

(\*) The General Conditions for "Events on board" can be viewed at [www.grimaldi-lines.com](http://www.grimaldi-lines.com) at the bottom of the trip program page.

(\*\*) The General Conditions communicated at booking apply to Grimaldi Lines Groups.

These General Conditions are valid for all tickets issued by or before 31/12/2021.

Grimaldi Group S.p.A. acts as an agent for Carrier Grimaldi Euromed S.p.A. The Carrier for the sea route is indicated on the passenger ticket.

Passengers, their luggage and accompanied vehicles are exclusively transported at the Carrier's Terms and Conditions.

By purchasing the ticket, the passenger accepts the Terms and Conditions indicated below.

Similarly at the time of reservation and/or purchase of the ticket, the passenger authorises ipso facto the processing of personal data as specified in the Privacy Policy set out at the end of this document and in accordance of EU Regulation 679/2016

## 1. DEFINITIONS

"Carrier" means the Owner of the vessel that performs the sea transport.

"Luggage" means hand luggage owned by the passenger, not registered, or stowed in or on the vehicle or deposited in one of the vessels baggage storage room, and that contains only personal belongings.

"Accompanied vehicle" means any motor vehicle (including towed vehicles) for the carriage of persons, not carrying goods for sale, owned or legally available to the passenger indicated on the passenger ticket.

## 2. POWER OF THE MASTER

The Master has the right to proceed without pilot, to tow and assist other vessels under any circumstance, to deviate from the standard route, to call at any port, to transfer passengers and their luggage onto another vessel for the continuation of the journey. The Carrier and, on its behalf, the Master of the vessel have the right to refuse embarkation to any passenger whose health conditions, at their sole discretion, do not permit them to make the journey. Furthermore, during the journey, in any port, the Carrier and, on its behalf, the Master have the right to disembark any passengers who, at their sole discretion, are in such health conditions that do not allow the continuation of the journey or whose behaviour represents a danger or a serious disturbance to the other passengers or the crew. Any passenger on board the vessel is subject to the disciplinary power of the Master for all matters concerning safety and the navigation. The Carrier and the Master have the right to follow any order or directive given by governments or authorities of any state or by subjects that act or declare to act on behalf of or in agreement with such governments or authorities or by any other individual who, based on the conditions of the insurance policy covering war risks to the vessel, can issue such orders or directives. All actions and omissions taken by the Carrier or Master in execution or as a consequence of such orders or directives shall not be considered as breach of contract. The disembarkation of passengers and their luggage

as a consequence of such orders or directives release the Carrier from any liability for the continuation of the journey or the repatriation of the passengers.

## 3. THE VESSELS

The vessels in service are passenger Ro/Pax or CRUISE Ferries, suited to transport passengers and freight.

## 4. BOOKINGS

Bookings can be made at a Travel Agent, at Grimaldi Lines offices and agents or on-line at [www.grimaldi-lines.com](http://www.grimaldi-lines.com). The ticket is payable upon confirmation. The payment of the fare is due to Grimaldi Lines at booking. No booking is confirmed without full payment of the fare. No passenger ticket can be issued without payment.

For security reasons the names of the passengers, the information concerning ID document, the type and the registration number of the vehicle as stated on the ticket have to correspond to the departing passengers and their vehicles. Otherwise, access to departure gates and boarding may be refused.

## 5. APPLICABLE LAW

The contract for the carriage of passengers, their luggage and vehicles is governed by Regulation (EU) No. 1177/2010, the Athens Convention of 13/12/1974 as amended by the London Protocol of 01/11/2002, the Italian Navigation Code as interpreted in accordance with the Italian legal system and any subsequent amendments to the aforesaid law and/or any new sector regulations.

In accordance with and with the effects of Article 19 (VI) of Regulation (EU) No. 1177/2010, the Carrier establishes that the minimum threshold below which the economic compensation is not expected is € 6 (six).

Exemptions and exoneration of the liability of the Carrier as per Article 20 of Regulation (EU) No. 1177/2010 as well as those provided by the Italian Navigation Code and any applicable national and international regulations remain valid.

## 6. TICKETS (Passage Contract)

The passenger ticket is only valid for the persons indicated on the ticket. The ticket is non-transferable.

The ticket can be submitted in paper form, fax, e-mail. At the time of boarding ("check-in") the passenger will be given the "boarding pass" upon presentation of the regular "ticket" and valid documents of the passengers and any accompanied vehicles. The passenger is required to keep both documents ("ticket" and "boarding pass") for the entire crossing; if found without a ticket or boarding pass, the passenger will be required to pay double the ticket cost. In the event of a claim, the passenger will be required to show a copy of both the ticket and the boarding pass, otherwise the claim cannot be processed.

## 7. FARES

The prices of the offered services are available on the website [www.grimaldi-lines.com](http://www.grimaldi-lines.com) in the reservation page.

Any fare change, either as increase or reduction, does not affect bookings already completed or optioned. In case of an online booking, after the travel selection done by the passenger, the tariff is not subjected to any modifications during the ticket purchasing phase.

In case of promotions, the passenger may opt to purchase the ticket paying the discounted price (Special Tariff – not refundable) or the full price (Standard Tariff – refundable in case of cancellation accordingly to the conditions of paragraph 23).

## 8. LIMITS OF LIABILITY

The liability of the Carrier for the loss of human life, bodily injury and/or loss or damage to luggage, vehicle, valuables, personal effects and/or other property of the passenger shall under no circumstances exceed the limits set by the Athens Convention of 13/12/1974 as amended by the Protocol of London of 01/11/2002 and/or the Italian Navigation Code and/or from other Italian and international legislation in the sector where applicable.

## 9. ON-BOARD DISCIPLINE

The passenger is required to strictly observe the on-board regulations and comply with the regulations in force for maritime transport, in particular those relating to navigation safety. It is forbidden to smoke on board in all indoor areas. The on-board personnel are legally responsible for ensuring compliance with this prohibition and to report any non-compliance with the relevant Authorities in accordance with Law No. 3 of 16 January 2003 and the relevant implementation agreement of 16 December 2004.

Failure to comply with any statutory provision, on-board rules, order or Authority regulations concerning safety shall be punished in accordance with applicable civil and criminal laws.

In accordance with existing anti-terrorism regulations (ISPS), passengers may at any time be subject to luggage inspection and/or requested to submit identification to the ship's officers.

## 10. EMBARKATION

The passenger must be at check-in at least two hours before departure (three hours before from/to Tunisia and Morocco). Boarding may be refused after this time. In high season, queues should be considered. If the passenger does not arrive within this time limit, s/he loses the right to board even if booked.

At the time of boarding, s/he must be in possession of the regular passenger ticket, a valid ID document and any documents required to disembark in the final destination countries and any country where ports of call are located. Vehicles will be called for boarding in the order set by the Master and/or his/her subordinates and officers, and can be placed on any vessel deck.

### 11. TRAVEL DOCUMENTS

All passengers, including children and infants, must be in possession of the identity document valid at the time of check-in at the port (identity card, passport). In this regard, boarding with the mere self-certification pursuant to Presidential Decree 445/2000 will in no case be allowed. Otherwise, boarding will be refused, without the right to a ticket refund.

The travel documents are:

In the case of travel on the national territory, an identity card or one of the identification documents deemed equivalent by article 35, paragraph 2, of the Decree of the President of the Republic no. 445 of December 28, 2000.

In the case of travel to Schengen States, passengers must always be in possession of a recognized document valid for crossing borders:

- an identity card valid for expatriation
- the passport

In the case of travel to non-Schengen foreign countries, valid documents are considered:

- the passport

For details regarding travel documentation, please refer to <https://www.poliziadistato.it/icle/24725> or, in the case of passengers without Italian citizenship, it is appropriate to consult the competent Authority of the country of origin.

Before embarking, passengers must ensure that he has all the necessary documentation to disembark in the port of destination; in no case the Carrier will be liable for any refusal to disembark by the local authorities, in the event of insufficient documentation necessary for entry into the country of destination.

### 12. EMBARKATION OF UNDER AGED PASSENGERS

In compliance with Regulation (EC) No. 2252/2004, under aged passengers must have their own travel document to embark. (see § TRAVEL DOCUMENTS)

Passengers under the age of 14 with Italian citizenship can travel on **domestic routes**, if accompanied by an adult on board. If the adult is not one of the 2 parents, a written authorisation in which the parents declare to entrust their child to a legal guardian, signed by both parents, has to be submitted to the Master or the Purser of the vessel. This letter must be accompanied by the valid ID documents of both parents and, in the case of non-EU citizens, the residence permit of the parents that includes the child;

For passengers under 14 years of age with Italian citizenship - unaccompanied by one of the parents - traveling on international routes, the accompanying person must request the accompanying declaration from the police headquarters.

For further details regarding the procedure, you can contact the police headquarters of reference or consult the following link <https://www.poliziadistato.it/icle/191>.

Minors over the age of 14 may be admitted on board the vessel, provided that they deliver to the Master/Purser a waiver signed by both parents, with the documents of both parents enclosed, in which they claim to take full liability for any personal and/or third party damages. Under no circumstances shall the Master and/or

other crewmembers take over the custody, and the consequent liability of the minor on board the ship.

It is understood that the passenger is required to obtain all the necessary documentation required by the country of destination and the Carrier cannot be held liable, if the Authorities in the port of destination consider such documentation insufficient.

### 13. EMBARKATION OF PREGNANT WOMEN

Women more than 6 months pregnant may only travel if they have a medical certificate authorising travel that was issued no more than 7 days before the departure date. If, however, pregnancy is complicated, the pregnant passenger must possess a medical certificate authorising the journey regardless of how many months pregnant. Boarding will not in any case be allowed to women who are expected to give birth within 7 days of departure or who have given birth within 7 days prior to departure.

In any case, the Master has the right to refuse boarding to anyone who, at his/her sole discretion, is in a state of health that does not permit travel.

In the event that the Master refuses to board the passenger for a justified reason, the Carrier shall only be required to reimburse the cost of the ticket.

### 14. EMBARKATION OF REDUCED MOBILITY PASSENGERS (PRM)

'Disabled person' or 'person with reduced mobility' (here indicated as PRMs) means any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to his particular needs of the service made available to all passengers. The same conditions applied for all the other passengers, when it comes to bookings and tickets, are valid for them too. The carrier and terminal operators will make every reasonable effort to ensure that assistance is provided in such a way that the PRM can embark, disembark and travel on the ship. However, if it is absolutely impossible to board for justified safety reasons and/or where the design of the passenger ship or the port infrastructure and equipment, including the port terminals, makes it impossible to embark, disembark or transport the person in question in safe or concretely feasible conditions, the PRM may be refused booking, the issuance of a ticket and/or denied boarding.

In case their embarkation is denied, they can choose between refund and an alternative transport solution. When PRMs book or buy a ticket or at least 48 hours before the departure, they should report in writing their specific needs for the accommodation, the seat, the services required or the need to bring medical equipment. The request for assistance must be sent to the Company by email to [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it) or by fax at +39 081 5517716. For any other assistance, they have to

inform the company at least 48h before departure.

Once arrived at the port, the PMR can go to the dedicated Grimaldi Lines PRM ASSISTANCE desk or reach directly the boarding yard by car with the hazard lights turned on, waiting for an attendant to provide the type of assistance he needs and indicate where to park the car on the garage deck, to reach more comfortably the elevators, providing the onboard wheelchair, if necessary.

Where strictly necessary, in accordance with article 8 of the Regulation (EU) No. 1177/2010 of 24 November 2010, carriers, travel agents and tour operators may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by the disabled person or person with reduced mobility. As regards passenger services, such an accompanying person shall be carried free of charge.

In compliance with the applicable legislation and in particular pursuant to European Regulation no. 1177/2010 and of the European Regulation no. 392/2009, the Company ensures compensation for damage deriving from the loss or damage of mobility equipment or other specific equipment, used by people with disabilities or Persons with Reduced Mobility (PRM), if the harmful event is attributable to fault or negligence of the Carrier.

In order to be able to request compensation for damages, passengers can send a written request to the Company via email at [customer@grimaldi.napoli.it](mailto:customer@grimaldi.napoli.it) or by registered mail, fax and certified e-mail, possibly using the " specific complaint form on the Company's institutional website.

In case of need, the Company will make every effort to quickly provide adequate temporary replacement of the equipment.

The Hotel Manager or any other appointed person ensures the assistance to PRMs. Once the Hotel Manager has been informed that a PRM is expected on board, an adequate assistance will be arranged: from the embarkation to the disembarkation. The Hotel Manager will highlight the cabins reserved to the PRMs on the ship layout diagram and will give a copy of it to the Captain.

The crew personnel in charge of PRMs assistance must wear a white/blue band on the arm with ASSISTANCE written on it, in order to be easily recognized.

The ticket office ashore must provide the PRMs vehicle with a sticker, which can guarantee parking priority in the dedicated areas.

When boarding, such vehicles must be addressed as a priority towards the parking areas on board intended for them. The above areas allow full mobility of the PRMs and the easy access to passengers' areas.

Before the arrival, the Hotel Manager must inform the destination port agent about all the PRMs needs for disembarkation and assistance ashore.

In case of emergency, the person indicated for the purpose will help the PRMs to reach the meeting place and the embarkation areas.

Ship decks can be easily reached by elevators provided with luminous keyboard, appropriate audio and keys for blind or partially-sighted passengers.

On board there are equipped cabins available for RMPs, in accordance with the current law. In the public areas, tactile guides highlight the paths that lead to the main on-board services. There are also restrooms dedicated and equipped for PRMs. Aboard the ships there are parking spaces reserved for PRMs, highlighted by identification plates and equipped with facilities for fixing wheelchairs.

To make the document containing a Summary of the provisions concerning the Rights of Passengers travelling by sea and inland waterway easily accessible to the PRM, a paper copy of the same is left in the cabin for them; if the PRM is blind or visually impaired, an audio recording containing the same content and a device on which this is recorded will be available at the reception of the ship. The methods for sending complaints are also clarified in the Summary document mentioned above.

The preceding is easily accessible through the direct link of the home page of the website [www.grimaldi-lines.com](http://www.grimaldi-lines.com).

## 15. DRIVERS

A driver means the driver of a commercial vehicle embarked on the vessel. There may be several drivers for a single vehicle. The passenger fare is set by the Grimaldi Commercial Office and must be included in the bill of lading, along with the driver's name and surname.

The latter must be in possession of the ID documents required for the journey and disembarking in the country of destination. For SOLAS and Decree 13/10/1999 purposes, drivers are similar to passengers.

Each driver receives a regular boarding pass at check-in. Drivers must be assigned a seat in the cabin, providing ship availability.

Drivers are entitled to free board.

## 16. HEALTH AND VACCINATIONS

Passengers are accepted assuming they are in good health, both physical and mental. There is a first aid station and hospital/cabin on board.

## 17. INSURANCE

The shipowner and the Carrier have an insurance policy issued by the P & I Club only as regards their liability to third parties.

It is possible to subscribe a multi-risk insurance policy to cover medical expenses, damage or loss of luggage, travel cancellation costs and more. For more details and to check the scope and operational limits of the coverage, also in relation to the protections already provided by law, consult the dedicated page and the information set available here: <https://www.grimaldi-lines.com/en/nobis-insurance/>

## 18. ACCOMPANIED VEHICLES

Passenger vehicles are considered as vehicles not containing goods for sale. A vehicle containing anything other than personal belongings is not permitted as an accompanied

vehicle and must travel as a commodity. Should boarding be denied because the vehicle, which is included as a passenger accompanied vehicle, contains goods for sale, no refund will be recognised. Only one accompanied vehicle is permitted per passenger.

As for the extra height, i.e. the accommodation of luggage on the roof, it is no longer allowed for vans and campers directed to Tunisia.

Tourist buses, trucks, trailers, lorries and jumbos with or without a driver must travel as cargo.

If the vehicle arriving for boarding has a booking code other than the one indicated on the ticket, the passenger loses the right to board (without refunding the ticket). The difference between the categories plus the change fee will have to be paid to be admitted on board the vessel.

The accompanied vehicle is boarded and disembarked by the passenger, who, when parked in the place indicated by the crew member, must take care to put the vehicle in gear and pull the handbrake. The vehicle must be locked. Access to the garage area remains categorically forbidden throughout the entire journey. Inoperable vehicles cannot be boarded and will have to travel as cargo.

At the time of embarkation, it is obligatory to declare whether the accompanied vehicle is equipped with a methane or LPG fuelling system. The vehicle methane fuel supply system must comply with all relevant regulations in force and this compliance must be duly certified in the registration booklet. During the time the vehicles are stowed on board, methane tank cut-off valves must remain closed.

The Passenger must be in possession of all the documents necessary for disembarking and customs clearance of the vehicle in the port of destination. The carrier cannot be held liable in case of incomplete documentation. All costs and expenses arising from the embarkation, disembarkation and customs clearance of the vehicle shall be borne by the passenger.

Any damage caused by the vehicle to the vessel and/or third parties must be compensated directly by the Passenger who caused them, or through his/her insurance. However, the Passenger may at any time be required to sign a liability declaration before disembarking from the vessel.

We recommend covering the risk of transport by sea with an adequate insurance policy; the Carrier does not provide any insurance coverage except for his own liability, and within the limits imposed by the Italian Code of Navigation or, if applicable, by an international convention. The classification of vehicle categories is at the discretion of the Carrier and is published on the website [www.grimaldi-lines.com](http://www.grimaldi-lines.com).

## 19. LUGGAGE

Only luggage containing personal effects is allowed on board. The luggage must not contain any goods intended for sale. Dangerous and harmful goods are not allowed (the list of dangerous and harmful goods includes, but is not limited to: weapons, explosives and drugs).

Passengers are requested to carry the luggage necessary for the crossing with them since the garage decks remain closed during navigation.

Each passenger with cabin accommodation is entitled to bring a single suitcase on board. Passengers with armchairs or bridge passage can only carry a small carry-on baggage. Excess baggage above these limits, except those placed in or on the accompanied vehicle, must be deposited in the luggage compartment by paying the relative price.

Household items and furnishings must be registered and stowed in the garage at a fee.

The Carrier's liability for checked baggage may not exceed the limits set by the Athens Convention of 13/12/1974 as amended by the Protocol of London of 01/11/2002 and/or the Italian Navigation Code and/or other applicable Italian and international sector legislation, and within the limits of 30 kg per person per unchecked baggage including those possibly placed in or on the accompanied vehicle or stowed in the vessel's baggage storage area (under Article 410 of the Italian Navigation Code).

In the event that the Passenger realizing to have lost his personal effects while still on board the ship, the Passenger can contact directly the Reception to report the loss.

The staff in charge will undertake all the appropriate investigations in order to find the objects and return them to the Passenger.

If otherwise, the Passenger realizes he has forgotten a personal item on board the ship when already disembarked from the ship, the Passenger can file a report to the Company's office by sending an email to [customer@grimaldi.napoli.it](mailto:customer@grimaldi.napoli.it).

The report in question must contain all the details of the trip, such as date, departure time, route taken, ticket number and any number of cabin or seat used, and also provide a short description as detailed as possible of the item reported as lost (attaching any photographic reproductions where possessed).

The Department in charge will carry out all the necessary checks and provide feedback to the Passenger as quickly as possible.

The report of the loss must be sent within one week from the date of disembarkation of the Passenger.

In no case, the Carrier can be held responsible for the loss nor will it be required to pay any compensation in case of failure to find it.

Likewise, the Carrier cannot be held responsible in any way for theft, loss, loss or damage of any type of object, not even those of significant value such as jewelry, documents, manuscripts, musical instruments, paintings and money.

Items found on board that are not to be claimed will be kept on board for a limited period and in any case not exceeding two months.

After this period, the lost items will be transferred to the Company's Headquarters at the office in charge that will keep them for an additional period of six months, after which they will be disposed of.

## 20. CURRENCY

The currency on board is the Euro. There is no currency exchange. Cheques are not accepted.

## 21. CHILDREN

Children's discounts are published on [www.grimaldi-lines.com](http://www.grimaldi-lines.com) in the offers section. The age of the child must be documented. The day of embarkation of each single journey is used as a reference.

## 22. PETS

Pets are considered all animals that may be regularly owned under the regulations in force in the passenger's country.

There are specific accommodations for dogs and cats, other animals (rabbits, birds, hamsters, etc.) must travel in carriers owned by the passenger. They are not admitted in cabins (only in pet cabins), in the lounge armchairs and common areas; they are allowed on external decks, where they can safely walk along with their owners, putting leash and muzzle on them. In addition, the passenger must provide food for the animal as the crew is in no way obliged to provide food, except for water. The passenger must personally take care of the animal and is obliged to remove any excrement, or other, it produces. The passenger is liable for the accompanied animal. Damage to the vessel, to persons or property, must be compensated on the spot. The passenger is also responsible for the vaccinations and other procedures required to travel or to disembark at the port of destination. The transport of animals other than pets is to be excluded as "accompanied" and should be treated with "custom" agreement.

Pets must be booked either directly online on the company's website, through the Call Centre or through the branch offices that have direct access to the computerised booking system, provided vessel availability.

When transporting pets (dogs, cats, and ferrets), it is mandatory that you have the following on hand:

- for transportation between Schengen Area Countries or Schengen Countries to an Extra Schengen Country: European Passport (PET), leash and muzzle to be put on to access the common areas;
- for national routes: registration with the canine registrar (registered microchip), a health certificate issued by a veterinarian, leash, and muzzle to be put on to access the common areas.

Dogs, cats, and ferrets that are brought into the EU from Tunisia and Morocco must be identified by a clearly legible microchip or tattoo if it is affixed before 03/07/2011. The following documents must be presented upon boarding:

Health certificate according to Annex IV to Implementing Regulation (EU) No. 577/2013;

Copy of the certificate of the electronic identification data of the animal;

Copy of the certificate of the data of the vaccination against rabies. In addition to the rabies vaccination, these animals must be subjected to the so-called "antibody titration" (a special examination to be carried out at least one month after the rabies vaccination in a laboratory approved by the EU, to ensure the presence of a minimum protective level (greater than 0.5 UI/ml)). The test result must be attached to the documents to be presented upon

boarding, and the minimum protective level resulting from the tests must be stated on the animal health certificate or passport.

In any case, please note that animals transported must comply with all health documents required at the time of the trip.

For updated information on the transport of pets, please always consult the Italian Ministry of Health website and the European Union website before booking and starting your trip.

If a passenger checks in with an animal indicated on the ticket, the port agent will proceed as follows:

- check for specific on-board available space;
- collect the fee, issuing a ticket;

The Master shall enforce the rules for the transport of animals. Under no circumstances can the presence of pets in the cabin and passenger areas or inside the passenger vehicles be tolerated.

In case a passenger is found with an animal on board, not indicated on the ticket, this is to be excluded as "accompanied" and should be treated with a "custom" agreement.

Visually impaired passengers may travel with their guide dog, in accordance with the national (Law No. 376 of 25 August 1988), international and EU regulations (Article 11.5 of Regulation (EU) No. 1177/2010), at no extra cost.

The guide dog can travel in the cabin together with the passenger. The presence of the guide dog must be reported at the time of embarkation.

Where a disabled person or person with reduced mobility is accompanied by a recognised assistance dog, that dog shall be accommodated together with that person, provided that the carrier, travel agent or tour operator is notified in accordance with applicable national rules on the carriage of recognised assistance dogs on board passenger ships, where such rules exist.

Limitations and restrictions on the transport of pets are necessary for the benefit of all passengers.

## 23. PASSENGER CANCELLATION CONDITIONS

Cancellations of the entire ticket or some items thereof (reduction in the number of passengers, cancellation of vehicle, accommodation, pets) must be notified in writing to the Carrier's office, either directly or through the Travel Agency.

In case of cancellation no refund is due for special tariff tickets, unless it is differently established in the special offer conditions

For standard fare tickets, the following penalties apply to the total amount of the ticket, including passengers, accommodation supplements and any accompanied vehicles and other:

- 10%, plus fixed fees, up to 30 calendar days before departure;
- 30%, plus fixed fees, 29 to 7 calendar days before departure;
- 50%, plus fixed fees from 6 to 2 calendar days prior to departure;
- 100%, plus fixed fees, from the day before and/or for no show.

Requests for the cancellation of a Standard fare ticket will not be accepted, if it has already been changed twice in date, time, route.

Meals on board and the shuttle bus service are always refundable, except in the event of cancellation made the day before departure or no-show for boarding (100% cancellation penalty).

Tickets with special agreement are refundable in accordance with the above conditions if standard fare, otherwise they are non-refundable.

No refund is due for denied boarding due to refusal by the authority or lack/insufficiency of passenger or vehicle documents.

It is possible to subscribe an insurance policy to cover the aforementioned fees for cancellations. For more details and to check the scope and operational limits of the coverage, also in relation to the protections already provided for by law, consult the dedicated page and the information set available here:

<https://www.grimaldi-lines.com/en/nobis-insurance/>

In case of cancellation of the ticket by the passenger, for any reason and at any time, the premium paid for the policy is never refunded (100% penalty).

## 24. PASSENGER CHANGE CONDITIONS

All tickets, both at standard and special rates, are subject to restrictions in case of change, or payment of any change costs of 30.00 euros and fare differences, if the change entails a higher cost than the original one. If the new trip has a lower cost, the fare difference will be refunded if the ticket change is made through the same channel with which the first booking was made.

Requests to add and/or change dates, times, routes, passengers, accommodations, vehicles etc. will be accepted within the limits of passenger seats and garage spaces available on board (variables based on the date and the sea route) and are therefore subject to availability.

The Carrier reserves the right to launch time-limited extraordinary promotional campaigns during the season, whose tickets may not be modifiable and are non-refundable as specified in the applicable terms and conditions of the special offers.

### Date change, time and line

The date/time and line change can only take place for departures already available for sale.

It may be requested up to two days before the departure date and not more than two times, applying the 30€ amendment charge. Any date change, moreover, could generate additional costs due to fare adjustments.

### Accommodation Change

It may also be requested on the day of departure, subject to payment of the fare difference due to the new accommodation. No change fees apply.

### Vehicle Change

It may be requested until the day of departure, subject to payment of the fare difference due for the new vehicle, if the change includes a change of category. No change fees apply.

### Name Change



It can also be requested on the day of departure. No change fees apply.

## **Additional Passenger (adult/child/infant)**

It may also be requested on the day of departure, subject to payment of the cost of the new passenger and any accommodation. No change fees apply.

## **Additional Pets**

It can also be requested on the day of departure, subject to payment of the cost of the animal. No change fees apply.

## **Additional Meals/Services**

It can also be requested on the day of departure, after paying the cost of the meal/service. No change fees apply.

## **Additional Shuttle Bus**

It can also be requested on the day of departure, after paying the cost of the service. No change fees apply. If added on the same day of departure, please check whether the service is available in advance by calling the Call Centre at 081 496 444.

## **Morocco & Tunisia Route Exceptions**

### **Name Change**

For tickets with special Return Discount fares, the name change can only be requested up to 2 days before the outbound trip. No change fees apply.

The Company reserves the right to modify passenger ticket cancellation and change conditions.

## **25. CLAIMS**

Any passenger who wishes to issue a claim against the Company according to UE Regulation 1177/2010, may transmit it within 2 months from the date when the service has been, or should have been, provided. Within 1 month from receiving the claim, the Carrier must notify the passenger if the claim was accepted, refused or still under evaluation. The time required to definitively reply the claim may not exceed 2 months from the date when the claim was received.

Claims may be sent in Italian and/or English language:

via e-mail address: [customer@grimaldi.napoli.it](mailto:customer@grimaldi.napoli.it)

via certified e-mail:

[grimaldiuromed@legalmail.it](mailto:grimaldiuromed@legalmail.it)

via ordinary mail/registered mail: Grimaldi Euromed Spa, via Marchese Campidisola 13, 80133 Napoli.

The claimant may use the form available at the claim page of the website [www.grimaldi-lines.com](http://www.grimaldi-lines.com) or sending a communication containing at least:

- Details of the user (name, surname, address) attaching copy of the identity card as well as, if any, details of a representative attaching relevant delegation;
- Details of the journey (date, time and place of departure, destination) and of the reservation number or ticket number;
- Description of the discrepancy between the service and the requirements described in the European or national law and with the general transport conditions.

In case of missed reply to the claim within the required time, if the claim has been submitted in a complete form and accordingly to above conditions, or if the reply has been considered unsatisfactory, the passenger can:

1. apply the out-of-court dispute resolution procedure by initiating a conciliation procedure in the Chamber of Commerce of the place of passenger residence;
2. submit a second instance complaint to the competent National Authority of the Member State of the European Union in whose territory the port of departure is located, or the port of destination if the port of departure is located in a country not belonging to the European Union, according to the procedures indicated by the competent Authority (for Italy, the Transport Regulation Authority, see <https://www.autorita-trasporti.it/trasporto-via-mare-e-per-vie-navigabili-interne/>; for other Member States, see [https://ec.europa.eu/transport/sites/transport/files/themes/passengers/maritime/doc/2010\\_1177\\_national\\_enforcement\\_bodies.pdf](https://ec.europa.eu/transport/sites/transport/files/themes/passengers/maritime/doc/2010_1177_national_enforcement_bodies.pdf)).

In case of delay in the response to the complaint by the Carrier, if the port of departure is in Italy (or the port of destination if the port of departure is in a country outside the European Union), the passenger will be entitled to automatic compensation as provided by measure no. 5 of the Resolution of the Transport Regulation Authority no. 83/2019 available on the Authority's website, at the following link: [https://www.autorita-trasporti.it/wp-content/uploads/2019/07/All-A-delibera-n-83\\_2019.pdf](https://www.autorita-trasporti.it/wp-content/uploads/2019/07/All-A-delibera-n-83_2019.pdf).

## **26. CONTROVERSIES**

1. All disputes arising out of the passenger transport contract will be referred to the Chamber of Commerce of the place of residence and/or domicile of the consumer and resolved in accordance with the Settlement Code adopted by the same.
2. The settlement attempt referred to in paragraph 1 above constitutes a condition for the legal proceedings in accordance with Article 5, paragraph 5 of Legislative Decree No. 28/2010.

**DECREE 11052020, n. 38** (Directive (EU) 2017/2109 amending Directive 9841CE relating to the registration of persons on board passenger ships) At the time of booking, the customer must provide the following information: surname, name, nationality, date of birth, gender, ID document number (for non-Schengen routes only), cell phone number, e-

mail address. In addition, the passenger can indicate an SOS emergency phone number any/or any special needs for care and/or assistance in emergency situations. The provided data will be processed in compliance with Law No. 675 of 31 December 1996.

## **27. INFORMATION POLICY ON THE PROCESSING OF PERSONAL DATA**

Below, Grimaldi Group S.p.A., as data controller (the "Data Controller" or the "Company"), provides its passengers with some information regarding the methods and purposes relating to the processing of their personal data, pursuant to Article 13 of EU Regulation 2016/679 ("GDPR").

To view the complete text of the privacy policy, please consult the following link: <https://www.grimaldi-lines.com/it/assistenza/informativa-privacy/>.

Purpose of processing

Data processing operations concern the following:

personal data and contact details of passengers; contact data of third parties identified as emergency contact, if required by the passenger;

data concerning the belonging to professional categories - i.e. enrolment in professional registers, law enforcement agencies - or rather, belonging to loyalty or membership programs signed with third-party companies - e.g. Trenitalia, Payback, Telepass, Poste Italiane, ACI etc. (to get discounts on the services offered by the company).

The processing may concern the following data belonging to particular categories as per Article 9 of the GDPR, if you provide this data spontaneously to take advantage of the special assistance on board:

information regarding limitation of their mobility and/or information about their disabilities; information about particular health conditions; information regarding particular needs with respect to any treatment that may become necessary in an emergency, due to personal health conditions.

Purpose and legal basis of the processing

Data not belonging to particular categories will be processed:

based on the execution of the contract and/or of the pre-contractual measures in place with the passengers (Article 6, paragraph 1, letter b, GDPR), and based on the need to fulfil a legal obligation to which the Data Controller is subject (Article 6, paragraph 1, letter c, GDPR), for the following purposes: management of requests for quotations; conclusion, management and execution of operations related to the maritime transport contract, including the identification of the passenger; sending logistical information about the trip (e.g. delays, departure pier, etc.); on board communications, on board supply of the products and services purchased; extraction of statistical information, in anonymous form; sending of data to shipping agencies, terminals and port authorities, judicial authorities and law enforcement agencies; contact of third parties indicated as "emergency contacts", pursuant to Directive (EU) 2017/2109;

based on passenger consent (Article 6, paragraph 1, letter a), GDPR), for the following purposes: sending promotional and marketing communications by e-mail if consent has been given for this purpose ("generic marketing"); the sending of promotional and marketing communications by e-mail following profiling if consent has been given for this purpose ("profiled marketing");

based on the Data Controller's legitimate interest (Article 6, paragraph 1, letter f) for the sending of operational and/or organisational communications relating to the trip and any new organisational measures/solutions adopted by the Data Controller on board ships.

Data not belonging to particular categories will be processed:

based on reasons of significant public interest under the law of the European Union or of the Member States (Article 9, paragraph 2, letter g) and h) GDPR), to guarantee use by the passenger requesting special assistance on board and, in case of emergency, special care and/or forms of assistance due to the passenger's state of health;

based on the consent of passengers (Article 9, paragraph 2, letter a), GDPR) to apply any special discounts that may be provided for people with disabilities and their companions.

Data processing methods and storage period  
Personal data will be processed, including with the use of IT instruments, in compliance with the methods indicated in the GDPR. Normally, the data will be kept for 10 years from the end of the trip, with the exception of:

data collected to ensure the preparation and effectiveness of search and rescue operations at sea, which, according to Article 12 of Legislative Decree 38/2020, will be stored only for the time necessary and to achieve these purposes and, in any case, only until the time when the voyage of the ship in question is safely completed and the data has been declared in the single national interface; or

data collected for "general" and "profiled" marketing purposes, the data will be retained until the user unsubscribes using a link available in each e-mail communication, which will be sent at least every 12 months.

The storage times mentioned above are without prejudice to specific legal and/or regulatory obligations or the need to defend the Data Controller's rights in court, which could require other retention terms.

Transfer and communication of data

We inform you that the data may be communicated in addition to other companies belonging to the Grimaldi Group to entities established in third countries, even outside the territory of the European Union, with the observance of suitable procedures in compliance with the GDPR and the principles established in the contractual relationships maintained by the Company.

We also inform you that the aforementioned processing of personal data may provide for access to the aforementioned data by: Public authorities pursuant to the Ministerial Memorandum of the Ministry of Infrastructure and Transport 104/2014 in compliance with Directive 98/41/EC (i.e. harbour master's office and port authority); Ministry of Infrastructure and Transport - General Command of the Port Authority Corps; Judicial authorities and law enforcement agencies, even where such communication is reasonably deemed necessary by the Data Controller to ascertain or defend one's right; ticket offices, terminals and shipping agencies for the organisation of boarding/disembarking activities; catering companies, for the on board supply of products and services, etc. For a complete list of the categories of subjects to whom personal data may be transmitted, please consult the information in extended form available at the link <https://www.grimaldi-lines.com/it/assistenza/informativa-privacy/>.

The data relating to the emergency contact reported by the passengers as well as the data relating to particular categories provided for the provision of particular care and/or assistance in the event of an emergency, will be communicated, before departure or in any case no later than 15 minutes after departure, to the commander and commissioner of the ship where the passenger is located and in any case entered by the Data Controller in the single national interface provided for in accordance with Directive (EU) 2017/2109 in order to guarantee the preparation and effectiveness of the search and rescue at sea.

The Data Subject's Rights

We inform you that each passenger may exercise the following rights at any time:

access to personal data, requesting that it be made available in an intelligible form, as well as to the purposes on which the processing is based (pursuant to Article 15 GDPR);  
to obtain the rectification (pursuant to Article 16), deletion (pursuant to Article 17), or limitation of processing (pursuant to Article 18);

to withdraw consent, without prejudice to the lawfulness of the processing carried out prior to the withdrawal;

obtain data portability (pursuant to Article 20);

object to the processing of the data (pursuant to Article 21);

file a complaint with the competent supervisory authority.

The rights referred to in letters a) to e) may be exercised by sending requests to the following e-mail address: [privacy@grimaldi.napoli.it](mailto:privacy@grimaldi.napoli.it). The Data Controller has designated a Data Protection Officer, who has specialist knowledge of the data protection legislation and practices and can, therefore, fulfil the tasks referred to in Article 39 of the GDPR. In this regard, we inform you that the Data Protection Officer appointed by the Company can be contacted at the following e-mail address: [DPO@grimaldi.napoli.it](mailto:DPO@grimaldi.napoli.it).

Nature of data provision and consequences of any failure to provide the data

The communication of data not belonging to particular categories (with the exception of the data relating to the emergency contact possibly reported) is necessary for the exact execution of the Data Controller's contractual and pre-contractual obligations and failure to indicate them will make it impossible to conclude the maritime transport contract requested by you, as well as to fulfil exactly the legal obligations and those deriving from the public interest to the protection of security in ports. The communication of data relative to the passenger's "emergency contact" is optional; however, failure to communicate this data will not have any impact on the conclusion of the requested sea transport contract. The communication of data belonging to particular categories is optional. However, if this data is provided, the Company will be able to: better satisfy your needs and provide you with the necessary assistance; apply - in the cases and ways provided for - the special reserved discounts.

Consent

Finally, it should be noted that, without prejudice to the lawfulness of the processing based on consent before revocation, it will be possible to revoke the consent given for marketing purposes at any time, by sending a request to the e-mail address [privacy@grimaldi.napoli.it](mailto:privacy@grimaldi.napoli.it), as well as using the channel indicated in the communications received or by clicking on the appropriate link in the communications received.