

Auberge Michel Doyon

Customer Satisfaction Guarantee

PRIOR RESERVATION

If you have made a reservation and if, within 15 minutes from checking-in, you are not satisfied with the room that has been assigned to you, it will be our pleasure, subject to availability, to offer you another room. If that room does not meet with your satisfaction either, we will reimburse you and act as if you had never reserved.

If the situation is such that available rooms in Quebec City do not allow you to relocate in another hotel, we will offer you to stay for free, for one night, in one of the two rooms that have been proposed to you. Of course, you must occupy one of these two rooms for this offer to be valid.

OVERBOOKING

It is neither within our policies, nor within our habits, to do overbooking. If there is overbooking, it is the result of a mistake. And we wish to fully assume the consequences of our mistake.

Thus, if you have made a reservation that we are not able to fulfil, we will find, for you, another hotel of equivalent or superior quality. If the price per night is higher than ours, we will pay for the difference.

If it is not possible for us to relocate you in a hotel of similar or higher quality, due to the fact that rooms in Quebec City are in limited supply, we will relocate you in an establishment of lesser quality, and we will be assuming the cost of room, for the first night.

ROOM RENTAL WITHOUT PRIOR RESERVATION

If you show up at our establishment without a prior reservation, and if, within 15 minutes from checking-in, you are not satisfied with the room that has been assigned to you, it will be our pleasure, subject to availability, to offer you another room. If that room does not meet with your satisfaction either, we will reimburse you.

INCIDENT OR UNACCEPTABLE SITUATION

We can only take action upon the present and the future; thus, please bring any incident, or unacceptable situation, to our attention as soon as it happens, so we may take corrective action. If it is not in our power to rapidly take corrective action, to your entire satisfaction, we will grant you one night, at your next stay in Quebec City, free of charge.

Any such night is neither transferable, nor exchangeable for money. It applies to a room similar to the one which was rented, without any restriction other than the number of persons. A reservation, however, shall be made at least 30 days in advance, and be consumed within five years from the date of the incident.

ERRONEOUS DEBIT OF A CREDIT CARD

If, by mistake, your credit card has been debited for an amount which was not due, the debited amount, plus 10%, will promptly be credited to your credit card.