



We would like to inform you about the commercial policy regarding passengers and vehicles tickets.

Below all discounts valid for passengers tickets (for all non-cabin seats)

Daily passengers discounts (7 days a week):

STU 50% (Student, valid only in DECK economic seat) *

NAT 50% (Pensioners NAT)

POL 50% (Multiple children)

TRI 50% (Three children)

DISABLED 50% (Special discount, applies also in cabins) **

CHI 50% (child from 6-10 years old, applies also in cabins)

INF 100% (infant for babies up to 5 years old)

Passengers entitled to a discount must declare it when reserving their seats and show all the necessary supporting documents both when issuing the respective discount tickets and when boarding the ship.

For the periods from **15/03/24 till 18/03/24, 22/03/24 till 25/03/24, 01/05/24 till 07/05/24, 21/06/24 till 25/06/24** and **01/07/24 till 01/09/24**:

Ticket cancellations can be made up to 5 days before the departure of the ship. Tickets are cancelled **without cancellation fees** or converted to an open date or another date.

From 5 days to 12 hours before departure, 50% cancellation fees are withheld or the tickets are changed to another date or to an open date.

For the rest of the period:

Ticket cancellations can be made up to 3 days before departure. Tickets are cancelled **without cancellation fees** or converted to an open date or another date.

From 3 days up to 2 hours before the departure of the ship, 50% cancellation fees are withheld or the tickets are converted to an open date.

For all periods after the departure of the ship, the tickets are not cancelled and are not converted to an open date.

Open tickets **are non-cancellable**, they are valid for one year from the date of issue and may be changed once.

Tickets **cannot be cancelled over the phone**. Passengers must hand over the tickets to their issuing agency for the refund to take place.

Vehicle discount:

AMEAV discount 50% ,applies for vehicles of people with a DISABLED discount. In addition, we remind you that for the best loading of the ship, you must choose the categories IX1<4.25m or IX2>4.25m and there is no fare difference.

In the event of a lost ticket, the passenger is required to purchase a new ticket and must then notify the company in writing of the loss of the ticket, stating the details of the old ticket and the new one. If the lost ticket, after checking by the company, is found not to have travelled, within one month from the date of travel, a free ticket of equal value will be given or the passenger will be refunded the value of the ticket fare.

TICKET CHECK ON THE SHIP

Financial Officers carry out ticket checks on boarding and during the journey. During the check-in, passengers are required to show their tickets and commercial discount vouchers, if a discount ticket has been issued.

Luggage

The carrier is not responsible for loss of money, valuables or luggage in the ship's common areas, vehicles or cabins.

ITINERARY

Our company makes every effort to adhere to the itineraries that have been approved and posted on the online reservation system. However, it reserves the right to modify them if necessary.

The duration of the trip refers to the time between leaving the port of departure and entering the port of arrival .

For any case beyond the aforementioned or any clarification please contact us.

1. *Students of national HEIs and TEIs including Open University students.
2. **Disabled persons are defined as persons with a disability rate of 80% or more.

This letter supersedes all previous ones