



## GENERAL TERMS & CONDITIONS

The Company's ticket holder agrees and accepts that the transfer will be made in accordance with the following terms of the Company

### **Tickets**

Passenger tickets are personal, valid for the route and date issued and cannot be transferred to another person. Reservations and/or tickets can be made through travel agencies, internet and at the company's port offices.

For the issuance of the ticket and in order to register passengers travelling on passenger ships which operates from or to Greek ports (Directive 98/ 41/ EC/ 1998 – P.D 23/ 1999 & P.D 102/ 2019 /A 182) it is necessary to register / indicate: the passenger's surname, the passenger's name in full, date of birth, gender and nationality.

For the issuance of a vehicle ticket, the registration plate number is needed.

During the booking and issuance of the ticket, passengers are kindly requested to indicate their mobile phone number enabling Company to contact them in case of emergency e.g. cancellation of departure due to adverse weather conditions.

Business, Premium Economy, Economy or Super Economy tickets are marked with a seat number on the ticket.

### **Ticketing deadline**

During the booking, automatically passengers receive an option date and time for the ticketing. After the expiration of this period in case the ticket has not been issued, the reservation is cancelled.

### **Open date tickets**

Open date ticket holders must book in order to travel based on the availability of the itinerary.

Holders of open-date tickets travelling in a seat with a higher fare must pay the fare difference.

Holders of open-date tickets travelling in a seat with a lower fare are not entitled to a refund of the difference

### **Duration of open date tickets**

Tickets issued as open date tickets as well as tickets converted into open date tickets have a validity period of one year from the date of issue.

### **Ticket cancellations**

According to the time of cancellation of the ticket, the following apply:

#### **Up to 5 days from the scheduled travel date, tickets:**

- Can be refunded without cancellation fees
- Can be converted to open date tickets
- Can be converted to new travel date tickets

#### **Up to 3 hours before departure, tickets:**

- Can have a 50% refund of the fare or
- Can be converted into open date tickets or
- Can be converted to new travel date tickets

Return of fare without cancellation fees can apply for **proven reasons of force majeure**



### **In less than 3 hours, until departure time**

Return 50% of the fare.

Tickets are not converted to open date tickets or new travel date tickets, however, Conversion of tickets into open date tickets or new travel date tickets can apply for **proven reasons of force majeure**

### **After departure**

The fare is non-refundable.

Tickets are not converted to open date tickets or to new travel date tickets

### **Open date tickets**

Open-date tickets are cancelled without cancellation fees if they were originally issued as open date tickets.

Tickets that have been converted into open date tickets are subject to the cancellation conditions applicable to the original tickets.

### **Fare refunds are only made by the agencies that issued the tickets**

### **Loss of tickets**

In case of loss of ticket, the passenger must inform the company in writing & Issues a new ticket to the company's port offices in place of the lost

### **Disabled people**

Disabled persons or persons in need of special care must declare this during booking or ticketing. The ship has boarding ramps and seats designed to serve disabled passengers.

### **Children up to 5 years old**

For children up to 5 years old a ticket with zero fare is issued

### **Boarding procedure**

Passengers must be at the boarding area of the ship at least half an hour before departure or one hour before departure if they are travelling with vehicle and must hold with them their tickets and all necessary travel documents.

### **Passenger control**

During boarding and during the journey, check-ins are carried out during check-in, passengers must show their tickets

In the case of discount tickets, passengers must present the supporting documents corresponding to the commercial discounts on their tickets.



### **Children and Young Passengers**

Children up to 15 years old cannot travel without an escort

Children 15 to 18 years old are allowed to travel unaccompanied provided they bring with them upon boarding the ship in addition to the documents required by all passengers, completed responsible declaration of parent or guardian

In the absence of the declaration of responsibility, the company will refuse the minor to board the ship.

### **Routes**

The company's itineraries are those that the company has officially announced and are posted on its website and are listed in its advertising brochures

The company reserves the right to cancel or modify them if necessary

The arrival times mentioned relate to the time of arrivals in the entrance of the port.

### **Delay of service for reasons of force majeure**

Passengers can board the ship without having to replace their ticket

### **Cancellation of service for reasons of force majeure**

Aborted tickets must be replaced in order for passengers to travel on another route.

### **Pets**

The ship has special areas for the accommodation of pets

Pets are not allowed in the enclosed areas of the ship

Passengers travelling with their pet are solely responsible for the safety, hygiene and care of them.

The transfer of pets as from 01/03/2022 is under the law 4039/2012-FEK A15 that concerns the complete registration of the data in the National Register of Pet Animals.

### **Luggage**

Passengers can carry luggage weighing up to 50 kg or volume equal to one cubic meter

Special areas on board have been provided for the carriage of baggage.

Items of value can be delivered for safekeeping to the ship's Purser's Office.

The company is not responsible for the loss of luggage, valuables or money in the public areas of the ship.

The transport of flammable and hazardous materials is prohibited

### **Smoking**

Smoking is prohibited in all enclosed areas of the ship (Law 3730 Ministry of Health)

Passengers wishing to smoke can use specific areas on the open deck

### **Travel insurance**

Sea voyages are governed by specific laws and regulations

Passengers must comply with them as well as the instructions of the Master and crew

The company may prohibit passengers who do not comply with them from boarding the ship

The company may check baggage and items carried by passengers for safety reasons

Passengers carrying a weapon must declare it when boarding to the relevant officers of the ship.

Passengers may exceptionally disembark after boarding the ship only if they receive permission / approval by the officers of the ship.



**Passenger Rights Charter**

Passengers can be informed of their rights on the **website** <http://www.hcg.gr/node/5151>

**Dispute resolution**

For any dispute arising from the contract of carriage between the company and the passengers responsible for resolving are the Piraeus courts.

