



**Relais
Nordik inc.**

CAPTAIN'S NOTES

Relais Nordik cannot be held responsible for any losses, expenses or other costs incurred because of a delay or change of itinerary ensuing from force majeure or conditions of navigation (including but not limited to the state of the sea, storms, fog, presence of ice, etc.).

Information

Region: 1-418-723-8787

Other regions: 1-800-463-0680 (North America)

info@relais.nordik.desgagnes.com

You can consult this document online at: www.relaisnordik.com in the Passengers Section.

You may also take a virtual tour of the ship on our Website at: <http://bella.desgagnes.com/>.

"Tourisme Côte-Nord" offers a free tourist guide containing a multitude of valuable information. Communicate with them at 1-888-463-0808 or visit their Website at www.tourismecote-nord.com.

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THE CAPTAIN'S NOTES

Prior to embarking aboard Relais Nordik' Inc.'s (RNI) vessel, the M/V *Bella Desgagnés*, we would like to emphasize that it is an adventure trip. We are very proud to welcome you aboard this safe and comfortable passenger-cargo ship and we hope that this document will help you understand the type of service provided. It is not a conventional "cruise", as the vessel's chief mandate is to carry goods to the various communities of Anticosti Island and of the Lower North Shore as well as to ensure them a means of personal transportation each week. The duration of port calls in the villages is determined by the time necessary for loading and discharge of cargo. Port calls may also be reduced if for various reasons the ship must make up lost time or get ahead of its normal schedule in order to compensate for unfavourable navigation conditions.

Due to the constraints imposed by navigation conditions (weather, ice, etc.) the schedule is not guaranteed. Therefore if you have a plane to catch or another means of scheduled transportation for the return home at the end of your trip, we suggest that you allow a delay of 36 to 48 hours between the time mentioned in our published schedule for your disembarkation from the vessel and your other mode of transport.

Please read carefully these additional conditions and information on our service. They will enable you to better plan your journey with us.

- **Cabins:** All our -cabins are equipped with a private toilet, sink and shower and are supplied with a television. The electrical outlets are standard North-American type (120 V).

We offer six (6) categories of *Exterior* cabins, all with porthole or window, double or quad occupancy. For details, please refer to our reservation agents. All berths are single, secured to the floor and to the wall, and cannot be moved. If you are travelling without a companion and do not wish to share a cabin with other passengers, you must pay for all unoccupied berths a supplement equivalent to the amount shown on our "Conditions and Tariffs for the carriage of Passengers" per the cabin category.

- **Cabins – Bed Linen Changes:** On Friday after arrival in Blanc-Sablon.
- **Cabins – Towels Changes:** There are two (2) changes of towels per week, on Thursday and Saturday. For clients who have a shorter itinerary such as Natashquan/Blanc-Sablon return, the change of towels is on Friday only.
- **Cabins – Extra Bed:** There is no extra-bed available. Occupancy in cabins is limited to the number of beds available.
- **Cabins – Cleaning:** Cabin cleaning (bathroom, floor and waste basket) is done on Friday at the arrival in Blanc-Sablon.
- **Cabins – Check-out Time:** You must vacate your cabin two (2) hours before arrival at your destination or no later than 15:00 Hrs (3:00 p.m.) in the afternoon of the day that you are disembarking.

- **Cabins – Personal Hygiene:** We supply soap, towels and bedding. Don't forget your toothpaste, hand cream and your hair dryer as there is none aboard. In case you forget, some personal care products are sold in the cafeteria or in the vending machines.
- **Cabins – Toilets: Not to be disposed of in toilets (public or cabins):** Diapers, sanitary pads, tampons, tampon holders, wet wipes or any other objects that could clog the pipes. Please dispose of these items in the wastebasket.
- **Internet Services:** Several Wi-Fi zones are available aboard the ship in order to facilitate your Internet access. Please check with the purser for details.
- **Telephone Services:** Telephones aboard the vessel are "house" phones and for internal use only. There is no public telephone aboard to contact the external network. Please note that the cellular network is very limited in the Lower North Shore region. However, there are public telephones installed on the wharf or nearby in Havre-Saint-Pierre, Natashquan, Harrington Harbour and Blanc-Sablon. In case of emergency aboard please dial "7000".
- **Boarding – General Policy:** Please report to the wharf at the time indicated on your confirmation letter. Each passenger, must, at the time of registration at the agency or aboard the vessel, present valid identification authorized by a governmental authority confirming their identity and permanent residence address. The following information must appear on the document: name, date of birth, sex, residence address and photo proving the identity (adults). The following documents are accepted: driver licence, health insurance card, student card, passport.
- **Boarding – Adults 65 years of age and older:** We reserve the right to request proof of age when you embark in order to travel at a reduced rate. In the absence of such proof, you must pay the full tariff.
- **Boarding – Baggage:** Cabins have adequate space for small items of baggage. Please note that for your own comfort and the comfort of those who share your cabin, we recommend that you use "soft sided baggage", with dimensions of less than 60 cm height X 30 cm deep X 45 cm wide. It would be preferable to bring two (2) small bags rather than a large one. **The personal baggage limit is 20 kg (44 lb) per person.** Excess baggage will be charged as cargo. Packages and boxes are not accepted as baggage and must be registered as cargo.
- **Boarding – Access Card:** This card is required to boarding, disembarking and re-boarding the ship and access, if need be, to the passenger's cabin and/or to facilities aboard. A two dollar (\$2) deposit will be required by the Carrier to obtain this card. This deposit will be reimbursed upon remittal of the access card at the end of your trip.
- **Boarding – Children:** Children under 16 years of age benefit from a reduced tariff for the passage; **they must travel with a responsible accompanying adult**, who will remain in charge of them between their boarding and disembarkation. For more information please contact our reservation service.
- **Boarding – Refusal:** Passengers refusing to comply with instructions may be refused passage by the agent on duty and/or the Company Representative responsible for embarkation procedures.

- **Boarding – Vessel Delay:** Please ensure that we have your contact information in case of a vessel delay. It is important that we be able to contact you in case of a departure delay in order that you might adjust your schedule and itinerary appropriately. When you reserve, or at least when you're sure of your travel plans, we strongly recommend that you provide us a telephone number (hotel, cellular phone) or e-mail address where we may contact you within 24 to 48 hours prior to your time and day of embarkation.
- **Excursions:** We specify that there is no entertainment included aboard. Certain promoters offer various guided tours in the villages but RNI is not responsible in any way for the organization of these excursions. Costs of such tours are therefore not included in our package pricing. The tours range in price from \$20 to \$40 per person and may be cancelled or shortened by their organizers or RNI, without prior notice for reasons beyond our control.
- **Payment: If you reserve as a passenger only (maritime passage or an all inclusive package):** You must make your final payment by credit card (Visa, MasterCard) at least fourteen (14) days prior to the ship's departure from Rimouski (each Monday), in contacting us by telephone in order to provide the required information. You may also make your final payment by certified cheque or money order. Please arrive on the wharf at the time indicated in the letter that accompanied your confirmation. **If your reservation includes a vehicle (automobile, pickup truck, RV or trailer),** the final payment for transportation of your vehicle should be made at the time of boarding once the category and weight, and/or dimensions have been confirmed. Please refer to your confirmation letter to know what time you must bring us your vehicle in order to finalize the procedures for registration and payment.
- **Payment – Reimbursement in case of cancellation:** Please refer to your reservation form for information concerning our cancellation and reimbursement policies.
- **Meals:** Please note that our "all-inclusive" packages include dining room service in the price. Our menu in the dining room is a fixed price "Table d'Hôte" with a choice of two or three main courses at each meal. Some extras are available "à la carte".

In "high season" (mid-June through mid-September approximately), we offer two (2) services for lunches and dinners. The reservation clerk will inform you which service is assigned to you when making your reservation. During this period, the dining room will be open during the following hours:

Meal	From	To
Breakfast	7:00	8:30
Lunch 1 st service	11:30	12:30
Lunch 2 nd service	12:30	13:30
Dinner 1 st service	17:30	18:45
Dinner 2 nd service	18:45	20:00

Your collaboration in respecting the assigned seating and the hours of the dining room will be greatly appreciated in order to allow our staff to adequately prepare the area for your next meal. Please arrive at the beginning of your assigned service. As such, there is no service outside of the specified hours, however we are pleased to serve you in the cafeteria where a moderately priced menu is available from 7:00 Hrs to 22:00 Hrs (7:00 a.m. to 10:00 p.m.) every day.

Please note that if you are travelling "off-season", the dining room schedule will be adjusted as we will offer a single seating for each meal. Please see the Purser for confirmation of the hours.

The dining room is equipped with tables of 4 or 6 seats; sharing a table is therefore the norm.

In cases where you miss your meal in the dining room because of a guided tour ashore occurring during a meal period, you will be entitled to take your meal in the cafeteria when you return. You may choose between the "Special of the day" (soup, main course and dessert) available until 14:30 Hrs for lunch and 19:30 Hrs for supper (2:30 p.m. and 7:30 p.m. respectively) or a light meal (hamburger, sandwiches, fries, etc.) of equal value. There will be no monetary compensation for this meal replacement.

- **Meals – Alcohol:** RNI holds a liquor license. It is prohibited to bring personal alcohol aboard. It is our pleasure to offer a selection of wines to accompany your meals in the dining room. Please ask your waiter for choices and prices. There is no "bar" aboard.
- **Meals – Allergies: If you have food allergies, please let us know.**
- **Meals – Vending machines:** Vending machines are available aboard the ship (Deck 3 and on some decks depending on the season).
- **Meals – Tips:** Please take note that tips are not included in the price of your meal whether you are a "package" client (meals included) or if you are ordering "à la carte" meals. The "Table d'hôte" meal prices in the dining room are: Breakfast-\$11.00; Lunch-\$21.50; Supper-\$33.75, for a daily total of \$66.25. Tipping is of course at your discretion.
- **Health & Safety – Medical Condition:** Please advise us of any medical condition or mobility restrictions affecting you or your travelling companion(s) such that we may properly counsel you as to your comfort and security aboard the vessel.
- **Health & Safety – Evacuations:** An information session on emergency evacuations and general safety instructions is scheduled at the beginning of the voyage. **Your participation is mandatory in accordance with Canadian regulations.** A video presentation on evacuation procedures is available at all times aboard the vessel.
- **Health & Safety – Infirmary:** First aid services are available aboard. It is reserved only for emergency situations. We have three (3) defibrillators on the vessel: one (1) at the infirmary, one (1) at the reception desk and one (1) at the wheelhouse. In addition, each department has a small first aid kit for minor injuries but we suggest that you bring with you a few personal pharmaceutical products just in case.
- **Health & Safety – Seasickness:** The vessel is equipped with stabilizers in order to lessen the effects of seasickness. However for those who may be adversely affected, we suggest that you bring with you "Gravol", aspirins or any other medication that might help reduce the symptoms. We also sell anti-motion sickness bracelets aboard.
- **Health & Safety – Clothing: Don't forget to bring** warm and waterproof outer clothes, even during the summer, sturdy walking shoes with non-slip soles, gloves (not always required but often appreciated), your headphones, binoculars and your camera.

- **Services on board – Laundry:** A small coin-laundry is available to passengers on Deck 7.
- **Services on board – Purser:** Purses are on duty at the reception desk on Deck 4 during port calls. In case of an emergency please call 7000 at any time.
- **Services on board – Entertainment:** An arcade centre is available for all on Deck 3. Internet hot spots are also installed in all public areas. Moreover, a video system built into seat backs is available in the various lounges, allowing you to watch television, check the vessel's position, etc. You may purchase earphones at the price of \$3 sold in the cafeteria (Deck 4). Magazines are also available at the entrance of the cafeteria.
- **Services on board – Fitness Centre:** A fitness centre is available on Deck 6; a fee of \$7.00 per day is charged for its usage. Please see the Purser in order to obtain an access card. Opening hours are from 8:00 Hrs to 20:00 Hrs (8:00 a.m. to 8:00 p.m.). It is mandatory to wear clean sports footwear. Please refer to the rules displayed at the entrance of the room. Take note that access to the fitness centre may be restricted due to bad weather conditions. In this case, users will be notified and asked to leave the room for security reasons. The doors will be locked.
- **Services on board – Television:** All our cabins are equipped with a television as well as the Lounges (wall units and seat backs). It is a satellite feed with a high level of coverage and reliability; however, there may be short-term cut-outs from time to time due to the direction ("course") of the vessel versus the satellite location, or weather conditions.
- **Transportation – Pets:** Pets such as dogs, cats, or other animals accompanying a passenger must be kept in a cage and placed in the kennel area (heated and air-conditioned on Deck 3) designated for this purpose. However we strongly suggest that you bring your own cage. Animals are not permitted in the passenger areas of the ship, nor in the ship cabins. See the Purser to register your pet. ***Please take note that you must maintain the cage yourself during your trip. Also, dogs are not allowed on Anticosti Island (including the wharf in Port-Menier).***
- **Transportation – Watercrafts:** Watercraft (canoes, kayaks) are not accepted as personal baggage. They must be registered as **freight** and are subject to freight receiving procedures. Check with our reservations agent for the applicable conditions and directives regarding check-in.
- **Transportation – Seafood, game or other perishable goods:** These goods **are not** accepted as personal baggage or personal items aboard the ship. They are subject to our freight receiving procedures and current tariffs for **freight** transportation; please check with our reservation agent before buying such products in the region. Any subsequent shipping to your address is at your expense.
- **Transportation – Camping Equipment:** This type of equipment is not accepted as personal baggage. It must be registered as **freight** and is subject to freight receiving procedures. Check with our reservations agent for the applicable conditions and directives regarding check-in.
- **Transportation – Bicycles and their use during the trip:** You may bring your bicycle with you (a modest transportation charge applies). If you want to use your bicycle, please notify the purser at least one port in advance in order to plan the unloading. Please note that bicycles can only be unloaded during daylight port calls.

- **Transportation – Vehicles (snowmobile, ATV):** Vehicles must be registered as freight and are subject to freight receiving procedures. Check with our reservations agent for the applicable conditions and directives regarding check-in.
- **Operations 24/24:** The ship is in operation 24 hours per day with port calls and cargo handling day and night. These activities are the source of a certain level of noise during the night. Earplugs are sold aboard the ship. They may be helpful for people who are light sleepers. Please enquire with the Purser.
- **Elevators:** The *Bella Desgagnés* has eight (8) decks. Passengers have access to Decks 3 to 8. Certain lounges may be closed during certain periods of the year. Movement between decks is by elevator or stairways.
- **No smoking:** With the exception of two (2) dedicated smoking areas (outside, not heated but shielded from bad weather) on Decks 3 and 8, it is strictly prohibited to smoke aboard the vessel, including in your cabin. Any passenger violating this rule will be expelled at the next port, will be identified in a complaint to the competent authorities and will be obliged to pay a cleaning fee.