



Reservation and Cancellation Policy

Reservation:

- Up to 60 days before departure (deposit per person / segment):
 - Montréal / Island: Deposit \$ 150,00
 - Islands / Gaspé: Deposit \$ 75,00
- Within 60 days prior to departure:
 - Full payment of stay

Modification:

- Name change: Payment of \$ 50 per file at anytime
- Date change in the current season:
 - Up to 60 days before departure: Payment of \$ 50 per file
 - Within 60 days prior to departure: Payment of \$ 200 per file

Cancellation:

- **Cruise:**
 - More than 60 days before departure* : Loss of deposit
*In case of cancellation due to serious illness or death: 50% of the deposit, upon presentation of a medical proof, will be reimburse.
 - 60 days or less before departure : No reimbursement

Deposit is non-transferable for one file to another.

- **Packages, stopover accommodation, vehicles or bicycle**
 - Up to 60 days before departure: No cancellation fee
 - Between 60 and 7 days before the departure: Penalty of 25%
 - Within 7 days before the departure: No reimbursement

1. All sum due must be paid in cash, certified cheque, money order or credit card (Visa or Mastercard).
2. When the reservation is made by telephone, a deposit is required and may be paid by money order, certified cheque or credit card (Visa or Mastercard), by providing the card number and expiration date.
3. All passagers with reservations or passengers accompanying this passenger must report to the pier a minimum of two hours prior the departure time (local time where boarding takes place).
4. All passengers with or without a vehicule who have reserved space on board the ship or accomanying that person, promise to respect all regulation oral or written and / or a ll instruction regarding the security of the ship.
5. When making a reservation for a vehicule, the passenger must provide the type of vehicule especially if it is any type of trailer, sport utility vehucule (suv), mini-van or camper.
6. All minors on board must be accompagnied and supervised by an adult in authority.
7. The carrier will not be responsable for any damage caused to the personal property of the passengers or any property brought on board by the passenger, notably the vehicules while executing the present contract which includes boarding and unloading place. The carrier is not responsible for theft or vandalism that can occur to the personal property of the passengers or any property brought on board by the passenger this also includes the boarding and unloading place.
8. The Quebec laws apply to this present contract.
9. In case of dispute, the Quebec court district juridical of Gaspé, section Îles-de-la-Madeleine will be the only ones with jurisdiction to conclude the dispute.



Conditions of Transportation or Carriage

The transportation of the passengers and their baggage is governed by Canadian maritime law, to the exclusion of any of the Rules annexed to the Carriage of Goods by Water Act. (S.C. 1993, ch. 21) and any recourse is to be submitted to the exclusive jurisdiction of the Federal Court of Canada.

Exonerations of Liability

Neither the carrier nor the ship shall be liable for loss of life, personal or moral injury or damage afflicting any passenger or any person accompanying him or for the benefit of whom the passenger has contracted this transportation, and for loss, theft or damage to their good, other than vehicles or goods wholly entrusted to the carrier, baggage, personal effect, document or valuables, arising out of any cause whatsoever, whether on board the ship, on a ramp, a jetty, in a waiting room, or on any premise or work belonging to, occupied, rented or managed by the carrier.

Without restricting the generality of the foregoing, this exoneration of liability covers negligence, notably of the carrier or the ship, or of their officers, servants, crewmembers, agents and independent contractors, or whom the carrier is deemed the agent and whom are deemed parties to this contract; amongst others is included negligence in the embarkation or disembarkation, assault on the person, error in navigation, whether negligent or not, breakdown, defect or insufficiency or any machinery, equipment or part of the ship, or of any related premise and work described previously, and unseaworthiness of the ship provided the carrier has exercised reasonable diligence to provide a seaworthy ship before and at the beginning of the voyage.

« Damage », includes direct, indirect or consequential damage and economic loss.

The passenger accompanying a child, old or handicap person is responsible for the latter's movements or acts anywhere.

All schedules are subject to changes without notice and without any liability for any delay or interruption of service.

More particularly, the carrier reserves its right at its sole discretion, to substitute a ship to another, to deviate from the customary or advertised route, to cancel a scheduled voyage, to assist other vessels or stop at any port or place without prejudice and without notice, and to refuse to carry a vehicle or a passenger on board a ship if, in the opinion of the ship's master, such carriage may constitute a danger to life or to property on board. The carrier does not guaranty the timely connection with other ships or transportation services and passengers will assume all lodging, allocation or other costs and expenses caused by a delay or deviation.

The carriage of the vehicles, including motorcycles, and goods wholly entrusted to the carrier, is governed by the carrier's bill of lading which includes by reference the Rules in force annexed to the Carriage of Goods by Water Act (S.C. 1993. ch.21).

Any deposit paid to secure a reservation is not refundable.