



2020-2021 PAYMENT AND REFUND POLICIES FOR ALL PASSENGER

RESERVATIONS FOR ALL PASSENGERS

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. Only Visa and MasterCard credit cards are accepted. Full payment is due 28 days prior to the date of departure.

b) Payment Policy: Maritime Passages

A confirmation of the reservation is sent to the passenger after the receipt by the Carrier of 100% of the total cost of the boarding pass, all according to the policies of the Carrier. Payment must be made by cash, certified check, money order, debit card or credit card. Only Visa and MasterCard credit cards are accepted.

If your reservation includes shipment of a vehicle (car, pickup truck, RV or trailer), final payment must be made upon boarding. For more information please contact us at 1-800-463-0680 extension #2 or consult the [I want to make a shipment](#) page.



BELLA DESGAGNÉS

PROVISIONING EXPLORING

PASSENGER 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 a package or an “À la carte” reservation, 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 total amount paid (down payment and final payment) if written notice is received 14 to 28 days prior to scheduled departure**
- **65% of the deposit paid if the written notice is received 29 to 60 days before the scheduled departure (see note 1)**
- **80% of the deposit paid if the written notice is received more than 60 days before the scheduled departure (see note 1)**

The client will not be entitled to a reimbursement of the amounts paid (deposit and final payment if the cancellation of his reservation takes place less than fourteen (14) days before the scheduled departure).

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 amount paid by the client will be refunded.

If the Carrier does not receive cancellation advice or a change of date request by the above deadlines and at the address stipulated herein, the customer will forfeit the full amount (100%) of his or her amount paid 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.



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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 e-mail address. All refund requests must be sent to the Carrier's office in Rimouski. Our port agents are not authorized to make such refunds.

Note 1 In order to not lose the amount paid, it is possible for a client who bought a package or an "À la carte" Reservation, with or without the carriage of a vehicle, to request a change of date for the voyage under the following conditions:

- The change of date must be requested a minimum of twenty-nine (29) 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 10% of the total cost of the reservation up to \$150.00 (taxes not included) is payable and must be paid by the client to make the change (payable when the change is done). Also, the cost of the voyage will be according to the tariffs in effect for the new date of the voyage and the category of the chosen cabin.



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PROVISIONING EXPLORING

b) Maritime Passages

If customers, 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 maritime passage, they will be entitled to a refund of 100% on the express condition that he notifies the Carrier's office in Rimouski by sending a written cancellation notice by email or by telephone during the opening hours, a minimum of six (6) hours before the scheduled time of arrival of the vessel in the port of boarding (according to the official schedule posted).

The client will not be entitled to a reimbursement of the deposit if the cancellation advice 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 delays mentioned above will be waived and 100% of the amount paid will be refunded.

If the Carrier does not receive cancellation advice or a change of date request 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.

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 e-mail address. All refund requests must be sent to the Carrier's office in Rimouski. Our port agents are not authorized to make such refunds.