



**Relais
Nordik inc.**

Press Release

For Immediate Release

AMENDMENT TO RESERVATION AND REFUND POLICIES FOR MARITIME PASSAGES

Rimouski, March 28, 2019 — Relais Nordik, operator of the coastal supply ship service for the Anticosti Island and the Lower North Shore, announced today that it is changing its payment and refund policies. To facilitate maritime passages bookings, the company modified its reservation and cancellation policies to make it more flexible. The purpose of these changes is to improve our customer service by facilitating travel planning for our clientele and to encourage bookings in advance.

The following are the main changes affecting the maritime passages:

- Relais Nordik will now authorize maritime passage bookings up to six (6) hours prior to the vessel's scheduled time of arrival at the port of call (based on the official schedule posted). These reservations can be made by phone from Monday to Friday between 8:30 am and 5 pm at the office of the Transporter in Rimouski.
- 100% of the total cost of the maritime passages will be collected at the time of booking or purchase which is a condition required to benefit from alternative transportation service available for resident customers only and according to the conditions foreseen for its deployment.
- Refunds of 100% of the total cost of the maritime passage up to 6 hours before the vessel's scheduled arrival at the port of call according to the posted schedule. To be eligible for that refund, customers must notify the Carrier at their office in Rimouski by telephone during opening hours or by a written cancellation notice by email, a minimum of six (6) hours before the scheduled time of arrival of the vessel in the port of embarkation (according to the official timetable posted).

It is very important to note that the reservation policy for vehicles remains the same and in this case the reservation must be made before noon on the Monday, for the current trip.

Please note that it is still possible to purchase maritime passages at the local agency.

"We believe that these improvements will make our customers' lives easier by allowing them to better plan their trip on the Bella Desgagnés. In addition, the advance booking will allow us to facilitate the boarding process by speeding up the distribution of the boarding pass for customers who have booked in advance" mentions Francis Roy, President and General Manager of RNI.

Relais Nordik invites customers to view the full policy in the "I want to EMBARK" section of its website at www.relaisnordik.com.

— 30 —

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