



## 2020 Policies

### 1. Cancellation & Refund Policies – Train Tickets

- a. Train ticket purchases are considered final, non-refundable and non-transferable.
- b. In certain rare and exceptional cases, train tickets can be refunded:
  - Illness or Injury, or Death in a Passenger's Immediate Family Preventing Travel.
  - The illness or injury must have occurred after the ticket purchase date. A dated medical certificate must be provided on request. The refund also covers tickets of other family members (spouse, children and parents) but does not cover tickets belonging to other persons travelling in the same party. In the event of the death of a family member, this exclusion also applies.
  - If the client foresees being able to travel at a later date during the season, his/her tickets can be rebooked at no extra cost, along with those of other persons travelling in their party. A dated medical certificate must be provided on request.
  - If the client opts for not rescheduling their trip to a later date in the season and as a consequence this decision prevents other persons in their party from rescheduling, the total amount of the original rail fare purchase can be converted into a Train de Charlevoix gift card, at no extra cost. The gift card will remain valid throughout the current season, and afterwards.
- c. A 15% administrative fee applies to all requests that are approved for refund.
- d. Fare discounts, rebates, coupons or promotions must be submitted at time of purchase. Once a transaction has been completed, a discount cannot be applied regardless of its type, even if the discount or coupon expiry date indicates it will be expired before another purchase can be made at a later date.

### 2. Ticket Change Policies

- a. Accepted booking changes include ones affecting the time, date, journey, number of persons or reserved seating, on either two-way or one-way trips, or both. Train de Charlevoix administrative fees apply to ticket changes occurring:
  - Within 48 hours of booking: No fee.
  - Over 48 hours after booking time and up until 3 days before departure date: \$25 per reservation.
  - 3 days or less before departure date: No ticket changes accepted.
  - In a case of force majeure occurring three (3) days or less before departure date, preventing a passenger from using their ticket(s): Ticket(s) can be converted into a Train de Charlevoix gift card; a 15% administrative fee applies.
- b. Once on board: If a better seat seems to make itself available (i.e.: riverside), a seat change is possible but only after having checked with a crew member, received approval for the said change and paid the additional fee, if applicable.
- c. Late Arrivals & No-Shows: No refunds but tickets can be converted into a Train de Charlevoix Train gift card; a 15% administrative fee applies.

### 3. Compensation Measures

- a. Cancelled or Interrupted Departures due to Implementation of Emergency Measures

Special circumstances beyond our control may unfortunately require us to implement our *Emergency Plan* and by doing so, cancel a departure or interrupt a trip. In such cases, Train de Charlevoix offers clients affected by the cancellation or interruption one of the following, in this order:

  - I. Compensation by restarting the entire trip free of charge at a later time/date of

- their choice, according to seat availability, at no extra charge.
- II. Compensation by converting the total amount of the original purchase into a Train de Charlevoix gift card, to be used at a time/date of their choice during the current season, or later.
  - III. A credit card refund in the amount of the cancelled or interrupted trip segment, equal to any portion of the ticket rendered null and void due to the train's having ceased activity, but excluding any trip segment Train de Charlevoix is able to provide transportation as planned inasmuch as said service is provided the same day.

4. Late Arrival of Train at Destination

- Like any other public transit service provider, unscheduled delays do occur. If travellers are at their day's final destination, no specific measures apply.
- If a train's late arrival causes prejudice to travellers because they are unable to reach their day's final destination, Train de Charlevoix assumes responsibility by offering to:
  - I. Rebook passengers on the next departure to their day's final destination;
  - II. Rebook passengers on the next train returning to their original departure point (home). Train de Charlevoix agrees to refund any unused portion(s) of their ticket(s).
  - III. Provide alternate transportation (bus, taxi, etc.) so passengers can reach their day's final destination, if no train is scheduled later the same day.
  - IV. Pay for overnight lodging at an establishment of Train de Charlevoix's choice, in view of resuming the rail trip the next day, if no trains are scheduled later the same day.
  - V. Other eventual expenses (meals, personal items, etc.) shall be at the client's expense.