

Quad Adventure through the Laurentides



Saint-Hippolyte, QC, Canada

Product Code:

DM SD-YYZYUL

- **Can we do this package for just one night stay with activities?** Yes. You may. We recommend a two-night stay for this tour to take full advantage of the forest trails, Lake Morency and the activities offered here. However, if your schedule does not allow you two nights, we can do a one-night package with the activities. In this case, you must check-out after breakfast before you proceed to our operator's office for the Quad tour.
- **Is this a shared experience?** This could be a shared experience depending on the number of persons in your party. The minimum number of persons required to operate this tour is 2. If your party does not have enough participants, we may add other clients to the tour.
- **How far is the operator's office from the hotel?** The Operator's office is across the driveway (50 meters) from the front door of the hotel.
- **Do we have to sign a Waiver?** Yes. Every participant on this tour is required to sign off on the Liability Waiver our operator will provide you prior to start of the tour. A parent or guardian must sign for any Minors (under 18) participating in this tour.
- **How many persons can ride a Quad Machine?** Two persons.
- **Can I do this tour as a Solo rider?** Yes. You can. Our tariff offers the cost for riding the Quad as a solo rider.
- **Do clients require a Driver's License?** - To drive the rental car, clients must have a valid driver's license that allows them to operate a vehicle in Canada. Clients from abroad must ensure their Driver's License allows them to drive in Canada. In certain cases, an International Driving License is recommended.
- **What is the minimum age stipulated to operate a Quad?** Client must be a minimum of 18 years of age.
- **How many persons can ride Quad Machine?** A quad machine accommodates one driver and one rider. We will not add anyone who is not a part of your party to ride your Quad machine.
- **Do we have to place a deposit for the insurance to cover the Quad Machine?** Yes. You are required to place a deposit of CA \$2,500 per machine. The operator will take an authorization on your card. This authorization will auto cancel when the machine is returned to the operator in good order.
- **Can we pay cash to cover the deposit?** No. Our operator will not accept cash or a debit card for purposes of the Security Deposit. The deposit for the insurance must be paid by way of a credit card. Our operator accepts only Mastercard and Visa.
- **Can we pay the insurance with my friend's card?** No. The credit card used for the security deposit must be in the name of the person in whose name the tour has been booked or one of the members of the party participating in the tour.
- **Will we have guide on our tour?** Our tours are always guided. You will have a guide who will lead your tour.
- **Do I need a credit card for check-in at Auberge du Lac Morency?** Yes. Yes, when checking in, clients are required to present a credit card in their name. The hotel will typically place an authorization hold on the credit card for an amount ranging from \$500 to \$750 per stay. This hold is to cover any incidental charges during your stay or any damages to the

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property. The authorization hold will automatically be canceled within 72 hours after check-out, deducting any applicable charges or incidentals. Additionally, hotels will also ask for a valid government-issued photo identification, such as a passport or driver's license. It's important to ensure that the name on your reservation matches the name on the photo ID you present.

- **Can I expect to see animals during the tours?** While there is a possibility of spotting wildlife on our tours and we frequently come across animals, we cannot guarantee sightings on any of our tours.
- **Wild Animals – Is it safe to get close to wild animals? Is it okay to touch them if they appear friendly?** Absolutely not. It is not safe to approach wild animals, even if they seem calm and friendly. It is also important not to step out of your vehicle to take pictures of them.
- **What are the check-in and check-out times at the hotel?**

Check-in: 4 PM

Check-out: 11 AM

To check in early or check out late from the hotel, you need to get permission in advance. There may be extra fees involved, and you might have to pay for an additional night.

- **Do we need to buy Travel Insurance?** It is strongly recommended that all clients purchase Travel Insurance. If you decide not to buy Travel Insurance from us, you will be required to sign a Liability Waiver, as mandated by the Provincial Travel Authorities. DMCi Inc. offers Travel Insurance for Ontario residents, but if you are not an Ontario resident or an international client, you must obtain Travel Insurance in your own province, state, or country of residence.
- **What happens if our flight is cancelled or delayed, or if we can't travel and join the tour for other reasons?** DMCi Inc., along with our service providers, employees, contractors, and sub-contractors, are only responsible for the services that you book through us. This means that if you are unable to travel or join the tour on time due to reasons such as but not limited to flight cancellations or delays, denied boarding, visa issues, health conditions, or a death in the family, we cannot provide a refund or offer an alternative tour. In such cases, your Travel Insurance should cover these circumstances.

For More Information on this Tour Package, Operating Dates & Tariffs,

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