



## GENERAL INFORMATION

- Visitors are greeted at the reception station of the Reserve, located at 7600, chemin de la Pointe-Fraser, in Dundee (Marais-Fraser sector).
- The reception desk is open Wednesday to Sunday, 9 am to 5 pm, from May to the end of October.
- Access to the hiking trails is free. Donation boxes are available at the entrance of the trails.
- Dogs on a leash are permitted on the trails, but prohibited on the water in order to preserve the tranquility of the marsh fauna.

## BOOKING TERMS

- Canoe, rabaska and sea kayak excursions are guided by an employee of the Friends of the Lake Saint-François National Wildlife Area.
- All activities take place every day, regardless of the weather conditions, unless otherwise advised by us.
- The minimum age for sea kayaking excursions is 7 years old. Younger children should use a tandem kayak with the accompanying adult.
- A deposit equivalent to 50% of the total amount of the invoice will be collected when booking.
- This deposit is refundable if you cancel the reservation 10 days before the event **or** if the Friends of the Lake Saint-François National Wildlife Area deem the weather conditions unfavorable for the practice of the activity. You will also be offered to postpone to a later date.
- Visitors must arrive 15 minutes before the time of reservation and complete the risk acceptance form.
- The payment methods accepted on site are: Cash, Interact, Visa and Mastercard.
- It is strictly forbidden to consume drugs or alcohol before or during all our activities.

## CANCELLATION POLICY

The Friends of the Lake Saint-François National Wildlife Area reserves the right to cancel an activity or prohibit the participation of a person if:

- ⇒ He / She appears to be intoxicated or impaired;
- ⇒ He / She lacks respect for team members;
- ⇒ He / She has an aggressive or inappropriate attitude towards the team;
- ⇒ He / She does not take care of the equipment loaned to him / her;
- ⇒ He / She has a known allergy and does not have their EpiPen in their possession.