

Hello,

Here is the link to access the online booking software:

<https://voyagescoste.reslynx.com/tour/6283>

To book your excursions, you must enter the Bella Desgagnés departure date, which is the **Monday**. The calendar will then display the period from **Monday to Sunday**, corresponding to the week of your excursions.

Booking steps

1. **Select the Monday date**, which is your departure day.
2. **Enter the number of travellers.**
3. **Match each traveller with the corresponding age.**

Traveller 1 must correspond to **Age 1**, **Traveller 2** to **Age 2**, and so on.

Important: you must enter your **age at the time of travel**.

Please note: **Traveller 1 is the payer of the invoice**. There can only be one payer per invoice.

Then click on **Proceed to the next step**.

4. **Choose your activity**, for example: *Tête-à-la-Baleine by minibus*.

Click on **Add**.

5. Then click on **Choose**.
6. Once you have clicked on **Choose**, a date will appear with a small rectangle indicating **NONE**.

Click on **NONE** to display the excursion date, then select the desired date. You must make this selection for each passenger.

7. Click on **Confirm my selection**.
8. Repeat steps 4 to 7 for each excursion you wish to book.

Once you have finished selecting all your excursions, click on the **blue “Next step” rectangle**, located on the right.

You will then access the form to finalize your booking and complete the payment.

Booking protection

Once all traveller information has been completed, the **Protect Group** protection option will appear, along with the applicable conditions. You will need to choose either **Yes** or **No** for this protection.

Payment

9. In the payment section, enter the credit card number of **Passenger 1**, who is the payer of the invoice.

Then click on **Use Passenger 1 information**. Your information will appear automatically.

Important: do not use **accents, hyphens or apostrophes** in the form fields.

10. Carefully review your information, then click on **Purchase**.

You will then receive your invoice by email. If you do not see it in your inbox, please check your junk or spam folder.

Important — multiple payers

If there is more than one payer, each traveller must complete their own booking separately. This way, each person will receive their own invoice.

Important note regarding refunds

The cooperative no longer refunds bookings for reasons beyond its control. It is therefore very important to verify your protections **before** booking.

We recommend checking with your credit card provider to confirm whether the travel cancellation insurance included with your card covers excursion cancellations for reasons such as ship delays, skipped ports, or any other similar situation.

Otherwise, the **Protect Group** option will be offered online at the final step of your booking. This protection allows your booking to be refundable, for a fee generally equivalent to **8% to 12% of the total amount of your booking**.

At all times, you may also have recourse to the **FICAV** — Compensation Fund for Customers of Travel Agents — since our cooperative holds a travel agent permit.

We invite you to try making your booking using these instructions. If you experience any difficulties, please call us and we will be happy to assist you.

The Voyages COSTE Team

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