



2019-2020 PAYMENT AND REFUND POLICIES FOR ALL PASSENGER

PASSENGER RESERVATIONS

All passengers, regardless of whether or not they wish a cabin for the voyage, must reserve ahead with the Carrier's reservation office in order to ensure availability of space.

Reservations are valid only once they have been confirmed by the Carrier.

a) Payment policy: packages and "À la carte" reservations

A confirmation will be forwarded to the passenger upon receipt by the Carrier of a deposit of 50% of the total cost of the boarding pass, as per the Carrier's policies. Payment must be made in cash, by certified cheque, money order, debit card or credit card (Visa or MasterCard only).

b) Payment policy: maritime passages

A confirmation will be forwarded to the passenger upon receipt by the Carrier of a deposit of 100% of the total cost of the boarding pass, as per the Carrier's policies. Payment must be made in cash, by certified cheque, money order, debit card or credit card (Visa or MasterCard only).



BELLA DESGAGNÉS

PROVISIONING EXPLORING

REFUND POLICIES

a) Packages and “À la carte” reservations

If customers, at their own will do not wish or cannot proceed with the voyage for which they have made a reservation and paid a deposit for the boarding pass, they will be entitled to a refund as per the Carrier’s policies, provided they send a written note of cancellation to the Carrier’s office in Rimouski of:

- 50% of the deposit if the written notice is sent between 14 to 28 days before the departure date*
- 75% of the deposit if the written notice is sent between 29 to 60 days before the departure date*
- 90% of the deposit if the written notice is sent more than 60 days before the departure date*

The client will not be entitled to a reimbursement of the deposit if the cancellation notice is sent less than fourteen (14) days before the expected departure. Also, it will not be possible to change the date of the voyage.

Upon presentation of a medical certificate attesting to the inability of the client to travel or proof of death of the client, the delays mentioned above will be waived and 100% of the total deposit paid for the client will be refunded.

If the Carrier does not receive a cancellation notice or a change of date requested by the above deadlines and at the address stipulated herein, the customer will forfeit the full amount (100%) of his or her deposit and will not be entitled to any further claim.

Furthermore, in the case where the client travels aboard but does not use all the services paid for, any unused services will not be reimbursed.



BELLA DESGAGNÉS

PROVISIONING EXPLORING

Customers requesting a refund must enclose ALL copies of the boarding pass in their possession and provide their full name, address, postal code, phone number and email address. All refund requests must be sent to the Carrier's office in Rimouski. Our port agents are not authorized to make such refunds.

*In order to not lose the deposit, it is possible for a client who bought a package or an "À la carte" reservation to request a change of date for the voyage under the following conditions:

- The change of date must be requested a minimum of twenty-eight (28) days before the expected date of voyage;
- The request must be done by contacting the Carrier's office in Rimouski;
- The reservation must be made in the name of the original client and not contain any change in the ports of origin and destination;
- The change will be possible only according to the availabilities;
- An administrative fee of 5% of the total cost of the reservation up to a maximum of \$150.00 (taxes not included) must be paid by the client to make the change (payable when the change is done). In addition, the price of the voyage will be based on the rates in effect for the new voyage date and the chosen cabin category.



BELLA DESGAGNÉS

PROVISIONING EXPLORING

b) Maritime passages

If clients, at their own will do not wish or cannot proceed with the voyage for which they have made a reservation and paid in full a sea passage, they will be entitled to a refund of 100% on the express condition that the client notifies the Carrier's office in Rimouski by telephone during opening hours or by email (a written cancellation notice) at least six (6) hours before the scheduled time of arrival of the ship in the port of embarkation (according to the official schedule posted).

The client will not be entitled to a reimbursement if the cancellation notice is sent less than six (6) hours before the expected departure. Also, it will not be possible to change the date of the voyage.

Upon presentation of a medical certificate attesting to the inability of the client to travel or proof of death of the client, the delay mentioned above will be waived and 100% of the total deposit paid for the client will be refunded.

If the Carrier does not receive cancellation notice by the above deadlines and at the address stipulated herein, the customer will forfeit the full amount (100%) disbursed and will not be entitled to any further claim.

Customers requesting a refund must enclose ALL copies of the boarding pass in their possession and provide their full name, address, postal code, phone number and email address. All refund requests must be sent to the Carrier's office in Rimouski. Our port agents are not authorized to make such refunds.