



2021 PAYMENT AND REFUND POLICIES FOR ALL PASSENGERS

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 (sea passage, night stays in a cabin and meals) and "À la carte" Reservations (sea passage and night stays)**

A confirmation will be forwarded to the passenger upon receipt by the Carrier of a deposit by the client of \$350 or 50% of the total cost of the boarding pass depending on the client's preference, as per the Carrier's policies. Payment must be made by 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 credit card. Only Visa and MasterCard credit cards are accepted.

If your reservation includes shipment of a vehicle (car, pickup or RV), final payment must be made at reservation. For more information please contact us at 1-800-463-0680 extension #2.

REFUND POLICIES

a) Packages (sea passage, night stays in a cabin and meals) and “À la carte” Reservations (sea passage and night stays)

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:

- **Purchases are 100% refundable if written notice is received a minimum of 45 days prior to scheduled departure**
- **It is possible to modify the date of the trip when availability permits it or ask for a credit for the value of the purchase if the written notice is received a minimum of 21 days before the scheduled departure. If the customer opts for a credit, it will be valid for a period of one year.**
- **In the case that Relais Nordik must cancel a trip because of directives from Public health because of Covid-19, the amount paid will be entirely refunded or credited for a trip to be taken the following year according to the client’s preference.**

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 21 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 for the client and guests sharing the same cabin 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.

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.

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.