



DETAILS AND ADDITION OF CERTAIN SERVICES ON BOARD THE BELLA DESGAGNÉS

Rimouski, August 17, 2020 — Relais Nordik, operator of the maritime service of Anticosti Island and the Lower North Shore, wishes to provide certain details to its customers.

- Since the start of the pandemic, Relais Nordik employees have made every effort to provide a safe service for everyone. The company wishes to point out that the requirements and procedures in place derive directly from the recommendations of the public authorities and that the employees are responsible for enforcing these rules. Despite the inconveniences or the longer delays that these measures bring, the company asks its customers to show understanding and respect towards the employees offering the service and especially to follow the instructions.
- Since reservations are required, the reservations team receives a very high volume of calls and these take longer to process due to new processes in place. For this reason, customers are asked to show patience and respect to the reservations agents and to leave a single message with their name, phone number and a brief description of the reason for their call. The agents will return calls to all customers chronologically.
- The food offer on board the Bella Desgagnés is now improved. In addition to the vending machines, it will now be possible for customers to choose between two daily menu options for lunch as well as for dinner. Customers will receive information on this when they board and can reserve and pay for the menu of the day of their choice at that time. The company wishes to remind its customers that it is not allowed to go on board with a cooler.
- The transport of animals in kennels is now permitted for residents of the Lower North Shore. Reservations are required and clients will have access to the kennel only on request and accompanied by a purser. The customer is responsible for feeding the animal and cleaning the cage before departure.
- The price for a vehicle includes the transport of personal effects inside the vehicle, up to a maximum of 20 kg per passenger. All other goods will be loaded according to weight and/or volume and according to the pricing policy for the transport of goods of all kinds (FAK code). It is much more economical for customers to bring their goods, other than personal effects, to agencies according to the goods reception schedule in order to be containerized and priced according to the nature of the product.
- The purchase of sea passages and berths is by reservation only (no purchase in agencies or on board the ship). From now on, the reservation and payment must be made in full by credit card before **Thursday 3 p.m. the week preceding the trip** by emailing info@relais.nordik.desgagnes.com or by phone at (418)723-8787 option # 2.

The Company cares about the health and safety of the local population as well as that of its crew and thanks its customers for its understanding and collaboration.