



PÔLE CULTUREL DU MONASTÈRE DES URSULINES

REFUND AND CANCELLATION POLICY

Tickets bought for the Museum on LePointDeVente.com or any other ticketing service are non-reimbursable and non-exchangeable. The Pôle culturel is not responsible for any visitor's change of plans. However, in the case of *force majeure*, please contact us at info@polecultureldesursulines.ca.

Cancellations and weather

In case of bad weather during winter, events will still be held until the Réseau de Transport de la Capitale (RTC) cancels its service. Outdoor events and activities can be canceled due to a storm with lightning or if the participants' security is compromised. In case of event cancellation, we will contact all ticket holders to inform them as fast as we can.

Visitors' delays and absence

The ticket holder has the responsibility to know the date, time slot, and place of the visit. If a ticket holder arrives before the beginning of the allowed time slot, or after the end of the allowed time slot, access to the museum will be possible only if places are still available.

Reduced mobility

Events taking place in the Ursulines' Chapel* and in the Salle de Réception de L'École des Ursulines de Québec are not accessible for people with reduced mobility. Please contact us at info@polecultureldesursulines.ca for more information.

*The Ursulines' Chapel will be closed until further notice.