



GRIMALDI EUROMED

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# SERVICE CHARTER

For public transport service

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# SERVICE CHARTER

For public transport services

## A) SERVICE CHARTER- INTRODUCTION

Grimaldi Euromed S.p.A. (hereinafter "The Company") adopts this service charter, to which it recognizes binding values towards passengers traveling on their own ships employed on connections burdened by public service obligations.

## B) GRIMALDI EUROMED S.p.A. - THE COMPANY

The Company's mission is to provide efficient, reliable, innovative and high quality maritime services for the transport of freight and passengers, following a continuous process of identification of its customers' needs and expectations. The Company is committed to the pursuit of excellence, to social responsibilities and to transport solutions which promote an environmentally sustainable mobility.

For over half a century, the Company is the leading player internationally for the maritime transport of passengers. Active already after World War II on the Mediterranean-Neo-South America and Mediterranean-North America routes, today the Company has diversified its passenger offer with three different brands, each dedicated to a different destination: Grimaldi Lines in the Mediterranean Sea, Minoan Lines on the Greek domestic routes, and Finnlines in the Baltic and North Seas.

In order to ensure the pursuit of the objectives established by this service charter, the Company has set up, within its organization, a standing committee to which the following activities have been entrusted:

- Ensure compliance of commitments with customers
- Ensure effective and transparent communication with customers
- Constantly monitoring of the indicators of service quality
- Arrange periodic reviews of the service charter
- Prepare action plans aimed at continuous improvement of services
- Disclose the card services and its updates

The Committee operates in accordance with the procedures of the integrated quality-environment management system, which the Company has adopted, certified by an external body, in accordance with the ISO9001-ISO4001 standards.

## C) THE PRINCIPLES OF THE CHARTER

The Company, in the performance of their public maritime services, is committed to respect the basic principles as listed below:

### 1) *Equality and impartiality*

The Company undertakes to provide and deliver access to services and infrastructure to the users without restrictions of nationality, sex, race, language, religion and opinions; it also undertakes to adopt the procedures necessary to guarantee the service to the elderly, to people with disabilities and to any other person with reduced mobility; finally, the Company undertakes to ensure, for the same service provided, equal treatment and equal contractual conditions between users in different geographical areas and different categories.

# CONTINUITY - PARTICIPATION EFFICIENCY – FREEDOM OF CHOICE



## 2) *Continuity*

The Company undertakes to guarantee continuous and regular transport services (with the exception of interruptions due to particular contingencies and / or causes of force majeure). In case of need (or scheduled interruptions) replacement services will be guaranteed. The minimum services in the event of a strike will be defined and communicated externally (maximum disclosure - preventive and timely - of the minimum service programs to be guaranteed) through all the Company's institutional channels.

## 3) *Partecipation*

The Company makes itself available for constructive discussion tables, with organized representation institutions, on the main problems concerning the service rendered. The customer will have the right to submit complaints in the manner provided and will have the right to receive a written reply.

## 4) *Efficiency ed efficacy*

The Company constantly monitors the efficiency and effectiveness of the processes of providing the public maritime transport service through service quality indicators, using all the tools required by the management procedures, and the available technological supports.

The continuous evaluation of the efficiency and effectiveness is carried out by the internal committee of the Company, which produces periodic reports of the indicators on the basis of which the intervention strategies aimed at the excellence of the services offered are outlined, with the aim of satisfying and go beyond the expectations of maritime transport users. Possible initiatives at third parties (ports, terminals, ticket offices, agencies, etc.) are also evaluated with the aim of improving mobility services connected to maritime transport.

## 5) *Freedom of choice*

The Company guarantees citizens' right to mobility, taking initiatives to facilitate the freedom of choice between multiple modal solutions.

## D) THE QUALITY FACTORS

The Company, aware of its mandate as a public service provider of maritime transport, and in line with its quality policy, aimed at customer satisfaction and continuous improvement of performance, has identified the following factors that contribute to achieving the objectives set in terms of services quality:



## 1) *Travel safety*

The vessels managed by the Company are all certified in accordance with the regulations in force at the International, European and National level.

The safety standards are certified by the responsible bodies (Port Authorities / Italian Naval Register) in accordance with current regulations; all certificates are kept in regular course of validity; such as:

- a** • Class Certificate
- b** • Passenger transport safety certificate
- c** • Safety Management Certificate (ISM Code)
- d** • Safety Management Certificate (ISPS Code)
- e** • Certificate of conformity (DOC – ISM - issued to the Company)

The company ensures the highest level of safety on board their ships, intended as a "safety" and "security." Particular attention is paid to the training of the crew, who, in addition to being in possession of all the mandatory qualifications, provided for by current legislation (international convention STCW), is continuously trained on specific issues of company relevance (eg . introduction of new technologies; business processes, etc.). The performance of the crew is constantly evaluated in order to identify possible improvement initiatives to increase competence and professionalism.

## 2) *Personal and property safety of the traveler*

The personal safety of passengers is a priority element in the management of the service. The ships are equipped with all the measures aimed at protecting the safety and health. Safety signs are installed on board in accordance with current regulations. On board there is a security patrol system aimed at the surveillance of passengers and fire prevention. All the spaces that can be dangerous, as well as the technical and service spaces are forbidden to passenger access; during navigation, passengers are not allowed to access the garage spaces. Before starting the journey, safety announcements are broadcasted in audio / video format to illustrate the emergency procedures and the location of individual and collective rescue vehicles. Appropriate treatments with non-slip products are prepared in areas that may be affected by rainwater / humidity. The ships are equipped with an infirmary with the presence of a doctor and aids to ensure appropriate health care in case of need.

A closed circuit camera system, in the designated areas, ensures monitoring of the areas. On board are provided for safety deposit boxes at the disposal of passengers for temporary storage of valuable goods. The Company, in order to further strengthen passenger safety, has equipped itself with a specific department, called "security intelligence & law enforcement", whose task is to support all possible initiatives of contrast to illegal acts. The Company provides full transparency and cooperation with all police forces and authorities, providing every possible support for the protection of legality.

# REGULARITY, PUNCTUALITY AND CLEANING OF MEANS OF TRANSPORT



## **3) *Regularity of the service and punctuality of the means***

It is the Company's prerogative to operate its scheduled services respecting the scheduled times.

For most of the cases of delay, the cause is to be attributed to adverse weather conditions, which push the ship Command to give priority to the safety of passengers, rather than punctuality, if the two objectives are incompatible with each other. .

Other causes can be: strikes, delays in commercial operations not attributable to the Company, unforeseeable technical failures, or extraordinary events for which the Company has no direct responsibility.

When delays occur, the Company implements the procedures described below, in order to better manage any inefficiencies that may affect the passenger.

In case of delay, the Master promptly informs the shipping agents and the offices of the Company, who immediately notify the agencies and individual passengers via SMS or e-mail.

## **4) *Cleaning and hygienic conditions of the means of transport***

The Company, sensitive to the increasingly widespread orientation of ecological awareness, regulates its activities in respect of the environment and nature. Cleaning is always taken care of to the maximum, under the responsibility of the Purser, in order to guarantee an adequate standard of quality and comfort for passengers. Particular attention is paid to the cleaning of common sanitary ware, but no less important are the cleaning of places of public use.

Periodic inspections by ground staff are carried out in order to verify and certify the correct standard of cleaning and sanitation of the places. The sanitation of all areas of the ship is carried out with detailed procedures and using detergents suitable for the different types of material treated, in compliance with the instructions for use provided by the manufacturers. All cleansing and disinfection activities are carried out wearing suitable disposable personal protective equipment.

In addition to the cabins, the on-board areas on both the internal and external decks are sanitized, such as: crew dining hall, control deck, reception, public spaces, catering rooms, bars, games room, corridors, stairs and elevators and any other areas of common use. The sanitation activities are aimed in particular at surfaces such as chairs, armchairs, armrests, table and counter tops, door handles and knobs, elevator push-buttons, switches, railings and handrails, toilets, sinks and taps of the public bathrooms.

Each ship is periodically subjected to unannounced inspections by the NAS (Nucleo Anti Sofisticazioni dei Carabinieri) for the catering areas and passenger accommodation and to periodic visits and inspections by the Maritime health offices for the areas reserved for crews. Following these last visits, specific certifications are issued. Furthermore, as required by the European regulation CE852 / 2004 on the hygiene of food products, (HACCP) specific scheduled periodic checks are carried out by specialized companies.

# COMFORT AND ADDITIONAL SERVICES



Interventions are planned as follows:

- Disinfestation: no less than 4 per year
  - Deratization: not less than 2 per year
  - Cabins cleaning: before each crossing
  - Cleaning of public spaces: before each crossing
  - Ecological service (cleaning of toilets and public spaces): before each crossing and during the journey
- inspections, including on traveling units, verify compliance with the company directives on the subject.

## **5) *Travel comfort***

The company pays particular attention to the comfort conditions reserved to passengers during the journey. The vessels are equipped with air conditioning systems in all public places and cabins with regular maintenance and efficiency. The vessels are equipped with comfortable cabins, all with private toilets; Personal cleaning kits and towels are available for passengers. There are lounges with reclining, comfortable and large seats, and luggage racks. TV screens are arranged in the lounge.

In order to ensure maximum comfort for passengers during navigation, the ships are equipped with anti-roll systems with stabilizing flippers.

## **6) *Additional services***

In order to offer to customers a comfortable and pleasant transport, the Company has equipped its vessels with the following additional services:

- Elevators
- Bar and vending machines for drinks and snacks
- Solarium
- A la carte restaurant service
- Self-service restaurant service
- Room / cabin restaurant service
- On-board shop (clothing / objects / newspapers and magazines / etc.)
- Play room for children's entertainment
- Video games room
- Pet cabin (cabins with the possibility of accommodating pets)
- Kennel

# SERVICES FOR DISABLED PASSENGERS



## 7) *Services for disabled travelers and people with reduced mobility*

For disabled (the "PMR") means the person is not able to move easily or freely, or requesting assistance. Reservations and tickets are offered to PRMs under the same conditions as all other passengers.

It is the responsibility of the PMR to report in writing, at the time of booking or advance ticket purchase, his specific needs for accommodation, seating, services required or the need to transport medical devices. For any other type of assistance, PRMs must inform the Company at least 48 hours before departure and present himself at the terminal at the assistance desk or other agreed meeting place, at least 2 hours before the scheduled travel time. If, at the time of booking, the passenger has indicated that he is a PMR, the Purser will be informed via the check-in system and via e-mail from the land offices, so that he can organize the reception and the assistance needed for the entire duration of the trip, from the moment of embarkation to that of disembarkation.

Assistance to PMR is ensured by the Pursuer assisted by a team of people instructed to provide the best assistance. The Pursuer indicates on the vessel plane the cabins reserved to the PMR and return a copy to the Commander.

The on-board personnel assigned to assisting PRMs are identified by a white / blue armband bearing the words ASSISTANCE.

The ticket office, which carries out the check-in, deliver to the PMR embarking his own vehicle an adhesive to glue on the vehicle. If the PMR prefers to go directly to the square in front of the boarding pier to carry out the fast check-in, he can make himself recognizable by lighting the 4 arrows and / or affixing an A4 sheet on the dashboard with the words PMR that they will have received during the booking phase as an attachment to the ticket. Upon arrival on board, these vehicles are directed to the parking areas reserved, located near the lifts or the reserved cabin. The ports of disembarkation are also informed in advance of the presence of a PMR, but in any case, before arriving at destination, the Pursuer transmits any need of ground transport to the agent.

In case of emergency, special attention / assistance is given to PRMs by dedicated personnel. Specifically, suitably equipped cabins are provided for the transport of PRMs; the seats dedicated to PRMs are reserved and indicated in the lounge, and at the bars and restaurants. There are also toilets dedicated to PRMs in the common areas. To facilitate the accessibility of blind / visually impaired passengers, the elevators are equipped with a luminous keyboard, audio and keys to facilitate reaching the ship decks. Tactile guides indicate the routes that lead to the main services on board.

Passengers are entitled to declare themselves as PMR, once on board; at the reception are available notices and forms to fill out to apply for assistance. The ship is equipped with wheelchairs.





## 8) *Information to customers*

All information related to the Grimaldi Euromed passenger transport service is accessible through the following channels:

- Web site [www.grimaldi-lines.com](http://www.grimaldi-lines.com) available in Italian, English, Spanish, French and German
- Call Center - also identified as contact / booking center, active from 8:00 to 22:00, 7 days a week, which answers the number 081496444 and the email [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it)
- Physical and telematics Travel Agents
- Italian and foreign social offices and port agencies (ticket offices)
- Grimaldi Lines Mobile App

It is also possible to have access to information regarding the trip:

- At the tourist office located near the port of departure
- On board the ship (with static information via poster and dynamic information via reception staff)

The Company's call center is internal to the company. The operators all respond in Italian and English, but communications can also be managed in Spanish, French, German and Arabic.

The Company also uses the most modern and immediate communication channels, preferred in particular by young people such as Facebook (bulletin board and messenger), Instagram and Twitter. The Company also communicates via newsletters, both with direct customers and with travel agencies.

## 9) *Relational and communication aspects of staff in contact with users*

The personnel of the Passenger Service, when on duty or in the passenger area, wear the required uniform and identification badge in an orderly manner, paying the utmost attention to personal care. Relationships with customers are based on the utmost courtesy and helpfulness.

## 10) *Service Level in counter operations*

Passengers can be welcomed at the port at the Grimaldi Lines ticket offices located in the terminals, or directly on the square in front of the ship's dock. The ticket offices are all accessible to PRMs.

All'interno dei terminal, una grande insegna con il logo Grimaldi Lines rende facilmente visibili gli sportelli della Compagnia, gestiti da personale bilingue (italiano ed inglese), addestrato alla migliore relazione con il pubblico, preciso, gentile e paziente, ordinato nella sua divisa e dotato di badge che lo rende facilmente riconoscibile. Inside the terminal, a large sign with Grimaldi Lines logo makes the Company counters easily visible, managed by precise, kind and patient bilingual staff (Italian and English), trained in the best relationship with the public, tidy in their uniform and equipped with a badge that makes it easily recognizable.

The environment is always welcoming, travel information is accessible in two languages also via monitors and / or signs, and there are services dedicated to PRMs in the terminals. In each ticket office there is a counter dedicated to PRM ASSISTANCE, where it is also possible to collect the sticker for assisted boarding, to be affixed to the car.

# MODAL INTEGRATION ENVIRONMENT AND SUSTAINABILITY



## 11) *Modal integration*

Timetables of the maritime connections are also established taking into account the continuity of transport during the entire journey, that is, allowing passengers to reach the port of departure and leave the port of arrival by means other than their own car.

Furthermore, to avoid serious discontinuities and / or criticalities in the journey, on our site it is possible to consult the services offered by other companies, which can be considered in connection with ours.

In particular, for each port of departure and arrival, we make information on public and private means of transport, accessible to users to reach these ports, both from other cities and within the same municipality. By way of example, we point out that it will be possible to consult the travel solutions in connection with our passenger transport service, through links to the sites of railway companies, bus lines, taxi companies, etc.

## 12) *Attention to the environment*

In order to strengthen its commitment to carrying out its activities in a sustainable way, the Company undertakes to contribute to the achievement of 9 of the 17 Sustainable Development Goals (SDGs), defined as part of the 2030 Agenda for Sustainable Development of the United Nations and which aim to decisively improve the living conditions of the world population. The measurement of the sustainability KPIs allows the Company to measure its contribution to the identified UN goals.

In particular, the Company is attentive to the reduction of pollutants both in the air and at sea, below are the initiatives carried out by the Company that contribute to the achievement of the supported SDGs.

### ***Initiatives for climate change and the protection of the sea and marine resources***

The Company is committed to continuous research into advanced sustainable technologies such as exhaust gas treatment systems for engines, ballast water treatment system, silicone paints without the release of biocides and toxic substances, the filtering system for water contribute to the removal of microplastics in the Mediterranean Sea. In order to constantly reduce the environmental footprint, the Company has invested in new technologies that are sensitive to the environment such as lithium batteries and solar panels.

### ***Sustainable patterns of production and consumption***

On board all the ships of the Company, a waste management system has been developed through separate recycling waste.

To make passengers aware of recycling waste on board, in 2021 the Grimaldi Group will continue to participate in the MAREVIVO #EmergenSea program as well as the sponsorship of Nautical In Blu courses for environmental training in schools / Nautical Institutes.



## CUSTOMER /TRAVELLER PROTECTION

### ***Sustainable water management on board***

The Company aims to improve the use of water on board the vessels thanks to dedicated projects, such as the installation and implementation of osmosis systems installed for the self-production of fresh water by desalinating seawater. In order to reduce the environmental impacts related to its activities, it constantly monitors the main negative externalities related to its energy consumption, the production of emissions harmful to the environment and the creation of waste.

### **E) GRIMALDI EUROMED and CUSTOMER/ TRAVELER PROTECTION *Dialogue procedures between customer and company***

Warnings and suggestions are an important opportunity to learn about the opinions of our Passengers, allowing us to constantly monitor the quality of services provided by identifying the areas in which activate actions for improvement, in order to reply to the expectations and needs of customers. Passenger notifications / complaints are handled by the Company in compliance with the provisions of the European Regulationn. 1177/2010 and Annex A to Resolution ART no. 83/2019.

Passengers wishing to submit a complaint pursuant to EU Regulation 1177/2010 can submit it within two months from the date on which the service was provided or should have been performed. Within one month of receipt of the complaint, the Company notifies the passenger that the complaint has been accepted, rejected or is still under consideration.

The time to give a definitive reply to the claim shall not exceed two months from its receipt.

Complaints can be sent in Italian and / or English:

- via email at the address: [customer@grimaldi.napoli.it](mailto:customer@grimaldi.napoli.it)
- via certified mail to the address: [grimaldi.euromed@legalmail.it](mailto:grimaldi.euromed@legalmail.it)
- by ordinary / registered mail to: Grimaldi Euromed SpA, via Marchese Campodisolan. 13, 80133 Napoli.

The claimant may use the form provided for download on the Company's website, in the Claims section, or send a communication containing at least:

- the identification references of the user (name, surname, address) attaching a copy of the identity document and the identification data of any representative, in this case attaching the mandate;
- the identification references of the trip (date, time of departure, origin and destination) and of the transport contract (booking code or ticket number);
- the description of the non coherence of the service with respect to the requirements defined by European or national legislation and by the general conditions of transport.

In case of no response to the complaint in the terms referred to above, or if the complaint has been presented in a complete manner and with the manner described above, or in case of not satisfactory answer, the passenger will be able to:

- use the extrajudicial resolution procedure by initiating a conciliation procedure at the Chamber of Commerce of the passenger's place of residence and / or domicile;
- submit a second instance complaint to the Transport Regulatory Authority. In case of delay in responding to the complaint, the passenger will be entitled to automatic compensation as provided for by measure no. 5 of the Resolution of the Transport Regulation Authority no. 83/2019.



## OR DELAYS IN THE DEPARTURE

### ***Procedures and cases for refunds***

The contract for the transport of passengers, their baggage and accompanying vehicles is governed, in particular, by EU Regulation no. 1177/2010, by the Athens Convention of 13/12/1974, as amended by the London Protocol of 01/11/2002, by the Italian Navigation Code, as interpreted in accordance with the Italian Legal System, as well as any subsequent amendments of the aforementioned legislation and / or any new sector regulations. Grimaldi Group S.p.A. operates as an agent of the Carrier Grimaldi Euromed S.p.A., indicated in the ticket.

The transport of passengers, their luggage and accompanied vehicles is also governed by the "General Conditions of Carriage for Passengers of the Company", which can be consulted by the passenger and which the same accepts when purchasing the ticket.

Similarly, when booking and / or purchasing the ticket, the passenger authorizes the Carrier to process personal data in the manner specified in the Privacy Policy and in accordance with EU Regulation no. 679/2016.

The company will promptly inform the Ministry of Infrastructure and Sustainable Intermodality of any disservice relating to connections burdened by public service obligations and will send within 48 hours a report on the actions taken for the purpose of fulfilling the obligations envisaged in the event disservices.

### ***Cancellation of the trip by the carrier or delay in departure***

The Carrier guarantees full compliance with all obligations arising from current legislation and, in particular, from EU Regulation No. 1177/2010 and from the resolutions adopted by the Transport Regulatory Authority.

In case of cancellation of a trip or delay of more than ninety minutes compared to the scheduled departure time, passengers can choose between:

- alternative transport to the final destination under similar conditions, as soon as possible and at no extra charge;
- reimbursement of the ticket price and, where appropriate, free return to the first point of departure indicated in the transport contract, as soon as possible.

In the event of cancellation or delay in departure, the Carrier does everything in its power to assist the passenger in the best possible way. In particular, where due pursuant to EU Regulation no. 1177/2010, the Carrier offers a snack for free and, if a stay is necessary and the delay is not due to adverse weather conditions, also hotel accommodation.

In case of delay in arriving at the final destination, in the cases provided for by EU Regulation no. 1177/2010, the customer can make a request for compensation through the channels indicated in the previous point. The economic compensation is calculated in relation to the ticket price actually paid by the passenger for the delayed passenger service. The delay is calculated based on the arrival time at the dock at the final destination compared to the scheduled arrival time. The relative percentages of compensation, upon exceeding the tolerance thresholds envisaged, are applied by the Carrier in compliance with the European Regulation in force. The economic compensation, if due, can be disbursed through vouchers that can be used within one year from the date of their issue. Instead, it is carried out in cash at the request of the passenger.

# SERVICE DOWNGRADE AND TICKET CANCELLATION



## ***Service Downgrade***

In the event that, due to unexpected impediments, the accommodation on board or the provided service does not correspond to the one sold, the Company will reimburse the difference in price.

## ***Ticket cancellation by the passenger***

The cancellation 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 email address [info@grimaldi.napoli.it](mailto:info@grimaldi.napoli.it), directly or through the intermediary from which it was purchased (e.g. travel agency).

For tickets at a special rate, cancellation does not entitle you to any refund unless otherwise provided for by the conditions of applicability of the special offer.

For standard fare tickets, the cancellation of the entire ticket, or part of it, entitles you to a refund of the value of the canceled items, subject to the following penalties:

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

Both for tickets purchased with standard fare and for those with special fare, any pre-purchased services (meals, shuttle bus Naples-Civitavecchia a / r) are fully reimbursed if the cancellation is made within 2 days from the date of departure. In case of cancellation made from the day before departure, however, there is no refund.

Requests for cancellation of a Standard fare ticket will not be accepted if it has already been subject, twice, to a change in date, time and / or line.

No reimbursement is due for failure to board due to refusal by the authority or lack / insufficiency of the passenger or vehicle document.

It is possible to purchase the multi-risk insurance policy which, in the cases and within the limits set by the contractual conditions indicated in the Nobis Information Set (available on the website [www.grimaldi-lines.com](http://www.grimaldi-lines.com)), guarantees the reimbursement of the penalty applied for the cancellation of the trip. by the passenger.

In any case, the application of the current provisions relating to the termination of the contract due to the supervening impossibility of the service referred to in art. 88-bis of the D.L. 18/2020.

# TICKET CHANGE



## ***Passenger Ticket change***

The change of the ticket is always possible and is subject to availability. All changes, except the change of departure (time, date and / or line), are free and subject to any tariff adjustment. In the event of a change of departure, the change costs of € 30 are also due. The change of departure can be made up to 2 days before departure and only in the case of simultaneous booking of a trip already available for sale.

## ***Insurance coverage for damage to persons and property***

The Company has third party liability insurance issued by the P&I Club, both to cover damage to property and for any accidents occurring during the trip. The Company also offers the possibility to activate additional specific protections to cover medical expenses, damage or loss of luggage, travel cancellation costs and more.

## **F) RIGHTS AND DUTIES OF THE TRAVELER**

The Company guarantees the following rights to citizens who move around the territory using public transport services:

- safety and tranquility of the trip
- continuity and certainty of the service, also through a rational integration between the different means of transport;
- timely publication and easy availability of timetables that are (if possible) integrated and coordinated with the means of transport necessary to complete the trip
- easy access to information on travel arrangements and fares
- respect for departure times
- hygiene and cleanliness of vehicles and departure points; efficiency of support equipment and infrastructures. Equipped waiting rooms (or rooms) (heating, seats, toilets, etc.);
- recognition of the personnel and the tasks performed; easy traceability of employees during the trip;
- correspondence between the services purchased and those actually provided (seat reservation, meals included in the ticket, supplements, etc.);
- containment of waiting times at branches by means of ad hoc communications and opening of dedicated branches
- compliance with the provisions on the prohibition of smoking on vehicles, in the premises and in spaces open to the public;
- easy access to the complaints procedure and quick response to the same (not exceeding thirty days).

# DUTIES OF THE PASSENGER QUALITY AND CHARTER



## ***The traveling citizen has the following duties to respect:***

- do not get on the means of transport without a ticket and / or reservation (if this is mandatory)
- do not occupy more than one seat
- do not soil and do not damage walls, accessories and furnishings
- respect the prohibition of smoking, if it is indicated
- not to behave in such a way as to disturb other people
- do not damage objects included between those classified and dangerous, without respecting the / indications established by the carrier
- do not use the alarm signals or any other emergency device, except in case of serious and imminent danger
- diligently comply with all conditions and formalities relating to security checks and customs procedures
- scrupulously comply with the instructions and instructions-respect of the providers of services and the instructions received from the operators
- use the transport infrastructures according to the pre-established rules - together with those of civil life - without compromising in any way the safety of the journey and the levels of service for himself and for all those who travel.

## **G) QUALITY AND CHARTER**

The implementation and certification of quality and environmental systems in accordance with ISO9001: 2015 and ISO14001: 2015 standards were, by the Company, a crucial strategic choice for continuous improvement and to increase competitiveness; these certifications have allowed the Company to face the market with a consistent competitive advantage over the competition, as it is better organized and able to "satisfy" the needs expressed by the customer and to orient itself correctly in relation to environmental requirements.

Each person or organizational unit of the company has an active and conscious role in pursuing this goal, and in addition to understanding and implementing the company policy, actively supports it. The success of the company depends on awareness and an attitude to operate at the "service of the customer", whether internal or external, with a view to respecting the environment and preventing pollution.

In consideration of this, the main objectives that the Company sets itself are the following:

- protect the safety and health of passengers and crew;
- maintain the level of maintenance and efficiency of the ships at the highest level;
- ensure customer satisfaction;
- prevent pollution, reducing where possible discharges, waste and the consumption of resources, monitoring their environmental impacts in a controlled and systematic way and adopting all provisions to prevent or eliminate the pollution itself;
- formulate objectives for continuous improvement of the quality of services and environmental performance;

# QUALITY INDICATORS



- develop the training and training of all employees, at all levels, to promote and encourage any initiative aimed at ensuring the quality of the services provided and the protection of the environment, with the aim of continually improving preparation technical and operational efficiency of on-board and ground personnel;
- adopt all possible countermeasures and strategies to avoid threats / incidents in terms of safety, security and cybersecurity.

The Company pays particular attention to the qualification processes of its suppliers, as required by the procedures of the integrated quality / environment management system ISO9001-ISO14001. The activities of suppliers are subject to continuous monitoring and evaluations. The partnership with suppliers is considered strategic in order to ensure the highest standards of quality and safety.

The choice of suppliers is made in accordance with specific, highly selective processes aimed at excellence; as part of the processes of inclusion in the register of suppliers and their qualification, the Company has established that the ISO9001 / ISO14001 certifications held by suppliers are preferential elements.

For supplies considered important for the purpose of providing the public transport service, the Company uses suppliers in possession of ISO9001 certification, while for supplies considered critical, the Company establishes specific agreements / quality plans with suppliers.

## H) QUALITY INDICATORS

### *The Company, in the perspective of:*

- Pursuing the continuous improvement of the quality of services provided ;
- Ensuring the customer satisfaction even over the expectations ;
- preventing potential lack of satisfaction /claims identified the following quality indicators, which are subject to measurement/monitoring, with the aim of providing data for periodical assessment of the service charter:

QUALITY INDICATOR	INDICATOR DESCRIPTION	MEASUREMENT UNIT	MODE	FREQUENCY ASSESSMENT	QUALITY STANDARD
Travel safety	Passenger accidents	% passenger accidents out of total passengers	Statistical calculation	All event	0,006%
	Car accidents following passengers	% accidents /% passenger cars transported	Statistical calculation	All event	0,0001%
	Audit results certified safety management	% audits passed out of total audits	Statistical calculation	Yearly	100%
	Ships classification level (Rina)	% ships with max class / total ships	Statistical calculation	Yearly	100%
	Overall perception of safety	Rating from 1 to 5	Periodic surveys through questionnaires	Bimonthly	



# QUALITY INDICATORS



QUALITY INDICATOR	INDICATOR DESCRIPTION	MEASUREMENT UNIT	MODE	FREQUENCY ASSESSMENT	QUALITY STANDARD
Personal safety and traveler's assets	Entity theft in the cabin	% theft / total passengers in the cabin	Statistical calculation	All event	0,0001%
	Car theft entity	% thefts / total passenger cars	Statistical calculation	All event	0,0001%
	Supervision of garages areas on board	% monitored areas / total areas	Company specifications	Yearly	100%
	Overall perception of personal and property security	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Regularity of the service and punctuality of the means	Offer indicator of freight% Rn	% number of trips made / total number scheduled races; number of trips not made for external causes	Internal Monitoring System	Monthly	100% (omissions for non-attributable reasons excluded to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.))
	Punctuality index% P	% Punctual journeys / completed journeys with good weather conditions	Internal Monitoring System	Monthly	100% (omissions for non-attributable reasons excluded to Grimaldi Euromed (weather conditions, strikes, technical causes not attributable to the company, etc.))
	Overall perception of regularity of service and punctuality	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Cleaning and hygienic conditions of the vehicles	Inspection visits by the Authorities of Maritime Health	% Visits sustained with positive-pass results / Total visits sustained	Certificate	Semester	100 %
	Inspection Visits by Authorities (NAS)	% Visits sustained with positive-pass results / Total visits sustained	Certificate	Occasional according to Authority decisions	100 %
	Checks of the self-control system carried out by specialist firms	% Visits sustained with positive-pass results / Total visits sustained	Certificate	Semester	100 %
	Sanitization	Performed sanitizations / Scheduled sanitizations	Certificate	Monthly	100 %
	Cleaning cycles on the ship	Data collected on the basis of HACCP monitoring sheets - -% interventions performed / planned interventions -% compliant interventions / planned interventions	Certificate	Monthly	100 %
	Overall perception of the level of cleanliness	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Travel comfort	Passenger accommodation on board	% reserved seats compared to the maximum transport capacity	Certificate Booking list	Every trip	Max 100%
	Anti-roll stabilization systems	% ships equipped with facilities compared to total ships	Certificate	Continuously	100 %
	Overall perception of travel comfort	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	

# QUALITY INDICATORS



QUALITY INDICATOR	INDICATOR DESCRIPTION	MEASUREMENT UNIT	MODE	FREQUENCY ASSESSMENT	QUALITY STANDARD
Additional services	Availability of bar and TV public spaces	% ships equipped with bar / TV public spaces compared to total ships	company provisions	Continuously	100%
	Catering service	% ships equipped with catering service compared to total ships	company provisions	Continuously	100%
	Other services (games room / children's playroom / kennel / pet cabins, etc.)	% ships equipped with other services compared to total ships	company provisions	Yearly	100%
	Overall perception of the usability of additional services	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Services for handicapped travelers (PRMs)	PRMs% SPMR service indicator	Nr. Monthly rides accessible and usable to PRMs / number of scheduled monthly trips accessible to PRMs	Statistical calculation	Yearly	100%
	Dedicated cabins for PRM with private facilities	% ships equipped with PRM cabins compared to total ships	Certificate	Continuously	100%
	Accessibility of PRMs to public premises and services	% ships with usability to public premises and services for PRMs compared to the total number of ships	Certificate	Continuously	100%
	Overall perception of the usability of services for PRMs	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Customer information	Information points at the embarkation points	No. of stops with information points / total no. Of stops	company provisions	Continuously	100%
	Other information points via computer (internet) and company call centers	Functionality / Usability of the company website and corporate call center	company provisions	Continuously	100%
	Information points on board	% ships equipped with information points than at no. total ships	company provisions	Continuously	100%
	Overall perception of the usability of information	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Relational and communication aspects of personnel in contact with users	Recognition of reception staff on the ground / edge	% of staff provided with identification badges / total reception staff	company provisions	Continuously	100%
	Presentability / decorum / kindness of the reception staff on board	% staff in uniform assigned to the reception / total staff assigned to the reception	company provisions	Continuously	100%
	Overall perception of reception staff	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Service level in branch operations	Adoption of computerized systems for issuing travel tickets	% of sales points equipped with IT systems compared to the total points of sale	company provisions	Continuously	100%
	Availability dedicated ticket offices at the boarding points	% of stopovers equipped with dedicated ticket offices respect to the total stopovers	company provisions	Continuously	100%
	Usability of on board check-in services	% ships equipped with on-board check-in services compared to total ships	company provisions	Continuously	100%
	Overall perception of the level of service in operations of counter	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	

# QUALITY INDICATORS



QUALITY INDICATOR	INDICATOR DESCRIPTION	MEASUREMENT UNIT	MODE	FREQUENCY ASSESSMENT	QUALITY STANDARD
Modal integration	Access to modal integration with other systems of transport	% stopovers with accesses with respect to the total number of stopover	Direct Survey	Continuously	100%
	Overall perception of modal integration	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	
Attention to the environment	Results of certification visits IAPP-IOPP	% IOPP and IAPP certification visits passed / scheduled visits	Certificate	Yearly	100%
	Results of ISO14001 environmental certification visits	% ISO14001 certification visits passed / planned visits	Certificate	Yearly	100%
	Calculation of equivalent SOX emissions	% SO / CO emissions reductions <19	Statistical calculation	Yearly	100%
	Overall perception of attention to the environment	Evaluation 1 to 5	Periodic surveys through questionnaires	Bimonthly	



# GRIMALDI EUROMED

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