



**Relais
Nordik inc.**

Press Release

For Immediate Release

PRECISIONS REGARDING THE “ALTERNATIVE TRANSPORTATION SERVICE”

Rimouski, December 19, 2018 — The Government of Quebec, through its Minister of Transport, announced on December 18 several elements aimed at improving the service for residents of Anticosti Island and Lower North Shore. Following this announcement, Relais Nordik, operator of the maritime service of Anticosti Island and the Lower North Shore, wishes to clarify certain points to its customers concerning the “ALTERNATIVE TRANSPORT SERVICE”.

In the situation where the *M/V Bella Desgagnés* cannot dock at a port due to navigational conditions that do not allow the normal continuation of the service and which, in the opinion of the master, would make the berthing and operations unsafe, an alternative transportation service could be offered following the authorization of the STQ.

The following conditions must be respected in order to benefit the alternative transport service:

- a) The passenger must be a resident of Anticosti Island or the Lower North Shore;
- b) The Resident Passenger must have booked in accordance with the current Booking Policy or have purchased a maritime passage at its local agency (during business hours) at least 24 hours prior to the scheduled arrival of the vessel at the port that cannot be serviced;
- c) The passenger must have paid the full amount of his maritime passage ticket;
- d) The alternative transportation service must be used by the passenger no more than twenty-four (24) hours before the *M/V Bella Desgagnés* revisits the skipped port in the same direction;
- e) The final destination for air travel must remain the same as the maritime passage ticket.

When the alternative transport service is authorized, customers who are eligible will be notified via their agency. Subsequently, customers will have to communicate and book directly with the airline serving their locality. (Relais Nordik will send the air carrier the list of eligible customers). Note that excess baggage charges and pets are not covered.

Since customers must have reserved or have in their possession a maritime passage 24 hours before the scheduled arrival of the Ship to benefit from the alternative transportation service, the Company strongly recommends its customers to book their maritime passage in advance (according to the Reservation Policy in effect) from their local agent or from the reservation centre in Rimouski at 1-800-463-0680 extension 4300.

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