

Frequently Asked Questions for Eastern Canadian Outfitters & Pourvoirie Mer Bleue.

Q. Where are you and how do I get there?

A. Our Mer Bleue location is an easy 1.5 hour drive north of Ottawa, Ontario or 3 hours from Canadian/US border crossing at the Thousand Islands bridge. Our street address is 47 chemin de la Mer Bleue, Cayamant, Qc. J0X 1Y0. Google maps will give directions if you enter Eastern Canadian Outfitters.

Please refer to our printable directions for information on how to get here.

Q. What's included and What do I need to bring?

A. Each cabin is fully equipped with full kitchens incl. dishes, pots and pans, microwave, coffee makers etc. We also provide toilet paper, dish soap, dish cloths and drying towels. Our cottages on lac Mer Bleue are rated 4 star and are basically your own house on a lake.

For everything else, please refer to our various "What to Bring lists" to assist with your packing/planning.

Q. Is there a store on site and what is available?

A. We have a small tackle shop where we sell some fishing gear and camping items. There is a full service convenience store located in the town of Cayamant only 15 minutes to the south of us.

Q. Is there power and running water?

A. Yes, we are connected directly to the Hydro Quebec power grid and our water pumps provide water from the lake directly to each cottage. Note: the water is not tested and is therefore not considered potable.

Q. Are there any size or other restrictions for fishing?

A. Yes! Our Fishery Management Plan for lac Mer Bleue is now in its 10th year. We now manage a very diverse fishery ensuring everyone has a chance to catch some fish!

For example:

Walleye: limit of 1 per licensed angler per STAY. Slot size of 14-21" (35.5 cm – 53cm). After 7 years of stocking walleye, we have now opened a very restrictive limit of one fish per stay per person to ensure the continued growth of this species.

Northern Pike: limit of 6 per licenced angler per day to a total of 6 at any one time. No size restriction in effect.

Bass: limit of 6 per licenced angler per day to a total of 6 at any one time. No size restriction in effect.

Lake trout: limit of 2 per licensed angler per day to a total of 2 at any one time. Minimum length of 20" or (50 cm) long.

Q. How do deposits and final payments work?

A. **Payments**

Being a small business, the extra expense of processing credit cards is costly. **We do require, however, a credit card on file** to secure your reservation. Your deposit is due within **2 weeks** of reserving your package.

A 4% service charge will be added to all credit card transactions.

Deposits

All deposits are non-refundable. Deposits can be made by e-transfer or personal cheque and the remaining balance will be accepted by cash or etransfer **2 weeks** prior to arrival.

We ask for a 50% deposit with the option of payment plans on a case by case basis.

Cancellations

All cancellations must have a minimum of 30 days notice. This includes cancellations of an individual or group.

Tax/Licenses

Taxes, licenses and gratuities are not included in listed prices on the website.

Q. Communications?

A. We have a land line telephone that clients may use and cell phone reception can be had in many areas at and around the lodge at Mer Bleue.

We have free **WIFI** available in each cabin as well as televisions. Please bring an hdmi cable or ROKU device so you can connect to the tv through a computer or other wifi enabled device.

Q. Do you have any housekeeping rules?

A. In order to protect our equipment and facilities we have come up with the following housekeeping rules.

Cabins

Cabins are expected to be left in an organized and clean condition at check out. There will be an additional \$100.00 charge for extra cabin cleaning.

Boats

Boats are also expected to be organized and clean at check out. There will be an

additional \$50.00 charge for extra boat cleaning and any damage to boats/motors will be charged at an appropriate rate for repairs.

Pets

Due to safety and health concerns, we have a **NO PETS** policy.

Garbage/Recycling

We offer both garbage collection and recycling opportunities at Mer Bleue. If wanting to help, please place garbage in the black plastic bins and recycling in the blue plastic bins located at the main office.

Beverages

Please bring beverages in plastic or cans. No glass bottles please.

Undesirable Conduct

Owners/Management reserve the right to terminate any guests' stay or hunt at any time due to undesirable behaviour or improper conduct, without any refund.

For all other questions or concerns, please don't hesitate to contact us at 613 285-7555 or 819 463-2690 (from early May to mid Nov.).

What is your Lodge Rental cancellation policy?

A thirty (30) day notice is required for cancellation. Cancellations that are made less than sixty (30) days prior to the arrival date will incur a penalty of 1 Night lodge fee/rental reservation.

Cancellation Notice on Lodge Rentals:

30 days prior to the date of arrival: 100% Refund

Less than 30 days prior to the date of arrival: One-night lodge fee/rental reservation (*Actual amount subject to rental reserved, and at the discretion of CRO Management*).

How do I cancel my reservation?

To cancel your reservation you must contact Conne River Outfitting as soon as possible.