



2023 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 **100% of the total cost of the boarding pass**, as per the Carrier's policies. **A non-refundable amount of 15% of the entire cost of the reservation up to a maximum of \$350 is applicable.** Payment must be made by credit card. Only Visa and MasterCard credit cards are accepted.

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 the reservation includes the transportation of a vehicle (car, van, RV), full payment must be made by credit card when making the 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 100% of the total cost 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:

- **Excluding the non-refundable portion of 15% of the total cost of the reservation up to \$350, all purchases made are fully refundable up to 49 days prior to the scheduled travel date.**
- **It is possible to reschedule the trip based on availability or to request a credit for the value of the purchase up to 28 days before the scheduled travel date. If the customer opts for a credit, it will be valid for a one-year period.**
- **An administrative fee of 5% of the total cost of the reservation up to a maximum of \$150 (plus taxes) is required and must be paid by the client to change or apply for a travel credit valid for a period of one year (payable at the time of change).**
- **The client will not receive any refund or credit for the amounts paid if cancellation of the reservation occurs in less than twenty-eight (28) days before the scheduled departure date.**
- **If Relais Nordik is forced to cancel a trip, due to measures imposed by public authorities, the amount paid will either be fully refunded or credited for a trip during the following season, depending on the customer's preference.**

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.

Customers requesting a refund must enclose ALL copies of the boarding pass/reservation confirmation 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/reservation confirmation 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.