



**GROUP RESERVATION POLICY  
(UPDATED FOR THE 2023 SEASON)**

**Conditions to fulfill to be considered a group**

- The group must consist of 20 people or more;
- The group must travel on the same dates and have the same itinerary;
- The group must be organized by an association, a company or an agency recognized in the tourist sector and/or by the CTMA, at the sole discretion of the CTMA;
- The reservation must be made by a single person responsible for the group, whose full contact information must be included in the file. This person must follow through throughout the process, when possible.

**Reservation and payment terms for bus groups**

- Two ways to book:
  - By phone at 1 888 986-3278
  - By email at [michele.chevarie@ctma.ca](mailto:michele.chevarie@ctma.ca) or [info@ctma.ca](mailto:info@ctma.ca)
- The launch of group reservations for each season begins in the fall preceding the next summer season.
- Requests for reservations made before or after the launch of group reservations will be handled on a first-come, first-served basis. The CTMA will handle the reservations on the group reservation launch day.
- A maximum of two (2) groups per crossing will be able to reserve on the same crossing, whether for the outbound or return crossing.
- Reservations will be confirmed only upon receipt of the following payment:
  - Payment of the fee for the group vehicle and of the fare for the driver of the group vehicle;
  - Full payment of the fare for 20 passengers.
- Payments by debit and credit card are accepted.



- If the agency has a customer account, an invoice will be issued at the time of booking. This will be payable within 30 days of the issuance of the invoice. Beyond this period of time, administrative fees will apply and CTMA Traversier reserves the right to cancel the reservation.
  - With a customer account, only the following payment methods are accepted: bank transfer or cheque.
- The official list of all passengers (names and age categories) must be sent no later than 30 days prior to the departure date. Beyond this deadline, CTMA Traversier reserves the right to cancel the reservation.
- If the group consists of more than 20 passengers, payment of the fares for these additional passengers will be required no later than 30 days prior to the departure date and these passengers must be included on the official list.

#### **Change and cancellation terms**

- In the event that passengers are added or removed after providing the official list, it is possible to make changes at no cost up to the day prior to departure (depending on the business hours of the CTMA's customer service department). No changes can be made after this deadline.
- In the event of full cancellation up to the day prior to departure (depending on the business hours of the CTMA's customer service department), it is possible to obtain a full refund for the reservation, but a \$75 administrative fee will apply.
- In the event of full cancellation after departure, no refund will be issued.
- Upon cancellation, it is also possible to obtain a travel credit equivalent to the value of the amount paid.