



BELLA DESGAGNÉS

PROVISIONING EXPLORING

QUESTIONS AND ANSWERS

CABINS																					
What size are the beds?	<p>Bed sizes: (All our cabins can be booked for double or quadruple occupancy)</p> <table border="1"> <thead> <tr> <th>Deck</th> <th>Cabin type</th> <th>Bed size</th> </tr> </thead> <tbody> <tr> <td rowspan="2">3</td> <td>Economy</td> <td>80 cm x 200 cm</td> </tr> <tr> <td>Standard:</td> <td>80 cm x 200 cm</td> </tr> <tr> <td rowspan="3">5</td> <td>Superior</td> <td>100 cm x 200 cm</td> </tr> <tr> <td>Select</td> <td>100 cm x 200 cm</td> </tr> <tr> <td>Select Plus</td> <td>100 cm x 200 cm</td> </tr> <tr> <td rowspan="2">6</td> <td>Select</td> <td>100 cm x 200 cm</td> </tr> <tr> <td>Two Select Panoramic cabins</td> <td>90 cm x 200 cm</td> </tr> </tbody> </table> <p>***Please note that all beds are fastened to the floor and cannot be moved.</p>	Deck	Cabin type	Bed size	3	Economy	80 cm x 200 cm	Standard:	80 cm x 200 cm	5	Superior	100 cm x 200 cm	Select	100 cm x 200 cm	Select Plus	100 cm x 200 cm	6	Select	100 cm x 200 cm	Two Select Panoramic cabins	90 cm x 200 cm
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If you book a quadruple occupancy cabin (Standard and Superior) for three passengers, do you have to pay additional fees for the unoccupied bed?	<p>Passengers who wish to use a quadruple cabin for 3 people must pay the set rate for the unoccupied bed:</p> <ul style="list-style-type: none"> • Standard cabins on <i>Deck 3</i>: \$105/night extra • Superior cabins on <i>Deck 5</i>: \$110/night extra 																				
Are cots available?	<p>Unfortunately, there is no room for cots in the cabins. Cabin occupancy is determined based on the number of beds available.</p>																				
What amenities come with the cabins?	<p>Each cabin is equipped with:</p> <ul style="list-style-type: none"> • one television • one phone (onboard calling only) • one toilet • one sink • one shower <p>Please note that there are no coffee makers or hair dryers in the cabins.</p>																				



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<p>Can I make phone calls to people off the ship?</p>	<p>Unfortunately, the phones in cabins are for onboard calling only</p> <p>** Please note that cellular coverage is very limited in many of the areas we sail. However, public pay phones are available on the wharf at certain ports.</p> <p>*** In case of emergency onboard the ship, please dial 4111.</p>
<p>Does the TV come with a DVD player?</p>	<p>TVs are connected to a satellite antenna and have access to a selection of channels. However, there are no DVD players.</p>
<p>When are cabins cleaned?</p>	<p>In accordance with our sustainable development policy, cabin maintenance is based on a model that aims to reduce environmental impacts. As such, the change of bed linens is done at the end of the passenger's itinerary or when required. A change of towels is offered twice to clients on longer trips.</p> <p>A light summary refreshment of your cabin will be done every day (wastebasket, floor and bathroom).</p> <p>Please take note that due to the type of beds, our staff does not make up the beds during your journey. This is your responsibility and it is of course at your sole discretion.</p>
<p>What time is checkout?</p>	<p>Cabins must be vacated two hours before docking and no later than 3 pm on the day you disembark.</p>

ACCOMMODATIONS

<p>Is the ship accessible for people with reduced mobility?</p>	<p>The <i>Bella Desgagnés</i> is equipped with an elevator that facilitates access to the various decks of the ship. The passageways on the ship are wide enough for passengers in wheelchairs. There are also two Select Plus cabins (double occupancy) on <i>Deck 5</i> available for people with reduced mobility.</p>
<p>Are the <i>Deck 6</i> lounges accessible to everyone?</p>	<p>The forward lounge is a VIP Lounge reserved for certain passengers only, but the aft lounge is open to everyone.</p>
<p>Who has access to the VIP Lounge?</p>	<p>The VIP Lounge on <i>Deck 6</i> is reserved exclusively for passengers who have booked Select and Select Plus cabins on <i>Decks 5</i> and <i>6</i>.</p>
<p>Is there a fitness room onboard?</p>	<p>There is a fitness room on <i>Deck 6</i>.</p> <p>To use it, an Access card must be purchased from the Purser (\$7 a day).</p> <p>The fitness room is open every day from 8 am. to 8 pm.</p>



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ACCOMMODATIONS

Who has access to the fitness room?	All passengers with a cabin can use the fitness room on <i>Deck 6</i> for a fee of \$7 a day. This privilege is free for passengers who buy a Select cabins package.
How big are the cabin portholes on each deck?	Portholes in cabins on <i>Deck 3</i> are 39 cm (15 ") in diameter. Cabin windows on <i>Decks 5</i> and <i>6</i> are 99,5 cm wide X 69,5 cm high. (39" X 27")

RATES

Do passengers 15 years old and under or 65 years of age and over get the same half-price discount on packages as they do on sea passages?	The half-price passage discount for passengers 15 years old and under and passengers 65 years of age and over is already factored into the "package" price.
Does the person accompanying a passenger with reduced mobility have to pay the regular price?	The accompanying person pays the same rate as the passenger with reduced mobility depending on his/her age group..

FOOD SERVICES

What are the dining room and cafeteria hours?	<p style="text-align: center;">Dining Room Meal service times</p> <p style="text-align: center;">(Based on the number of diners, services may be modified without notice. There may be only one meal service.)</p> <hr/> <table style="width: 100%; border-collapse: collapse;"> <tr><td>Breakfast</td><td style="text-align: right;">7:00 to 8:30 am</td></tr> <tr><td>Lunch (1st service)</td><td style="text-align: right;">11:30 am</td></tr> <tr><td>Lunch (2nd service)</td><td style="text-align: right;">12:00 pm</td></tr> <tr><td>Lunch (3rd service)</td><td style="text-align: right;">12:30 pm</td></tr> <tr><td>Dining room closed</td><td style="text-align: right;">1:30 pm</td></tr> <tr><td>Dinner (1st service)</td><td style="text-align: right;">5:30 pm</td></tr> <tr><td>Dinner (2nd service)</td><td style="text-align: right;">6:00 pm</td></tr> <tr><td>Dinner (3rd service)</td><td style="text-align: right;">6:30 pm</td></tr> <tr><td>Dining room closed</td><td style="text-align: right;">8:00 pm</td></tr> </table>	Breakfast	7:00 to 8:30 am	Lunch (1 st service)	11:30 am	Lunch (2 nd service)	12:00 pm	Lunch (3 rd service)	12:30 pm	Dining room closed	1:30 pm	Dinner (1 st service)	5:30 pm	Dinner (2 nd service)	6:00 pm	Dinner (3 rd service)	6:30 pm	Dining room closed	8:00 pm
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FOOD SERVICES

Can I choose my own meal service time?	The Passenger Services Director or Purser will notify you as to which meal service you have been assigned when you board the ship. *Please note that a TV monitor is installed adjacent the dining room entrance where you can verify your service assignment.
Can I bring alcoholic beverages aboard the ship?	You cannot bring alcoholic beverages aboard the ship. However, Relais Nordik holds a license to sell alcohol and we are happy to offer beer and a selection of wines. Please ask your for information about drinks and drink prices onboard.
Are alcoholic beverages served on the ship?	We sell wine and beer onboard. (\$)
That should I do if I miss a dining room meal that's included in my package because of an onshore excursion?	If you miss a meal service while on an onshore excursion, you can substitute a cafeteria meal once you're back aboard. You can choose either the "Daily Special" (soup, main course, and dessert) available until 2:30 pm for lunch and until 7:30 pm for dinner, or an <i>à la carte</i> meal (hamburgers, sandwiches, fries, etc.).
Are gratuities included in meal prices?	Gratuities are not included in any meal prices (this applies to meals included in package rates and <i>à la carte</i> meals). Tipping is at your discretion.

ENTERTAINMENT

Is the arcade open to everyone?	The arcade is open to all passengers and is located on Deck 3.
Are there planned activities on the ship?	From June to September, we provide workshops on various topics, observation sessions on the decks, ship tours, etc. Of course these activities are offered when the weather and the schedule allow it. However, the Excursions Representative on Deck 8 can advise you as to any upcoming onboard activities.
Are there guided tours and excursions available in the villages?	In the summer, <i>Coopérative de solidarité en tourisme équitable</i> (CoSte) organizes ground excursions for a fee (\$). As you cannot make reservations for these excursions once aboard, you must make reservations in advance by communicating with CoSte at 1-877-573-2678. You may also consult the list of excursions offered on their website at the following address: http://www.voyagescoste.ca/shore-excursions-list-2016_p_54_15_en.php . Please note that Relais Nordik works in partnership with CoSte but is not responsible for this service.



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Is there Internet access onboard the ship?	A WiFi network is available onboard the ship, but access is limited
What do you mean by “Internet access points”?	These are specific areas on the ship where WiFi is available.
What are the limitations of the WiFi access onboard the ship?	Given the remote areas we sail, Internet access varies based on the position of the ship and the number of devices connected. Speed is very limited (1 Mbps for downloads and 256 kbps for uploads).

HEALTH & SAFETY

Is there an infirmary onboard and what emergency services are available?	<p>The ship has an infirmary on <i>Deck 3</i> that is available for emergencies only.</p> <p>There are three defibrillators onboard the ship: one in the infirmary, one in the reception office, and one in the wheelhouse.</p> <p>Each department also has a small first aid kit for minor injuries.</p>
What do I do if I get seasick?	We recommend that you bring antiemetics/medications (e.g., Gravol) that may relieve motion sickness, nausea, and vomiting. You can also purchase sea sickness bracelets onboard. Please note that no motion sickness medication is sold onboard the ship.
What type of clothing should I wear?	Warm, waterproof clothing, good shoes with nonslip soles, and gloves are recommended year round.

ONBOARD AMENITIES

Is there a laundry room onboard?	A self-service coin laundry for passengers is available on <i>Deck 7</i> .
Are there baggage lockers for passengers who have not purchased a package or rented a cabin?	Self-service pay lockers are located on <i>Deck 4</i> . For locker tokens, please see a Purser or a cafeteria staff member.
Are there public showers for passengers who do not book a cabin?	Public showers are available on <i>Deck 7</i> for passengers who have not booked a cabin.
Are towels provided for the public showers?	Unfortunately, no towels are provided for the public showers. Be sure to bring your own.
Are there bicycle racks?	<p>There are no bicycle racks on board as bicycles must be placed in a shipping container. To use bicycles on shore during a port call, please be sure to advise the Purser at least one stop before the port where you want to use your bike.</p> <p>*Please note that this service is available only for daytime stopovers.</p>
What do I do if I forget certain personal hygiene products?	Soap, towels, and bedding are provided in cabins. Remember your toothpaste, hand cream, and hair dryer,



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ONBOARD AMENITIES

because these items are not provided. If you forgot something, we do have a few personal hygiene products for sale onboard.





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MISCELLANEOUS QUESTIONS	
How do I check whether the ship is on time before boarding?	<p>When you make your reservation, please give us a phone number or email address where we can reach you quickly if and when required.</p> <p>*Please note that you can always visit our website to check the <u>Ship's position</u>.</p>
What is the personal baggage limit?	<p>The maximum weight for personal baggage is 20 kg per person.</p> <p>For items that weigh over 20 kg, an excess baggage fee will be charged.</p>
Can we bring perishable goods in our luggage?	<p>Unfortunately, perishable goods are not permitted onboard in your luggage. However, you can ship these items as cargo.</p>
Where can we leave our vehicle during the voyage?	<p>In Rimouski, there is free parking at the wharf. (Please see the parking attendant).</p> <p>In Sept-Îles, there is free parking to the right of the guardhouse at the Pointe-aux-Basques wharf.</p> <p>In Natashquan, there is free parking behind the Relais Nordik office on the wharf.</p>