlines conditions for modifying tour prices, considering factors such as fluctuations in fuel costs, increases in taxes, and changes in exchange rates. Consequently, the price of the tourist product indicated on the invoice (in the contract) may be subject to modification, reflecting these fluctuations.

Factors that may allow for a price modification include:

1. Fuel surcharge imposed by a carrier.
2. Increase in the exchange rate, provided that the applicable exchange rate 45 days before the service provision date has increased by more than 5% since the contract was concluded.
3. Increase in the Quebec Sales Tax (QST) and the Goods and Services Tax (GST).

The advertised prices are subject to change without notice. The Dohop search engine is not the responsibility of Voyage Récréatif and may independently alter its prices with each update. Price increases are permitted up to 30 days before departure. After this period, no modification to the price stated in the contract is possible. Maximum amount that can be charged as a supplement: The client can reject any increase exceeding 7% of the price of the tourist products indicated on the invoice, excluding the Quebec Sales Tax (QST) and the Goods and Services Tax (GST).

Your Options: If the percentage increase is equal to or greater than 7%, the consumer has the right to reject the increase. In this case, you can request a full and immediate refund OR request alternative services.

V. Conditions, Deposit, Administrative Fees, and Procedure for Final Payment

To reserve tours or group activities that require a minimum number of participants for the trip or activity to take place, with or without air transport, the client must, within a period of 3 months or less, pay the total amount to secure their spot.

Voyage Récréatif's administrative fees are per booking for all-inclusive package trips. Fees may also be charged for custom-designed trips requested by the client. Depending on the type of reservation, service fees may be charged for ticket issuance.

A per-person deposit is required for any type of trip at the time of booking, unless there is a special arrangement or booking a package with our partners.

In all cases, the deposit must be paid at the time of booking. Checks with insufficient funds will automatically incur additional charges, and the reservation may be canceled.

The final payment must be received at our offices no later than 75 days before departure unless the reservation is made within this period or in the case of another agreement between Voyage Récréatif and the client or as specified in a promotional rate such as "early booking."

VI. Airplane Ticket

Your deposit is subject to the conditions of the airline with which you have booked, as well as the applicable cancellation and refund terms. Fees for cancellation, modification, and transfer must be in accordance with the terms of Voyage Récréatif and its partner companies.

For specific or group tours:

- a. For tours outside Quebec or if the contract stipulates otherwise, 75 days or more before departure; the deposit amount paid is refundable at 50%.

- b. For tours outside Quebec, from 75 to 45 days before departure, or if the contract stipulates otherwise - 45 days and less; 100% of the package is non-refundable.
- c. For tours outside Quebec, from 75 to 45 days before departure, or if the contract stipulates otherwise - transfer possible more than 75 days before departure, fees will be required to cover administrative costs and supplier penalties.
- d. No transfer possible within 75 days unless a different agreement is reached in the contract.

When making a reservation, travelers are responsible for providing their names to the advisor as they appear on the passport. When the client receives the invoice, it is their responsibility to ensure that the written information matches the agreement and that the names listed are accurate. A name change on an airplane ticket is considered a cancellation, and cancellation fees will apply.

Deposit, Cancellation and Insurance if applicable:

Your deposit is subject to the conditions of the airline with which you have booked, as well as the applicable cancellation and refund terms.

In the event of the cancellation of double occupancy, if the cancellation alters the occupancy basis of the passenger's room still traveling, the latter will be required to pay the additional cost incurred by such changes.

Insurance is never refundable. The cancellation request must be made and communicated in writing.

VII. Refund or Cancellation Policy

If you would like to make changes to your travel plans, we will do our best to accommodate based on the terms and conditions of the wholesaler. Our administrative fees start at \$50.00 per person. Additionally, there may be fees from service providers, and it is subject to their cancellation terms and conditions. If you are considering canceling your trip, it is indeed possible.

VIII. Cancellation of a trip

In the event that we are obliged to cancel a trip due to a lack of registration, all amounts paid by the traveler will be refunded, without further compensation. We commit to informing travelers as promptly as possible.

IX. Privacy Protection and Confidentiality Policy

For any issues related to the protection of your information, please contact Anais Savard at 581-459-8682.

X. Photo Usage Rights

Voyage Récréatif has the right to use all photos taken by its agents and advisors. Individuals participating in our trips and activities consent and grant Voyage Récréatif the right to use the photos taken by the agency for advertising or informational purposes.