Parc naturel régional de Portneuf
423, rue Principale Saint-Alban
(Québec) G0A 3B0
1 855 284-4232

HERE IS SOME IMPORTANT INFORMATION FOR YOUR STAY

Specific information for summer and winter can be found on page 2

Check-in at the Refuge from 4:00 p.m.;
Check-out from the Refuge by 1:00 p.m.;

A few days before your arrival, we will contact you to confirm your expected arrival time. Depending on the season, we will explain where to pick up the keys to your accommodation.

WHAT TO BRING FOR ALL STAYS

- *Gel* fuel for the fondue set;
- Sleeping bags and complete bedding;
- Flashlights;

ON SITE

- BBQ with propane provided;
- Firewood provided;
- Wood stove heating;
- Dogs are not allowed in the Refuge;
- Two propane burners for cooking;
- Solar-powered lighting;
- Fondue set on site (bring your own gel fuel);
- Smoke-free Refuge;
- No electricity or running water;
- Dry toilet: outdoor in summer, indoor in winter;
- Dish soap, dish towels, hand towels and toilet paper provided;
- Dishes and basic kitchen essentials are provided on site;

FIREWORKS AND CAMPFIRES

- If you wish to set off fireworks, you must obtain approval from the Municipality of Saint-Ubalde. A permit is required.
- For open fires, you must exercise caution at all times and use only the designated fire area.

PARKING FEES

Parking fees for the Parc naturel régional de Portneuf are included for 2 vehicles only. This means that during your stay, you are free to visit the other sectors as you wish. You and your guests simply need to display the receipt on your dashboard as proof of access. Please note that to launch a motorized boat, the owner must pay the launch fee in effect, whether at Lac Long or on the Sainte-Anne River.

CLEANING AND DAMAGE

If any equipment is damaged during your rental and/or additional cleaning hours are needed to restore the premises to their original condition, additional fees will be charged.

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SUMMER STAYS

WHAT TO BRING FOR YOUR SUMMER STAY

- Camping chairs;
- Drinking water;
- Fishing licence (if needed);
- Life jackets;

GOOD TO KNOW FOR YOUR STAY

- 2 canoes with paddles on site;
- 300-metre walk to reach the Refuge;
- A small transport cart is available;
- Road accessible by car to the parking lot;
- Outdoor sink (no drinking water);

TENT

- Camping equipment set up on the grounds is subject to the standard camping fee in effect.

FISHING (ZONE 27)

This lake is home to brook trout, Arctic char and yellow perch. Lac en Cœur is not stocked.

WINTER STAYS

WINTER ACCESS

During the winter season, the Refuge is not accessible by vehicle. Access is via the Les Portes de l'Enfer centre, by cross-country ski or snowshoe. It is approximately 5 km from the parking lot. A luggage transport service is available on request, booked in advance.

WHAT TO BRING FOR YOUR STAY

- Light luggage;
- Your cross-country skis or snowshoes (equipment rental also available);

GOOD TO KNOW FOR YOUR STAY

- A section of the Refuge is open as a warming shelter for skiers during the day (before 4:00 p.m.). A locked adjoining door leads to the Refuge section;
- Access to the cross-country ski and snowshoe trails is included in your rental for the duration of your stay;
- Equipment rental is not included;
- Indoor dry toilet;
- Luggage transport not included (must be booked before your arrival);

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Cancellation policy:

- For cancellations made more than 30 days before your arrival, 10% (of the total cost of your reservation) will be retained as an administrative fee. The difference will be refunded.
- For cancellations made 30 days or less before your arrival, the deposit is non-refundable;

Change policy:

- More than 30 days before your arrival: $15 change fee. Only one change is allowed.
- 30 days or less before your arrival: no changes allowed.
- Upgrades are allowed at no charge.