

RESERVATION & CANCELLATION POLICY

All reservations at l'Hôtel de Glace require a complete full payment made by credit card upon reservation and it is non refundable

Cancellation of your Stay

Cancellations for the upcoming season made prior to September 1st, will be eligible for a 50% refund of the total amount of your initial payment.

Modifying your Stay

You can modify your date of stay up to 30 days prior to your arrival for the current season. This is applicable for a night at the Hôtel the Glace as well as other related activities. At all times, an administration fee of \$25.00 CAD plus taxes per person will be charged for modifying your stay.

All modifications of your date of stay for the current season or any postponement to the following year is subject to a \$175.00 CAD plus taxes per person. These charges will be processed to your account immediately and additional charges may be applicable. These measures are applicable for all reasons leading to a postponement, including mortality, illness, or all other independent circumstances (weather conditions, cancellation of your flight, etc.). To avoid this you can insure your stay. Please see Travel Insurance hereafter.

No postponement will be possible if made after the date of stay.

Travel Insurance

To protect yourself in case of a possible cancellation on your part, we strongly suggest to purchase a travel insurance.

Production Schedule

The Hôtel de Glace opens with different opening stages. During your stay at the Hôtel the Glace at the beginning of the season, certain areas of the hotel might still be under construction and not available to visit.

Exceptional Circumstances

Due to Mother Nature's temperament over wintertime, the Hôtel de Glace reserves the right to move and/or postpone reservations made for the first and last days of the season. If this is necessary, we will contact clients to provide them with the choice of postponing their reservation to a later date, or to propose alternate accommodation.

We are looking forward to welcome you!

The Hôtel de Glace's team

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