

 GRIMALDI GROUP	RA-UPAX-001 COMPANY REGULATIONS FOR PASSENGER TRANSPORT AND VEHICLES AS A RESULT	Rev. 19 Pag. 1 di 20
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Date 07/11/2025	Prepared by Dr. ssa Piera Schisa <i>Piera Schisa</i>	Date 07/11/2025	Verified by Dr.ssa Chiara Attena <i>Chiara Attena</i>	Approved by Head of passenger department <i>[Signature]</i>
Recipients:	Pax Vessel (Capt/Machines Department/Purser)– Port,RQ, USQA Agents Commercial Department – Short Sea Dept. – Uadv – Utop – Umar – DPA			

3.	BRANDING
3.1.	Master Brand Our brand is Grimaldi Lines
3.2.	Brand Vision Grimaldi Lines wants to be the "leading" ro/pax brand. This entails offering a mixed cargo/passenger type vessel service with high-quality standards.
3.2.1.	All on board, port, and ground personnel involved must share our brand vision and will act according to the image we want to convey at all times. The manager will be responsible for ensuring that all employees are aware and adopt the Grimaldi Lines vision.
4.	PASSAGE CONTRACT
4.1.	Passage Planning The Short Sea Line manager plans the passage.
4.2.	Fares for Passengers and accompanied vehicles They are drawn up by the Head of the Passenger Department and approved by the Management
4.3.	Contract review Contract review means the Company's checking of availability of the spot requested concerning a specific departure date. This check corresponds to the "booking" managed by the Booking Office. The booking request may come: • Directly from the Client • From the Travel Agency • From the Tour Operator (Travel organiser) • From the Peripheral or Foreign branch or General Sales Agent (G.S.A.) • At the Corporate sales points • From a telephone call, E-mail or the Internet (Business to Consumer and Business to Business). Since the Booking Office, the branch office and travel agency partners have direct access to the reservation system, they check and confirm the price and availability together with the Client. By way of acceptance, the client must pay the full ticket price based on the published General Conditions. If the offer is accepted, the next step is the contract phase.
4.4.	Travel contract The issuing of the passage ticket represents the travel contract. The travel contract is governed by the Navigation Code, by Decree Law 206/2005 dated 06/09/2005, EU Regulation 1177/2010 dated 24/11/2010 and the General Conditions, the full text of which is available at all Grimaldi Lines offices and on www.grimaldi-lines.com . With Decree Law 206/2005, Italy transposed European Directive 314/90 on travel, holidays and "all inclusive" circuits. The client is given a carriage pass (ticket) representing the carriage contract in agreement with the Navigation Act. By buying the ticket, the passenger enters into a contract highlighting and confirming the services booked and the price details. For each departure, the Booking Office sends a Passenger List to the vessel, the Agent or office in charge of embarking operations. At scheduled times, the automated embarkation system will automatically send the embarkation list to the vessel, the Agent or the Office in charge of embarking operations.
5	PROCUREMENT The general provisions provided in the Grimaldi Group's Quality/Environment Manual apply for the supply of products, consumer goods, contracted services, etc. as well as for the assessment of suppliers.
5.1.	Consumer goods (meals, bar, etc.) This procurement is entrusted to a leading company operating in the sector, selected by tender based on strict reliability and guarantee of service and product quality criteria as well as economic criteria.

9.4.	Motor vehicles may be placed on any deck of the vessel, excluding those reserved for special provisions issued by the vessel master concerning the nature of the vehicles, type of fuel system, nature of the load in the vehicles, etc. Garage decks are not accessible to passengers during the crossing.
9.5.	Passenger embarkation with bikes and electric scooter Passengers traveling without a vehicle but with a bike or electric scooter should get the terminal through the lanes reserved to passengers without vehicles. Within the terminal passengers may move their bikes or electric scooter only manually and not be seated on them. Once next to the ramp, bike or electric scooter passengers will be redirected by ship crew to park their bikes or electric scooter in the dedicated area which is the parking area of motos. During the whole sea passage the bikes or electric scooter must remain in the garage and in no case can be moved inside cabins or in passenger areas.
10	PASSENGERS WITH REDUCED MOBILITY
	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, (24 hours before for Public Service Lines) 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 (with attached copy of an identity document) by email to info@grimaldi.napoli.it. For any other assistance, they have to inform the company at least 48h before departure. The PMR must show up at the port at the agreed time, and in any case at least 60 minutes before the departure time (30 minutes before for the Lines under the Agreement). In order to guarantee priority boarding of the PMR with a vehicle, and to assign the dedicated parking space on board, it will be necessary to show up at the port two and a half hours before boarding (four and a half hours before if traveling to/from Tunisia). After the aforementioned term, dedicated parking and priority boarding cannot be guaranteed. 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 or by registered mail, 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

	refuses to board the passenger for a justified reason, the Carrier will be liable exclusively to reimburse the cost of the passenger ticket.
13.	CARRIAGE OF PASSENGERS AND ACCOMPANIED PETS
13.1.	General rule All pets listed in Annex I of Reg. (UE) 576/2013 are considered pets. The transport of animals other than pets is to be excluded as "accompanied passenger" and must be treated with an "ad hoc" agreement.
13.2.	Fare The fare is that shown online at the website www.grimaldi-lines.com.
13.3.	Dedicated accommodations and permanence on board rules Dedicated accommodations are available for dogs and cats, while other animals (such as rabbits, birds, hamsters, etc.) must travel in carriers owned by the passenger. Pets are not allowed in common areas, restaurants, or passenger lounges, with the exception of guide dogs accompanying visually impaired passengers, as provided for by Law No. 37/1974. Access for dogs and cats to the reclining-seat lounges is permitted, provided that they are kept inside an appropriate carrier, which must be well-ventilated, waterproof, and sturdy, and must allow the animal to remain in a comfortable position, turn around, and lie down. Access for dogs and cats to cabins is allowed upon presentation of a valid certificate attesting to proper antiparasitic treatment, which may already be included in the mandatory travel documentation (i.e., health booklet or PET Passport). In the absence of such certification, for health and public safety reasons, dogs may only travel in designated kennels. Animals are not allowed to remain inside vehicles during navigation. On board, there are specific areas available for pet walking and relief. By purchasing the on-board service called Pet in Cabin, passengers may bring their pets into the cabin with them. The setup of cabins hosting animals includes the use of dedicated bed linen (a duvet instead of a blanket) and a special end-of-voyage cleaning treatment suitable for the presence of animals.
13.4.	Meals and cleaning The passenger must provide meals for the animal. On board employees are not required to give food to the animals, but only water. Access to the kennel is only authorised during the times established by the ship's Command. The passenger must personally take care of the animal and is obliged to remove droppings, or other, created by the animal.
13.5.	Responsibilities The passenger is responsible for accompanied pets. Damage to the vessel, people or property must be compensated on the spot. The passenger is responsible for vaccinations and other procedures required for travelling or to disembarking at the port of destination.
13.6.	Booking Pets must be booked, either online on the Company's website, through the Call Centre or the branch offices with direct access to the Booking System, subject to the ship's availability.
13.7.	Ticket The animal must be included in the ticket and can travel both in the kennel and in the cabin. To allow pets access to the cabin, it is necessary to purchase the "pet in cabin" service which includes a specific bed set and, after use, an end-of-journey cleaning treatment suitable for the presence of animals. Customers who choose the on-board service that allows them to bring their pet into the cabin can ask to the reception a welcome bag with some free products to make the crossing of their 4-legged friend even more comfortable. Cabins can accommodate up to 3 pets.
13.8.	Embarking and control For pets (dogs), the following requirements are mandatory: For domestic routes, a valid health booklet is required; for dogs, registration in the canine registry (registered microchip) is also mandatory. Alternatively, a valid PET Passport may be presented. For non-commercial transport of pets between Member States of the European Union, or from a third country or territory into a Member State of the European Union, the provisions of Regulation (EU) No. 576/2013 apply. In particular, for transport carried out from one EU Member State or from Northern Ireland to another EU Member State or to Northern Ireland, a valid European Pet Passport (PET) is required, in accordance with the model established by Implementing Regulation (EU) No. 577/2013. The European Pet Passport includes all necessary certifications. For transport from a third country or territory into an EU Member State, a valid EU Animal Health Certificate is required, in accordance with the model set out in Annex IV to Implementing

Access on board is only permitted to passengers with a regular travel ticket/embarkation pass and only through the embarkation/disembarkation points indicated on board.

Tickets are checked during the embarkation of passengers as follows:

- a. The Purser or one or more of its delegates will check the tickets during embarkation of passengers on foot and with accompanied vehicles;
- b. Embarkation of all passengers on foot will take place through a single correctly indicated pedestrian access;
- c. Before allowing access on board, the personnel referred to in point a) will provide for the following for each passenger:
 - i. Checking of possession of a valid ticket;
 - ii. Checking of possession of an identification document;
 - iii. Checking of correspondence between the passenger's name on the document and on the ticket;
 - iv. Registration of the passenger's embarkation.

Please note that, in agreement with the provisions of regulations in force and as already provided for by procedure 4 attached to the SMS, the Purser sends the complete list of passengers to the PASSENGER REGISTRATION SYSTEM MANAGER within 15 minutes before departure.

Embarkation and disembarkation of vehicles are allowed only with the driver on board unless the competent authorities establish specific exceptions.

The total number of people on board must be reported:

- To the Master before departure of the vessels
- To the Person in charge (or Officer) recording the information
- To the designated authorities during departure and through the Master

The Person in charge of recording the passengers is Francesca Marino.

The registration of passengers for all lines is done with the automated E-booking system.

The data collection system can either be automated (A) or manual (B) depending on the installations on board and in the ticket offices.

A) Vessels with automated data registration system

During booking, the E-booking collect the necessary data envisaged by the Legislative Decree of 11 May 2020 n.38: name, surname, gender, nationality, date of birth and information about any special treatments or assistance required by the passenger during emergency situations, when volunteered by the passenger, a contact number in case of an emergency. Moreover, the request for "special assistance in case of emergencies" is transcribed on the booking file and automatically reported on the passenger list when passengers explicitly request this assistance.

The passenger list is sent to our port agents and the Purser:

E-booking system: The e-booking system interfaces with the computerized DMGPAX system, available in the port ticket offices and on board vessels. This system is used to issue boarding passes and to check the lists and any on-board services (for example, meal packages) associated with passengers.

During embarkation, the Purser checks and corrects any incorrect information and completes the passenger list.

Upon departure, the vessel must have a passenger list complete with all the information required by Decree.

Having received the passenger list and when embarkation is closed, the Purser, or a delegated person, downloads the "person counter" data into the DMGPAX system to obtain a final list of the actual passengers on board, highlighting the no-shows. This list must be sent to the Authorities 15 minutes before the vessel's scheduled departure time. The 15-minute limit also applies for night departures and departures on bank holidays.

The Purser sends the final passenger list, and the list of crew boarded (also complete with the necessary data) by e-mail to:

- The registration officer
- Passenger Office in Naples that will update the passenger data as quickly as possible and

	The port agent deals with embarkation and disembarkation, passenger and vehicle pre-embarkation assistance and checks (check in), the sale of tickets at the port, and contact with port, customs, and immigration authorities.
16.2.	Welcoming - Embarkation The port agent is responsible for welcoming passengers ashore. The port agent must: - Make sure there are adequate signs within the port to direct the client to our terminal/embarkation area/check-in point; - Install the display board indicating the embarkation time, if available, and always keep this updated; - Provide passengers with all the information required. The port agent is responsible for ensuring adequate welcoming based on the structures available. Passengers waiting for embarkation must have toilettes and refreshment options available near or at a reasonable distance from the waiting area. Passengers without a vehicle must have a covered area with the possibility to sit made available. The embarkation of passengers starts when the Purser gives approval. This authorisation cannot be granted before the vessel is ready to welcome the passengers. The embarkation time must be agreed to between the port agent, Purser, and boarding office, which must also take into account that: • Keeping passengers waiting too long on the ground must be avoided; • Passengers must be embarked so that meals can be served at regular hours. The passenger-driver must embark the vehicles based on instructions received from the deck officer. During the embarkation of passengers without vehicles, any movement of vehicles to and from the vessel must be stopped. Passengers cannot embark without a valid ticket for the departure in question. The port ticket offices all have computers connected to the central system.
16.2.1	Passengers already with tickets • Fast check-in procedure In the ports where the fast check-in procedure is available, the passenger must not go to the ticket office and the terminal personnel will direct this passenger to an area near the vessel's mooring quay. When check-in procedures start, the ticket office personnel, together with the on-board personnel (purser staff), will check in the passengers by checking the barcode or QR code found on the travel document (ticket, voucher or boarding pass) using a handheld device, equipped with a scanner. The personnel responsible for check in will control the following: i. Possession of a valid travel document; ii. Possession of a valid identity document; iii. Correspondence of the passenger's name on the identity document and travel document; iv. Correspondence of the accompanied vehicle on the document and travel document. In the case of doubts on the rate/category applied to the vehicle, the vehicle will be measured if necessary and the passenger will be asked to pay the fare difference. The software of the held hand device checks if the passengers are regularly added to the vessel's passenger list and, if this check is positive, two stickers will be printed and handed over to the passengers; one sticker will contain personal details of the passenger and the other will contain the vehicle information. If the printer connected to the hand held device does not work, passengers will be given the company's pre-printed stickers attesting to the completion of check-in procedures. If the passenger also booked a cabin, once embarked, he/she must go to the automatic kiosks found on board to print the cabin keys. These kiosks scan the bar code present on the travel document and automatically print the cabin key. The kiosks are only activated while the vessel is berthing; they are deactivated and moved once the vessel has departed. • Traditional check-in procedure For lines using the traditional procedure, the passenger must go to the Grimaldi Lines desk at the port to check in and receive the boarding card.

	i. Number of crew members/staff; ii. Number of passengers older than 12 years of age (adults); iii. Number of passengers aged between 3 and 12 years of age (Children); iv. Number of passengers aged less than 3 years (Babies). c. Total cargo on board, divided as follows: i. Number of heavy vehicles (Trailers / Guided) and relative total weight for each deck; ii. Number of cars and relative total weight for each deck; d. Hazardous cargo on board, weight, and position (Bridge, ordinate)
16.3	Delay of the vessel The passenger must receive information from the Company, its representative or through the person providing passenger assistance regarding the delay and its causes before the expected embarkation time. This information must also be sent to the authorities in charge. Subsequently, the Purser or a delegate will provide passengers on board with announcements containing the information every 30 minutes, according to instructions received from the Master.
16.4.	Ticket sales The port agent must sell tickets to passengers who do not have tickets. The agent with direct access to the electronic booking system proceeds as prescribed in the relevant operating instruction. The port agent issues the Grimaldi Lines ticket by applying the company's official fares. Refer to UTUR 05 to proceed with the emergency check-in of passengers at the ticket office.
16.5.	Ticket sales to non-EU immigrant passengers All the necessary precautions must be taken before selling a ticket to a non-EU immigrant, in particular, verify that the identity documents are in compliance with the requirements for the crossing. See section 16.2.1 for details. These precautions are necessary since the shipper is responsible for the embarkation of passengers without documents valid for the crossing. The Company must refuse passage to passengers who do not have valid documents (even if they have a ticket).
16.6.	Drivers - Technicians - Family members Drivers: The port agent/ticket office provides drivers with a regular boarding pass. See section 15.1. The port agent is responsible for the checking the drivers' identity documents. An identity card valid for foreign travel is also required for Schengen area countries. Technicians: Regular service tickets are issued to technicians or Company personnel who must be boarded so that they are considered passengers in all respects. The port agent/ticket office provides drivers with a regular boarding pass. See section 15.1. Family members: A regular passenger ticket with any discounts, if provided for by the Company, is issued for family members. The port agent/ticket office provides drivers with a regular boarding pass. See section 15.1.
16.7.	Safety For safety reasons, access on board must be strictly limited to travellers (or staff, suppliers, service providers). Accompanying persons are not allowed and must say goodbye to travellers before the latter board a vessel. Visitors are not allowed on board unless authorized by the Company (which must inform the Master). The port agent and the deck officer must enforce these rules without exceptions.
16.8.	Embarkation/Disembarkation The port agent liaises with immigration and customs authorities to embark/disembark passengers and vehicles as quickly as possible. According to the Schengen treaty, border controls for traffic among Schengen area countries have been abolished.
16.9.	Claims Any passenger who wishes to submit a complaint to the Carrier pursuant to EU Regulation 1177/2010 and Resolution Article 83/2019, may transmit such within two months from the date on which the service was provided or should have been provided. Within one month from receipt of the complaint, the Carrier must notify the passenger that the complaint has been accepted,

	• The passenger goes directly to the embarkation area. • Assigned staff checks the correspondence between the passenger's ticket and document • The passenger goes on board where he/she will be given the cabin access key if provided. TRADITIONAL CHECK-IN • The passenger goes to the Ticket Office desk to check in. • The ticket office checks the correspondence between the passenger's document and ticket and issues a boarding pass. • The passenger goes on board after a second check in at the vessel entrance, carried out by the Purser or a delegate Passengers wishing to upgrade their cabins must proceed as per section 17.3.
17.3.	Upgrading cabins on board It must be ruled out that we can upgrade on board cabins free of charge. This Regulation is used to clarify and define our policy on this matter. All cabin types offered are described in detail in our brochures and on our website through the use of photographs.
17.3.1.	<u>Upgrading against payment</u> Upgrading is allowed subject to availability and payment of the fare difference. The on-board crew collects the fare using the same procedures as the ticket sales.
17.3.2.	<u>Upgrading without paying the difference</u> Only the Purser can decide if this upgrading is possible, and only in the following cases: ✓ The actual and objective need to accommodate the client in a different cabin than that booked, and inability to provide a cabin of the same category. ✓ Authorisation from the shipping companies ✓ Authorisation from the Passenger Office The Passenger Office in Naples must send the "upgrading" requests in writing to the vessel.
17.4.	Disembarkation operations The disembarkation of passengers, with or without a vehicle, must be prioritised. When the disembarkation operations are completed, the Purser is responsible for checking that no passengers (except for in-transit passengers) have remained on board. When the disembarkation operations are completed, the deck officer is responsible for checking that no passengers (except for in-transit passengers) have remained on board.
17.5.	Passengers in transit - Passengers in transit must remain on board during vessel stops at intermediate ports. Only in exceptional cases, the Purser, who will assess the actual need/urgency/emergency, must be asked for special authorisation to disembark. The accompanied vehicles of the passengers cannot be disembarked at transit ports. - Authorised passengers must have regular identification papers and must bring them together with the boarding card. The names of these passengers must be previously notified to the Master and the police to enable controls when returning on board. - The disembarkation and embarkation time of in-transit passengers exceptionally authorised to go ashore will be determined by the Purser, taking into account vessel operations. - The port agent, border police office, and the passenger office must be promptly informed if a passenger does not come on board before the vessel's departure; in this case, the cabin, if provided, and/or accompanied vehicle must be checked before departure and the possible disembarkation of the accompanied vehicle must be decided on, if feasible, together with the agents/authorities. - The Purser will provide the Master with a list of in-transit passengers for passengers on round trips/mini cruises/hotel on board. This list will be provided before each stop, and a copy will be available at the ramp. The guard crew at the ramp is responsible for ticking off all entrances/exits of those passengers and carry out the security checks at each re-boarding. - To board the vessel, each passenger must have a valid document and boarding pass.
17.6.	On board access check The on board access check is a crucial prevention measure for the safety of the vessel and passengers. The embarking passengers must be checked as provided for in sections 16.2 and 17.2. Once embarked, the passenger cannot go back down to the ground. In-transit passengers must be checked as provided for in section 17.5. Visitors are not allowed on board without the Master's explicit authorisation. The Company's ground crew, agents, and suppliers can climb aboard only after due identification and will be recorded in a specific register and be provided with a numbered 'visitor' badge. All

	www.grimaldi-lines.com; (ii) by contacting the Grimaldi Lines Call Centre at +39 081496444; (iii) by sending an email to info@grimaldi.napoli.it; (iv) at the Grimaldi Tours points of sale. The transport of goods, furniture, household appliances or other bulky objects is subject to the payment of a fee, equal to 30 euro per item, to be paid during boarding. There are no surcharges for luggage and/or objects transported in or on the vehicle accompanying the passenger, in compliance with the safety regulations. Each passenger with a vehicle in tow is required to carry their hand luggage and any documents needed during the trip, as the garage decks remain closed during navigation. Except for the unchecked baggage referred to in the first paragraph, additional baggage and/or bulky items that are not carried in or on the vehicle taken aboard by the passenger will be stowed in the luggage compartment of the vessel. To this end, the passenger must go to the reception of the vessel presenting their travel ticket and a valid identity document, fill out and sign a special form then keep the relevant deposit receipt to be presented at the time of luggage collection. It is the responsibility of the passenger not to leave any identity document or other document necessary for the trip in the luggage to be deposited. The storage of articles or goods prohibited by law and/or considered dangerous by law and/or by the Company, as well as items that by their nature or packaging may cause damage to people, the environment or other luggage transported and/or stored, is not allowed. Unless otherwise agreed, the Carrier assumes no obligations of custody of valuables (such as jewellery, money, works of art) and declines all liability for the possible theft, loss, disappearance or damage of such objects. It will not be possible to access the stored luggage during navigation. Baggage shall be returned upon presentation of the appropriate receipt and a valid identity document. The Carrier is liable for any loss or damage to luggage only if the event is attributable to the Carrier itself, in the cases and within the limits set out under Regulation (EC) no. 392/2009, by the Italian Navigation Code and/or by other Italian and international legislation that may be applicable. In the event of loss or damage to luggage, the passenger is required to submit a written complaint to the Carrier. In the event of visible damage to luggage, a written complaint must be made by submitting the appropriate complaint form to the on-board Reception or to the Port Ticket Office, or in the manner outlined in Article 24 of these General Terms and Conditions of Carriage. For unchecked baggage, written complaints must be submitted before disembarkation or at the time of disembarkation. For other baggage and/or bulky objects, the written complaint must be submitted before or at the time of their return. In the event of non-visible damage or loss of luggage and/or bulky objects, the written complaint must be submitted in the manner set out in Article 24 of these General Terms and Conditions of Carriage and within 15 days from the date of disembarkation or redelivery or from the date on which the redelivery should have taken place. Written notification is not necessary if the loss or damage has been ascertained jointly and is the result of a specific report prepared at the time of receipt. If a passenger realises that they have lost personal belongings whilst still on board the vessel, they may contact Reception directly to report the loss. In the event that the objects are not found or if the passenger notices that they have forgotten a personal item aboard when they have already disembarked from the vessel, they may report such to the Carrier's office by sending an email to customer@grimaldi.napoli.it. The report of loss must be sent within 15 days from the date of the passenger's disembarkation.
17.18.	Payment of collections to the Grimaldi Group The Purser regularly pays the collections to the Grimaldi Group, by delivering them to the port agent of the principal Italian port.
17.19.	Credit card payments See the instructions provided by the Tourism Accounting department for the use of POS devices. Acceptance of credit cards in the restaurant and stores is the contractor's responsibility.
17.20.	Food Hygiene Food hygiene means the necessary measures to ensure the safety, quality and wholesomeness of food in all phases that are the responsibility of the board crew from the reception, storage, preservation and handling of food products up to consumption by passengers and crew. The matter is regulated by national legislation in force. To provide passengers and crew an unquestionable catering service quality, also from a health perspective, conduct and operational rules were established for the staff involved in the catering and handling of food, both regarding compliance with the best ways to preserve food and the knowledge of basic rules of the operators' personal hygiene. These provisions are defined in detail

17.29.1.	Suggestion form A questionnaire to uniformly and concisely gather the opinion of passengers has been created
17.29.2.	Distributing Suggestion Forms A "Suggestion Form" must be placed in each cabin booked before the embarkation
17.29.3.	Collecting Suggestion Forms Once compiled, passengers can place the Suggestion Forms in the "mail box" located at the front desk. It is a good idea to invite passengers to fill out the form, but it is forbidden to pressure them. Only spontaneously compiled modules have real value. It is evident that you should not influence the passenger in expressing opinions on the vessel and service in any way.
17.29.4.	Delivering Suggestion Forms The collected Suggestion Forms are sent to the Customer Satisfaction Manager with sufficient regularity. Passengers also have the right to send the Suggestion Form by post.
17.30.	Complaints Complaints are always carefully evaluated. Unjustified claims are also worthy of attention and investigation. The Customer Satisfaction Manager must keep a register where all claims presented in writing by the clients are transcribed. Ideally, the crew must promptly intervene to deal with and try to solve the complaint. If this is not possible, a neutral attitude must be taken. Do not blame and avoid agreeing with the client, especially if the claim could result in an application for reimbursement or compensation. If the client asks a board crew member to verbalise a fact, he/she must be limited to drafting a "state of facts" so as not to affect the management of any client complaints by the Company's competent offices.
17.31.	Damage suffered or caused from/to passenger vehicles Any damage resulting from a passenger vehicle to the ship and/or a third party must be compensated directly by the passenger responsible or through his/her insurance company. In any case, the Passenger is required to sign a declaration of liability before disembarking from the vessel and provide all the details of his/her insurance as well as a copy of the vehicle's ownership certificate and/or registration certificate and insurance certificate and/or insurance sticker. The damage suffered will be charged to those who caused them. The carrier is not liable for damage resulting from force majeure. In any case, the carrier (or its insurance company) is only responsible for occurrences that fall within its responsibility.
17.32.	Telephone and Telecommunication Service In principle, passengers cannot use the phone, fax, or e-mail on the crossing bridge. On some vessels, passengers can use their mobile phone through the vessel's satellite roaming (information posted on board)
17.33.	Passenger Safety See the ILCD 151 work instructions for the handling of passenger injuries on all vessels of the fleet.
17.34.	Medical Service See the ILCD 151 work instructions for the handling of passenger injuries on all vessels of the fleet.
17.35.	Drivers See section 15.
17.36.	Legislative Decree 13/10/1999 (European Directive 98/41 Title III SOLAS) See section 14.
17.37.	Pets See section 13.
17.38.	Delay of the vessel See IL UTUR04 (PROCEDURE FOR HANDLING DELAYS) for the handling of vessel delays.
17.39.	Navigation police All people on board are subject to the authority of the vessel's Master. If a crime against navigational safety is committed, the Commander may arrest the perpetrators of this crime. Based on the powers attributed to him/her by law, the Master also supervises the observance of the Civil Code on board and, in particular, the provisions relating to public peace.
18.	INSPECTIONS AND CHECKS