

COVID-19

Special procedures to ensure the safety and health of the crew and passengers on board the Bella Desgagnés.

THE FOLLOWING INFORMATION PREVAILS OVER THE INFORMATION FOUND ON THE WEBSITE AND ARE SUBJECT TO CHANGE WITHOUT NOTICE, BASED ON THE EVOLUTION OF THE SITUATION AND THE RECOMMENDATIONS OF GOVERNMENTAL AUTHORITIES.

Reservations are required and must be made no later than Wednesday at 3 p.m. the week before the trip, by calling the Rimouski office during business hours. No ticket or cabin will be sold at the agency or on board.

The following travel criteria must be respected:

- For travellers to or from a port in the Lower North Shore, only passengers who fall into one of the following categories will be allowed to travel on board the ship:
 1. Residents (as defined in the contract);
 2. Resident family members (letter demonstrating that the passenger is awaited by a resident);
 3. Customers with a second home (proof of address);
 4. Travel for humanitarian reasons;
 5. The workers required to go to the Lower North Shore (letter from the employer);
- No transport of animals;
- When requesting a reservation to travel within the next 14 days, the client must respond orally to a health check questionnaire before being allowed to board. In the event of a refusal to respond or of responses demonstrating risk factors linked to the Covid-19, the reservation will not be permitted for a trip starting within a period of less than 14 days unless authorized by a doctor stating that the client does not have COVID-19.
- Customers must understand and respect the following important measures:
 - that they will have a mandatory health check approved by the Public Health Agency of Canada and that it is prohibited to intentionally provide false or misleading answers;
 - that a face covering completely covering the mouth and nose (non-surgical mask) is compulsory and must be worn during boarding and disembarking procedures, on the dock (including in agencies) and at all times when passengers are on board the ship except when isolated in a cabin;
 - that only passengers with reservations will be authorized to present themselves at the wharf;

- that no disembarkation at stopovers will be permitted except at the port of final destination;
- that passengers over the age of 16 will be required to present photo identification which is normally recognized by the government and that without this proof of identity, customers will be denied boarding or dock access;
- that all passengers must respect the rules of social distancing at all times on the wharfs, during embarkations and disembarkations and on board the ship;
- that a disinfectant station will be installed at the bottom of the gangway and its use will be mandatory before being authorized to board the Bella Desgagnés;
- that their body temperature will be taken during boarding and that any fever higher than 37.6°C will result in a refusal to travel on board the Bella Desgagnés and that if the passenger is denied boarding, RNI is not responsible for any additional costs (hotel, car rental, etc.);
- that each passenger will be entitled to a maximum of 20 kg (one suitcase and one personal effect which they must be able to carry themselves) for their personal effects only (all goods such as coolers, food or others will be refused or must be brought to the agency according to the freight transport policy in force). The baggage container may be used at the risk of the passenger and the passenger must have identified his baggage before arriving at the wharf;
- that if passengers are travelling with children, they must be constantly under their supervision;
- that if a reduced mobility passenger needs to be transported for boarding, he must be accompanied by a passenger able to transport him;
- that passengers will be boarded 15 to 30 minutes after the arrival of Bella Desgagnés. Customers with passenger reservations without a vehicle must present themselves at the wharf on arrival of the ship according to the scheduled arrival date listed in the “Vessel position” tab of the website www.relaisnordik.com and wait for purser.. Customers who have not shown up for a maximum of 30 minutes after the arrival of the ship may be denied boarding (with the exception of Rimouski: boarding time 6:30 p.m.);
- that the dining room and the cafeteria are closed. Passengers will be able to use the vending machines;
- that the exercise room, conference room, kennel, laundry room, lounge and smoking room on bridge 3 are closed. Passengers will be able to sit in the lounge on bridge 7 or the bistro and will also have access to the observation deck on Deck 8.