



CANCELLATION AND MODIFICATION POLICY

applicable for guided tours and activities

Once your visit has been confirmed with the following details (date, time, number of visitors), the following policy is effective.

Canceling / Rescheduling / Modifying the number of visitors

If you need to cancel, reschedule or change the number of visitors, penalty fees may apply depending on when you notify us.

To notify the team of any changes to your reservation, contact us. (visite@tohu.ca | 514-374-3522 ext. 4000).

Canceling / Rescheduling / Modifying the number of visitors	
- 7 days or more before the initial date	Free service
- 7 days to 1 working day before the initial date	Administrative cost : 25\$
- less than 1 working day before the initial date	Administrative cost : 50\$

More details about the number of visitors (minimum / maximum) for every guide			
Preschool Primary Secondary Min : 10 / Max : 30	Summer camps Daycare Min : 10 / Max : 25	Cegep University Professionals Min : 10 / Max : 35	Learning disability Physical disability Intellectual disability Min : 10 / Max : 20

*Changing the number of visitors without any notice entails a 50\$ fee.
A group under 10 people makes the visit automatically payable.*

Being late / Not showing

If your group is late on the day of the visit, the ending time of the activity does not change. The duration of the activity will then be affected depending the time of your arrival.

If, without notice, your group is absent, a fee of 50\$ applies.

Exclusions

This policy is only valid when requests for changes are asked by the client. In very rare circumstances, TOHU has the right to ask you the possibility of rescheduling your visit. When this situation happens, the fees above do not apply.