



**Relais
Nordik inc.**

Press Release

For Immediate Release

**DETAILS ON RESERVATION PROCESS FOR THE
ALTERNATIVE TRANSPORTATION SERVICE**

Rimouski, January 7, 2021 — Relais Nordik, operator of the maritime service of Anticosti Island and the Lower North Shore, would like to provide some clarifications following the press release issued by the Société des traversiers du Québec concerning the possibility for residents to take advantage of a commercial flight at the cost of a sea passage.

Following the announcement made by the Société des traversiers du Québec to continue the alternative transportation service until January 31, 2021, Relais Nordik wishes to recall certain important information:

The following conditions must be met in order to benefit from the alternative transport service:

- a) The passenger must be a resident of Anticosti Island or the Lower North Shore;
- b) The resident passenger must book and pay for a sea passage in full in accordance with the *Reservation Policy* in force by calling the Relais Nordik reservations department at 1-800-463-0680 option 2, Monday to Friday, 8:30 a.m. to 3 p.m. from January 7 to January 22, 2021;
- c) The origin and destination for air transport must remain the same as for the sea passage ticket. The port of Rimouski is excluded from the alternative transport service. Reservations from Kegaska are not accepted as the airport is not serviced (customers can book from Natashquan);
- d) A maximum of two one-way flights per resident will be permitted.

Relais Nordik will send at the end of each day an email to the airlines including the list of all customers who have booked an eligible sea passage for an alternative transport service flight, and to the customers concerned inviting them to communicate and complete their reservation with the air carrier that serves their locality for a flight with a departure date no later than January 31, 2021. Note that a customer cannot be reimbursed if he books directly with an airline without having previously booked with Relais Nordik. Excess baggage charges and the transportation of pets are not covered.

A very large volume of calls can result in longer response and processing times. We ask customers to leave only one message with their name, phone number and the reason for their call. The agents will return the calls chronologically to all customers.

Despite this air transport offer, only essential trips should be booked due to the pandemic and public health recommendations.

Relais Nordik thanks its customers for their understanding.

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