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	INTRODUCTION
	Preliminary considerations GRIMALDI LINES ensures constant and timely adaptation of its General Conditions regarding the carriage of passengers, services and organization with national and international legislation concerning the carriage of passengers by sea and particularly with EU Regulation 1177/2010 dated 24/11/2010 entered into force on 18/12/2012.
	GRIMALDI LINES (our brand) presentation The GRIMALDI GROUP'S carriage of passengers and accompanied vehicles is marketed as GRIMALDI LINES.
	Purpose of the Regulations These Regulations for the carriage of passengers and accompanied vehicles supplements the general provisions of the GRIMALDI GROUP'S Quality Manual specifically regarding the organisational and operational aspects of the carriage of passengers, and any accompanied vehicles, on board the Ro/Pax vessels managed by the Short Sea line. The regulation aims to provide all Company personnel, vessel Masters, and Agents a comprehensive framework of the actions and measures adopted to ensure the quality of service. It integrates what is described in the Group's Quality Manual for the activities aimed specifically at passenger service.
	Scope of the Regulation The Regulation applies only to the activities covering the carriage of passengers and accompanied vehicles. It is also applied to the carriage of commercial vehicles.
1.	**MANAGEMENT RESPONSIBILITIES** **Quality policy and objectives** GRIMALDI LINES wants to make customised customer service one of its strengths. The Client is the Company's only source of income. The Client is given the utmost attention at all times. It is mandatory to use courtesy and professionalism when dealing with clients. A satisfied Client must be the Company's standard. A Customised and Quality Service are complementary and require a daily effort by all employees. Continuous improvement of service and compliance with procedures should be the prime objective of all employees whether they perform ground and on board activities: Grimaldi Lines employees, remote offices, and agents, maritime employees, outsourced employees, etc.
2.	**ORGANISATION** Ground organisation See the Grimaldi Group's Quality/Environment Manual On board organisation The on board organisation of the vessels includes all Grimaldi Group's merchant ship figures as well as the following: - Purser, Superior Officer responsible for all hospitality aspects, including embarking and disembarking of passengers. He/she is responsible for ensuring that the procedures, quality standards, and staff conduct are maintained and implemented in agreement with the directives established by the Company. He/she responds to the Master for general discipline, safety and environmental policy of the hospitality sector. - Quality Committee, which has the same set up (plus the Purser) and functions provided for on other Grimaldi Group merchant vessels. - Recruitment and training of hospitality and passenger assistance staff, which takes place with the same criteria as defined for the ground organisation in the Grimaldi Group's Quality/Environment Manual, bearing in mind the particularities of the service assigned. In particular, diplomas obtained in specialist schools, experience on other ferry or cruise liner vessels or in hotels, as well as the knowledge of foreign languages are top priorities.

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.

6	**IDENTIFYING THE REQUIREMENTS OF THE SERVICES PROVIDED** The Company has adopted a series of measures serving to identify the Clients who make use of the various services offered. In fact, a Passenger List with a plan showing the occupancy of cabins and seats is drawn up; this helps control access on board only to authorised people.
7.	**WORK INSTRUCTIONS FOR SALES OFFICES**
7.1.	**Definition** Commercial Offices means the structures (corporate offices, ticket offices, general agents and partner agencies) undertaking activities connected with serving passengers.
7.2.	**Booking and sale of tickets** The offices referred to in section 7.1 have direct access to the Grimaldi Lines' electronic booking system.
7.3.	**Claims** Claims are first managed by the Customer Satisfaction Office and then by the Claim Office if the claim comes from a Legal Firm. All claims received are entered into a specific register. All claims received in writing will be responded to in writing in the shortest time possible.
7.4.	**Travel documents** All the passengers have to be in possession of valid documents. Passengers are responsible for checking the validity of these documents. During the boarding operations will be carried out some checks by ground staff.
8	**SPECIAL TERMS AND REDUCTIONS**
8.1.	**Definition** Our principle is that every passenger must occupy the cabin (or spot) that was paid.
8.2	**General rule** Fare reductions and upgrading can be applied to: ✓ Shipping company concession ✓ Grimaldi group commercial reasons ✓ Grimaldi group employees
8.2.1.	**Shipping company concession** The provisions of the shipping company are applied. For the application, the operator must have the certainty that the authorisation has been granted.
8.2.2	**Grimaldi Group commercial reasons** The sector executive manager's written permission is needed, and the company name or organisation to which the beneficiary belongs must be indicated. The amount of the discount must also be shown in writing.
8.2.3	**Grimaldi Group Employees** The shipping company must determine these discounts each year.
9.	**CARRIAGE OF PASSENGERS AND ACCOMPANIED VEHICLES**
9.1.	**Definition** Any means of road transport for passengers is considered an accompanying vehicle, provided it is accompanied by the driver. Vehicles used for personal, sporting, recreational or private purposes are permitted as accompanying passenger vehicles, provided they are not intended for the commercial carriage of goods, are not subject to DG/IMDG/ADR regulations, and are compatible with the ship's technical and safety specifications. For passengers travelling with motorised craft on a trailer (boats, jet skis, inflatable boats and small craft), it is mandatory that the fuel tank be completely empty, the battery disconnected and that, at check-in, the passenger must complete and sign the relevant declaration, available on the website in the section dedicated to vehicle boarding at https://www.grimaldi-lines.com/it/per-partire/imbarco-auto-sui-traghetti/ and at port ticket offices. Failure to comply with even one of the above 5 requirements, or failure to complete and sign the declaration, will result in the vehicle being refused check-in and boarding, with no entitlement to a refund. Tourist coaches accompanying groups of passengers are also permitted. The Company reserves the right, in all cases, to verify the nature of the transport and to request additional documentation and/or information for the purposes of safety, regulatory compliance and the correct commercial classification of the shipment. No refund is due in the event of non-embarkation
9.2.	Vehicles are loaded and unloaded at the risk of the driver passenger.

	If the driver passenger asks the port agent or crew for assistance during the loading/unloading of the vehicle, the related expenses and the risk remain with him/her.
9.3.	Vehicles with natural gas or LPG supply systems must comply with all applicable regulations on the matter, and this compliance must be duly certified in the vehicle registration documents. The client must notify the Company in writing if a vehicle with natural gas or LPG is being transported. During the time in which the vehicles are stored on board, the tank shut-off valves must be closed.
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 withouth a vehicle but with a bike or electric scooter should get the terminal through the lanes reserved to passengers withouth vehicles. Within the terminal passengers may move their bikes or electric scooter only manually and not be sitted 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 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, which carries out check-in, delivers to the PRMs who embark with their own vehicle an adhesive coupon to be pasted on said vehicle. If the PMR prefers to go directly to the square in front of the embarkation pier to carry out the fast check-in, they can make themselves recognizable by turning on the 4 arrows and/or placing an A4 sheet on the dashboard with the word PMR that they will have received as an attachment during the booking process to the ticket. Upon arrival on board, these vehicles are directed towards the parking areas intended for them, located near the lifts or the reserved cabin. Even the ports of unloading are informed in advance of the presence of a PMR, but in any case, before arriving at the destination, the Hotel manager informs the agent of any ground transport needs. 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.
11.	**UNDER AGED PASSENGERS**
11.1.	Under aged passengers must have a valid individual identification document according to the provisions of EC Regulation 2252/2004.
11.2.	Passengers under the age of 14 with Italian nationality, travelling on international routes with a companion other than one of the parents, must have with them the statement of accompaniment, issued by the police. For details on the procedure you can contact the reference quest, or see the following link https://www.poliziadistato.it/articolo/191.
11.3.	Passengers between the ages of 14 and 17, not accompanied by at least one of the parents, may be admitted on board as long as they hand over to the Ship Commander/Commissioner a release letter signed by both parents, with attached documents, in which they claim to take full responsibility for any harm to the person and/or procured to third parties. Under no circumstances will the Ship Commander and/or other crew member take custody, nor the consequent responsibility, of the child on board the ship. It is understood that the passenger will have the burden of carrying all the necessary documentation required by the destination country; The carrier will not be liable if such documentation is deemed insufficient by the authorities in the destination port.

11.4.	For minors who do not have Italian citizenship, it is appropriate to refer to what is established by the competent authority of the country of origin.
12.	**PREGNANT PASSENGERS**
12.1.	Women 6-months pregnant or more can only travel with a medical certificate authorising the trip, and that has been issued no more than 7 days before the date of departure. However, in case of a pregnancy with complications, the pregnant passenger will be provided with a medical certificate authorising the trip regardless of the number of months of pregnancy. In any case, embarkation will not be permitted to women who are expected to give birth 7 days after the departure or who have given birth 7 days prior to the departure.
12.2.	The Master of the Vessel has the right to refuse passage of a pregnant woman who has, at his/her sole discretion, a medical condition that does not enable her to make the journey. If the Master 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. At the discretion of the Purser, they may also be permitted access to common areas, restaurants, and passenger lounges, provided they are housed in a special carrier; with the exception of guide dogs for blind passengers, as per 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 Regulation (EU) No. 577/2013, as well as the "written declaration" referred to in the same Annex. Dogs, cats, and ferrets entering the EU from Tunisia must be identified by a microchip or by a clearly legible tattoo if applied before 03/07/2011. On routes to Tunisia, in accordance with the official communication from the Tunisian Ministry of Transport (OMMP), the boarding of the following dog breeds is strictly prohibited: **Pit Bull, Rottweiler, Tosa, Mastiff, and Boer Bull.** Failure to comply with this prohibition will result in the animal not being allowed to board. If a passenger arrives at check-in with an animal not listed on the ticket, the port agent must proceed as follows: Verify the availability of a pet cabin or kennel on board; Collect the corresponding fee and issue a ticket.
13.9.	**On board** The Master must enforce the rules for the transport of animals. In the event that a passenger is found with an animal on board, not mentioned on the ticket, the ship must proceed as indicated in § 13.1 in paragraph 13.8. If the animal is in the cabin, the fee for the *pet in cabin* service must also pay. Animals cannot travel in passenger vehicles under any circumstances
13.10	**Guide dogs** Blind passengers can travel accompanied by their guide dog at no extra charge according to the provisions of law 376 dated 25 August 1988. The animal can travel in the cabin together with the passenger. The presence of the guide dog must be signalled when embarking.
13.11.	**Final remarks** The limitations and restrictions for the transport of animals are required for the benefit of all passengers.
14.	**PASSENGER REGISTRATION** Checking passengers during embarkation / Counting passengers during intermediate stops
	In accordanceto the Decree 38 of 11 May 2020 (transposition of Directive 98/41 / EC 2017/2109 / EU) which from the entry into force and, until the issuance of a specific provision by the flag Administration, defines that the Companies may continue to communicate information relating to the persons on board to the Company's passenger registration officer or to the Company's ground system having the same function, without the obligation of prior approval of the registration system by the competent transport ministry through the General command of the Port Authority Corps provided that the Company implements a passenger registration procedure in order to: - Ensure that the number of persons on board does not exceed the maximum allowed by the safety certificate for each unit; - Collect information on all persons on board to facilitate search and rescue operations and cope with SAR events; - Always be aware of the number of people (passengers, crew, guests, technicians, etc.) present on board. The booking, e-booking is set so that more tickets than the set limit are not issued. This limit is set to ensure the number of people on board does not exceed the maximum allowed by the security certificate of each unit (infants up to 1 year of age are not counted). The maximum number of crew with a full workforce is always established for the purpose of booking.

In compliance with the decree, when requested by the passenger, the E-booking System collects a contact number during the booking to be used in case of emergency.
Also, to have knowledge of the number of people (passengers, crew, guests, technicians, etc.) on board at any time, the Master is responsible for counting people embarking at each point of call, through shipboard personnel, coordinated by the Purser. With the use of a bar code reader, the shipboard personnel read the pax embarkation pass after checking correspondence of the ticket with an identification document. The data loaded into the "person counter" is downloaded to the system by the Purser to enable the automatic processing of the final embarkation list to be sent to the competent authorities in the time and manner established.

Passenger checks during embarkation

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 as a priority. - Competent authorities (upon request) In the case of malfunction of the e-booking, DMGPAX system, there is a back up of the information, which is then recorded and stored anyway. The method for using the ticket issuance computer system is shared with all people responsible for its use. The e-booking registration system (software) meet all the functional criteria provided of Decree: readability, availability, functionality, and security. The same requisites are satisfied when the manual system is used. The application of Decree is mentioned in the General Conditions attached to the ticket and are published on the website www.grimaldi-lines.com, these also include compliance required by GDPR 2016/679. B) Vessels with manual data registration system The vessel receives the advance embarkation list from the port's ticket office. The crew updates this list. Within 15 minutes from the departure of the vessel, the Purser must send the complete and updated list of passengers on board to the Passenger Office in Naples via e-mail or fax. The 15-minute limit also applies for night departures and departures on bank holidays. The booking office will update the passenger data as quickly as possible and as a priority. **Counting passengers during intermediate stops** The on board Purser under the supervision of the Vessel Master will implement the following procedure during the disembarkation of passengers at intermediate stops: a. Before arriving at the port, the Purser will designate two crew members, one to count their passengers disembarking on foot and one to count those disembarking with an accompanied vehicle; b. During disembarkation of the passengers, the two designated crewmembers will count the disembarking passengers with the supplied people counter. Moreover, they will collect the boarding passes. Passengers without boarding passes will be conducted to reception to be identified. c. When disembarkation is completed, these crew members will record the numbers detected on the FM/USQA/VR/VR/118 form (annexed to the above-mentioned ministerial memorandum) and will sign the bottom of the form; d. The Purser will then verify the numbers detected during disembarkation for congruity with those on the passenger lists and will tick off the names of passengers who disembarked using the boarding passes. According to the privacy law, the boarding passes must be destroyed. e. This form will be stored in the BOX SMS 063 (Attached label) in the Purser Office, which is proof that this procedure has been implemented. If the Purser is not on board the vessel, the Vessel Master will be responsible for applying this process.
15.	**DRIVERS**
	Driver means any driver of a commercial vehicle loaded onto the vessel. There may be more than one driver for each vehicle. The price of passage is fixed by the UCOM and must be included in the bill of lading, along with the name and surname of the driver. The latter must have the identity documents required for the journey and to disembark in the destination country. **The drivers are treated as passengers for the purposes of SOLAS and Decree**

	13/10/1999.
15.1.	**Embarkation card** Each driver will receive a regular embarkation card during check in.
15.2.	**On board arrangement** Drivers will be assigned a cabin, vessel's availability permitting.
15.3.	**On board meals** Drivers have the right to free meals. See section 17.12.
16.	**WORK INSTRUCTIONS FOR PORT AGENTS**
16.1.	**General** 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. In any case, the following procedure must be followed: During the embarkation of passengers, the travel tickets will be checked as follows: • The Purser or a delegate will check the travel tickets during embarkation of passengers on foot and with an accompanied car; 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. For accompanied vehicles, the personnel will give the passenger the "embarkation" sticker to be placed on the windshield. a. All passengers on foot will be embarked through a single properly indicated pedestrian access; b. Before authorising access on board, the personnel mentioned above will check the following for each passenger: v. Possession of a valid travel document; vi. Possession of a valid identity document; vii. Correspondence of the passenger's name on the identity document and travel document; viii. Recording of the passenger's embarkation (using paltop, optical scanners or manual checking off).
	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.
16.2.2	**Passenger list** The passenger list is drafted with the DMGPAX computer system. The on-board crew and port agents are equipped with an explanatory manual to use the system. Moreover, ground staff is responsible for providing employees with customised training. Some operational details are given below: The port agent prints the list directly from his/her computer. <u>Passenger list for the Border Patrol</u> For the lines to and from countries outside of the Schengen Area

	• The Purser provides the Border Patrol with the list. There may be local arrangements requiring that the Port Agent directly send the list. For lines between Schengen Area countries: A correct application of the Schengen Agreement does not require any lists since border controls are abolished.
16.2.4	**SAR data Departure Message** Within 15 minutes from the departure from the port, the Vessel Master will send a message to the DPA, COMMERCIAL DEPARTMENT (Line Manager) and the PERSON RESPONSIBLE FOR THE PASSENGER REGISTRATION SYSTEM containing the following information: a. Vessel Name b. The total number of passengers on board, divided as follows: 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, rejected or is still being examined. The time necessary to definitively respond to the complaint must not exceed two months from receipt of the same. Complaints may be sent in Italian and/or Greek and/or English: – By email to the address customer@grimaldi.napoli.it; – By certified email to the address grimaldieuromed@legalmail.it – by ordinary/registered post to: Grimaldi Euromed SpA, Via Marchese Campodisola 13 – 80133 Napoli. The claimant may use the appropriate form downloadable from the Carrier's website (for Grimaldi Euromed S.p.A. at www.grimaldi-lines.com; for Minoan Lines S.A. at www.minoan.gr) under the Complaints section) or send a communication containing at least: The user's identification details (name, surname, address), attaching a copy of the identity document and the identification data of any representative, along with a proxy in such cases; The identification details of the journey (date, time of departure, origin and destination) and of the Contract of Carriage (booking code or ticket number); A description of the service inconsistency with respect to requirements defined by European or national legislation, by the General Conditions of Carriage or, for the Lines under affiliation (Naples-Cagliari, Cagliari-Naples, Cagliari-Palermo, Palermo-Cagliari, Civitavecchia-Arbatax, Arbatax-Civitavecchia, Civitavecchia-Cagliari, Cagliari-Civitavecchia), by the Service Charter. In the event of failure to respond to the complaint within the above terms, where the complaint has been submitted in its entirety and in the manner indicated above, or in the event of a response deemed unsatisfactory, the passenger may: Avail of the out-of-court dispute resolution procedure before the bodies covered by the resolution of the Transport Regulatory Authority no. 21/2023; Submit a second-instance complaint to the Transport Regulatory Authority through one of the methods following methods: - Online through the electronic complaint acquisition system (SiTe), accessible from the Transport Regulatory Authority's website (www.autorita-trasporti.it); - By filling out the appropriate forms available on the Authority's website, to be sent together with the mandatory documentation via certified email (to the address: pec@pec.autorita-trasporti.it exclusively in .pdf format) or by registered letter with acknowledgement of receipt to the Transport Regulatory Authority, User Rights Office at Via Nizza 230 – 10126 Torino. In the event of a delay in the Carrier's response to the claim and the port of departure is in Italy (or the port of destination if the port of departure is in a country not belonging to the European Union), the passenger will be entitled to automatic compensation as provided for by Measure no. 5 of the Transport Regulatory Authority Resolution no. 83/2019 available on the Authority's website at: https://www.autorita-trasporti.it/wp-content/uploads/2019/07/All.-A-delibera-n.-83_2019.pdf
16.10.	**Extraordinary or unplanned events** These are regularly managed in compliance with the Safety Management System (SMS).
17.	**WORK INSTRUCTIONS FOR THE VESSELS**
17.1.	**General conduct** Passenger Service personnel must wear the company uniform when on duty or in the passenger area. Employees uniform must always be in order and clean. It is the Captain's responsibility to ensure that all personnel wear uniforms in line with company standards. Relations with clients must be based on the utmost courtesy and helpfulness. Employees are not allowed to drink alcohol or smoke on duty or in the passenger areas and use or possess drugs. The entire crew must wear a badge with their name and picture.
17.1.1.	**Uniforms** Concerning uniforms for:

	• OFFICIALS • NON-COMMISSIONED AND COMMON DECK AND ENGINE OFFICERS • NON-COMMISSIONED AND COMMON KITCHEN OFFICERS • ROOM STAFF See the provisions issued by the Maritime Office.
17.2.	**Welcoming - Embarkation** The Purser is responsible for welcoming passengers aboard the vessel. Embarkation time is agreed to with the port agent (see section §16.2.) The sending of an "embarkation coupon" accompanies the boarding pass issuing procedure with the introduction of the fast check-in system. FAST CHECK-IN • 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.	Upgrading against payment 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.	Upgrading without paying the difference 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 that 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 visitors, including Grimaldi Group employees, must present an identification document. The port agents and terminal operators shall inform the Master on how to identify their employees or delegates, who climb aboard for official reasons.
17.7.	**Smoking on board** Italian laws on this matter are applied. The entire crew must work together to enforce the legal provisions on the subject.
17.8.	**Cabin / Cabin Service/Services and Common Areas** Refer to specific HTL Work Instructions for Cain checks and equipment, for the operation of the Cabin, Toilets and Common areas.
17.9.	**Television** The Purser (or a delegate) manages the television(s) of the public areas. Passengers cannot change channels During the embarkation of passengers televisions in public areas must be used exclusively for the transmission of security video information.
17.10.	**Self-Service and Restaurant Service** Accurate management of meal times must ensure a timely and efficient food service, even in conditions of full vessel occupancy. Catering services are provided with a "self-service" or 'à la carte' restaurant service. Mealtimes must be posted in a visible manner. Moreover, the start of each mealtime must be announced with the loud speaker. Meal times must take into account the arrival and departure time of the vessel and the number of passengers on board.
17.11.	**Meals** The fundamental principle is to serve our passengers good quality food. The following meals are served: Breakfast, Lunch, and Dinner. Some bars provide snack and fast food service. The Purser shall carry out frequent and thorough inspections of the food supplied aboard.
17.12.	**Meals for drivers** Meals are included in the passage of drivers.
17.13.	**Pre-paid meals** Individuals and groups with pre-paid meals will receive their ticket with meals specifications. These specifications are also shown on the boarding pass. The passenger will not be reimbursed if the meals are not consumed or are partially consumed.
17.14.	**Collection checking** The catering contractor administers the restaurant, bars, and shops, and collections are within its jurisdiction. The Purser is responsible for Grimaldi Lines collections and also has the responsibility to monitor the collections of the contractor from the registers of the Self Service, restaurant, bars and shops. All of the contractor and Grimaldi Lines' transactions with collection must pass through the DMSQL system installed on board. Both touch-screen and standard registers are used in the bars, restaurant, self-service, store, and wellness centre, if present. The Tourism Accounting Office provides the instructions regarding the sending of data to the office in Naples. The Offices in Naples have a person dedicated to the monitoring of on-board sales.
17.15.	**On-board sales of the passenger ticket or fare difference** The Purser carries this out. A Grimaldi Lines passenger ticket, exclusively in Euro, must be issued for each transaction. The sale and collection of the fare must be recorded in the DMSQL system. Payment by credit card is accepted according to the procedures defined by the finance office and, if authorised, via POS (see section 17.19) Payment by cheque will not be accepted under any circumstances.
17.16.	**Currency exchange**

	There is not a currency exchange service on board
17.17.	**LUGGAGE – LOST ITEMS** Each passenger may carry aboard the vessel, without any supplement being charged, unchecked baggage containing exclusively personal items, within the size limits specified below: 56x 45 x 25 cm, for each passenger who has booked an armchair or who is travelling on the bridge passage or in a cabin. In addition, each passenger may take a small bag or backpack with them on board the vessel at no extra charge. With the exception of the lines in agreement, the transport of additional luggage – even if not exceeding the aforementioned weight and volume limits – is subject to the payment of a supplement equal to 10 euro per piece of luggage, to be paid during boarding. On the lines to/from Tunisia, the transport service for such luggage can be pre-purchased during the booking process, at a price of 7 euro through the following channels: (i) online via the website 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 by the H.A.C.C.P. standards contained in the corresponding manual. **The Purser and Master have the task and responsibility of ensuring that these provisions are strictly respected. The monitoring of the HACCP system and its specialised activities has been entrusted to external consultants by entering into contracts.**
17.21.	**Bars** The bars are opened at scheduled times. The bar price list is in Euro, and only this currency will be accepted. The bar price list must be shown and fully visible to everyone. Alcoholic beverages must not be sold to people under the age of 18.
17.21.1	**Bars - Crew services and prices** 'Crew= price list: applies only to board personnel authorised by the Master. This price list is also applied to Grimaldi personnel identified with the specific 'Grimaldi Group" badge. Food and drink must be paid in cash. 'Ship owner service' (this sale does not include collection): authorised people must sign the sales receipt. In addition to the signature, the sales receipt must include the (legible) name of the signatory, name of the guest or the justification. Alcoholic beverages must not be sold to crewmembers.
17.22.	**Casino and Slot machines** The Casino and slot machine areas must be closed during stops at a port (officially from the time when the ship enters the territorial waters).
17.23.	**Sun Deck** The passenger services must deal with the "light" daily cleaning and has to keep this area in order. The deck crew must deal with the "heavy" cleaning. The sun deck bar primarily has a seasonal opening.
17.24.	**Front Desk** • Has the function of Information Office and Help Desk; • This desk is under the responsibility of the Purser This desk is always opened during the crossing and embarkation/disembarkation operations.
17.25.	**Store** The store is opened during scheduled times, which must be posted, and it must be closed during stops in ports. The store sells souvenirs and essential items for journeys within the European Union, and "duty-free" products are also sold on routes that enter ports in countries not belonging to the European Union. Prices are in €uro and payment by cash or credit card is accepted. • "Duty-free" products can only be carried and cannot be consumed on board.
17.26.	**Consumption on board during crossings entirely within the European Union** According to ministerial memorandum 67/B dated 05/04/2000 of the Customs Department, goods boarded in Italy and intended for consumption on board by passengers and crew will continue to be exempt from national excise duty, both in the case in which they are offered free to travellers or if they are purchased from retailers located on the vessels. In this case, sales must be limited to the quantities and types of packaging listed below and cannot be made in areas intended for the distribution of the goods to be consumed on board (bar, restaurant, etc.). To take advantage of the exemption from excise duty, all products must be opened before being delivered to the traveller. The exemption cannot be applied to domestic routes. In the on-board management software (DMSQL software) there is a specific procedure to allow the Pursers on board to check that the disbursements take place in accordance with the provisions of the aforementioned circular (Section 21 - Accounting Management Manual of the Purchasing Office for ro/pax ships)

17.27.	**Ecology, Cleaning, and Washing** Environmental awareness is becoming ever more widespread. Appreciative of this, Grimaldi Lines regulates its activities in respect of the environment and nature. Cleaning, which is under the responsibility of the Purser, must be done with the utmost care. Particular attention must be given to the cleaning of Public Toilets. Also refer to the HACCP provisions.
17.28.	**Hygiene** Refer to the HACCP provisions.
17.29.	**Passenger service suggestion forms** Our aim is to monitor the quality of our passenger service and, where necessary, to improve and adapt our offer to the needs of our customers
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** See the SMS and H.A.C.C.P. manuals for inspections and checks of the services regarding passengers.
19.	**CONTROL OF THE SERVICE AND NON-CONFORMING PRODUCTS**
19.1.	**General information** Nonconformity of the service and products means any failure or qualitative deficiency of a provision or service compared to what is offered to the Client in the Company's brochures or website. The monitoring of nonconformities is carried out as follows:
19.2.	**Planned and systematic inspections and checks** They are carried out by the Purser and by the on-board Quality Committee according to criteria and procedures and are planned to ensure comprehensive monitoring of the quality of all on-board services.
19.3.	**Suggestion forms** Suggestion Forms are processed as soon as possible to take action promptly in areas considered inadequate.
19.4.	**Comments and observations of travel agents** Many passengers prefer to express their opinion directly to their travel agency. Comments and observations received through this channel are treated as those received directly.
19.5.	**Complaints and disputes** Any complaint made by a passenger is assessed with due attention, as it attests to the Client's dissatisfaction. Complaints received from the Customer Satisfaction Manager See section 7.4. The Booking and Sales Italy Office Manager manage requests for refunds, damages, and compensation. Claims, compensation and compensation: - Requests received before departure date are handled by the Passenger Office - Requests received after the departure date are handled by the Customer Satisfaction Office
19.6.	**Nonconformity of service providers and contractors** The goods and services provided or purchased by third parties and subcontractors are subject to systematic and planned checks. Appropriate actions are taken in the event of non-conformity with specific provisions and/or the purchase or procurement contract. These actions may include the supplier/contractor's resolution of the problem, the Company's intervention or termination of the contract.
20.	**CORRECTIVE AND PREVENTIVE ACTIONS** Corrective actions on the quality system and/or procedures set out in this Regulation may result from the Master and/or on-board Quality Committee's assessments or the systematic analysis of non-conformities and complaints filed by passengers. The research and analysis of the causes of non-conformity or complaints are essential to improving the service and product quality. As far as possible and when the reasons are obvious and relate exclusively to the on-board services, corrective actions are implemented immediately. When the causes of non-conformities are not readily detectable or are not attributable to the on-board services, the on-ground quality manager is notified of the situation so that he/she may carry out the appropriate or necessary investigations. Even in this case, the entire process is adequately recorded (poor condition, causes determining it, corrective action, checking the adequacy and effectiveness of the action).