

## **GENERAL TERMS & CONDITIONS**

### **COMMERCIAL POLICY**

#### **Embarkation Procedure:**

Passengers and Vehicles must report at the embarkation port for check-in at least one (1) hour before departure.

#### **Reservations:**

The ticket is strictly personal. It is not transferable and is valid only for the specific accommodation and route that has been issued for.

#### **Tickets cancellation:**

Tickets can be cancelled only at shipping company's central office or at designated port offices. Tickets cannot be cancelled over the phone and their holders must deliver them to the issuing agency.

After vessel's scheduled departure, tickets are neither cancelled nor reverted to open and the date of travel cannot be changed.

#### **Cancellation Fees:**

#### **A.N.E.S :**

- Up to 14 days before departure date: 100% refund on tickets value.
- Up to 7 days before departure date: 75% refund on tickets value.
- Up to 12 hours before departure date: 50% refund on tickets value.
- Cancellations made in less than 12 hours before departure are NOT entitled to a refund.
- Alternatively tickets can be converted into open date tickets or for another departure date till one hour before the departure.

#### **AEGEAN SPEED LINES:**

- 100% Cancellation up to 14 days prior to departure.
- 75% Cancellation up to 7 days prior to departure.
- 50% Cancellation up to 12 hours prior to departure.
- No refund from 12 hours until departure.

- Tickets can be changed to open date tickets latest 4 hours prior to the scheduled departure.
- Tickets made open can be replaced up to one year after their issuance date, and only once.

#### **AEGEAN FLYING DOLPHINS:**

- Up to 14 days before departure date: 100% refund on tickets value.
- Up to 7 days before departure date: 75% refund on tickets value.
- Up to 12 hours before departure date: 50% refund on tickets value.
- Cancellations made in less than 12 hours before departure are NOT entitled to a refund.

Open tickets are valid and can be used for one year after their first date of issue.

#### **AEGEON PELAGOS:**

##### High Season:

- Up to 14 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 13 days and up to 7 days prior to departure: A 25% cancellation charge applies or alternatively tickets can be converted to open date tickets or for another departure date.
- From 6 days and up to 4 hours prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 4 hours prior and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

##### Low Season:

- Up to 4 hours prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 3 hours and up to 1 hour prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 1 hour prior and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.

- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

## **ANEK LINES:**

### DOMESTIC LINES

#### High Season:

- Up to 14 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 13 days and up to 7 days prior to departure: A 25% cancellation charge applies or alternatively tickets can be converted to open date tickets or for another departure date.
- From 6 days and up to 4 hours prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 4 hours prior to and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

#### Low Season:

- Up to 4 hours prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 3 hours and up to 1 hour prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 1 hour prior and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

### ADRIATIC LINES

- A 100% refund, up to 22 days prior to departure.
- A 80% refund, from 21 days up to 8 days prior to departure.
- A 50% refund, from 7 days to 24 hours prior to departure.
- The Company has no obligation to refund in case of cancellations made less than 24 hours prior to ship's departure or if the passenger does not report at check-in.

- EARLY BOOKING offer

After ticket issue, reservation cannot be cancelled but can be changed by paying the resulting price difference (the offer is not valid when changes occur).

Valid for all accommodation and private vehicle categories.

Discount is cumulative with all other offers/discounts provided by the ferry line.

### **BLUE STAR FERIES:**

High Season:

- 7 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 7 days and up to 4 hours prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 4 hours prior to and up to the departure: 50% cancellation fees must be paid.
- After departure: Tickets cannot be cancelled or converted to open date tickets or to travel another date.

Low Season:

- 3 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 3 days and up to 1 hour prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date
- 1 hour prior and up to the departure: 50% cancellation fees must be paid.
- After departure: Tickets cannot be cancelled or converted to open date tickets or to travel another date.

**OPEN DATE TICKETS:** Open date tickets are cancelled without charge when they have been originally issued as open date. If they have been converted to open date, a 50% cancellation fee applies.

### **CYCLADES FAST FERRIES:**

- From the date of issue of the ticket until 8 days before the scheduled time of departure tickets can be cancelled without cancellation penalties if the whole body of the ticket is returned to the issuing agent or they can be converted to open date tickets.
- From 7 days up until the scheduled time of departure tickets can be cancelled with a cancellation penalty of 50% as long as the whole body of the ticket is returned to the issuing agent or alternatively, they can be converted to open date tickets.

### **DODEKANISOS SEAWAYS:**

- Tickets cancelled within a period of seven (7) days to one (1) hour prior to the vessel's scheduled date and time of departure, a refund of 50% on the fare is granted.
- From fourteen (14) days up to seven (7) days prior to the vessel's scheduled date and time of departure, a refund of 75% on the fare is granted.
- Up to 14 days before departure date: 100% refund on tickets value.
- Alternatively, the passenger is given the possibility to convert these tickets into Open Date (Open) in order to use them in a future trip, provided that the request has been made before departure.

### **GOLDEN STAR FERRIES:**

- Up to 6 days before departure: 100% refund or change to open date ticket.
- From 6 days up to 12 hours before departure: 50% refund or change to open date ticket.
- From 12 hours before departure until departure time: 50% cancellation fee.
- Open date tickets are valid for one year from the issuing date. Open date tickets are not valid for embarkation unless replaced by new tickets with date of departure.

### **HELLAS SPEED CAT:**

- Up to 14 days prior to departure: Tickets are fully refundable
- Up to 7 days prior to departure: 75% refund
- Up to 12 hours prior to departure: 50% refund
- For less than 12 hours prior to departure: No refund or amendment of tickets is possible.
- Tickets can be changed to open date tickets at least 24 hours before departure. Open date tickets can be replaced with tickets for another date for any of our destinations (subject to availability). They are valid for one year, they cannot be cancelled and any price difference is not refunded.

### **HELLENIC SEAWAYS:**

- Up to 14 days before departure: 100% refund of the fare
- Up to 7 days before departure: 75% refund of the fare
- Up to 12 hours before departure: 50% refund of the fare
- For cancellations made in less than 12 hours before departure fare cannot be refunded.
- Tickets can be converted into Open-Date tickets to be used in a next trip, if requested by the passenger, as follows:

#### High Season:

- Up to 6 hours before departure, for the High-Speed vessels (Highspeeds & Flyingcats)

- Up to 4 hours before departure, for the vessels NISSOS MYKONOS, NISSOS RODOS, NISSOS SAMOS and ARIADNI

- Up to 2 hours before departure, on the Saronic Gulf and Sporades lines (excluding highspeed vessels in the Piraeus - Aegina - Agistri – Piraeus line and Saronic Gulf ferries where the conversion can be done before departure).

Low Season:

- Up to 2 hours before departure, for the High-Speed vessels (Highspeeds & Flyingcats) every Friday - Saturday - Sunday

- Before departure, for vessels NISSOS MYKONOS, NISSOS RODOS, NISSOS SAMOS and ARIADNI

- Before departure, on the Saronic Gulf and Sporades lines

- Open-Date are replaced with new tickets of equal or greater value by paying the difference in fare, if seats are available for the same or another trip. For this new ticket the above cancellation terms are not valid; any fare difference from the original is not returned. Naturally, the new ticket may not be of discount if the older was not, and a vehicle ticket is not replaced with a passenger ticket or vice versa. Open tickets are valid (can be replaced with a new ticket) up to the end of the year of issue of the original ticket.
- Special offers' tickets cannot be canceled.
- Early Booking: Passengers who plan ahead and purchase their tickets up to 15 days earlier than their departure date enjoy a 15% discount, offered by our Early Booking Program. The offer is valid for a limited number of seats, from Tuesday to Thursday. The offer is valid for a limited number of seats with the simultaneous booking and issuing of tickets. These tickets cannot be cancelled or refunded, but they can be changed into Open and replaced by the end of the year with new tickets by paying the regular price difference. The above offer is not valid for the Saronic itineraries.

**KEFALONIAN LINES:**

- Up to 14 days before departure date: 100% refund on tickets value.
- Up to 7 days before departure date: 75% refund on tickets value.
- Up to 12 hours before departure date: 50% refund on tickets value.
- Cancellations made in less than 12 hours before departure are NOT entitled to a refund.
- There is a choice of changing the tickets into Open Date tickets in order to be used for another trip.
- The Open Date tickets are replaced by a new ticket, of the same or higher value, by paying the difference subject to availability, for the same or a different trip. For this new ticket all the above cancellation terms are not valid and any difference in price is not refunded. Please note that the new ticket cannot be issued with any discount

if the initial ticket did not have a discount and vehicle tickets cannot be replaced by passenger tickets and vice versa. Open tickets (may be replaced) are valid until the end of the year that the initial ticket had been issued for.

### **LANE LINES:**

#### High Season:

- Up to 14 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 13 days and up to 7 days prior to departure: A 25% cancellation charge applies or alternatively tickets can be converted to open date tickets or for another departure date.
- From 6 days and up to 4 hours prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 4 hours prior and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

#### Low Season:

- Up to 4 hours prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 3 hours and up to 1 hour prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 1 hour prior to and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

### **IONIAN GROUP – LEVANTE FERRIES:**

- Up to 14 days before departure date: 100% refund on tickets value.
- Up to 7 days before departure date: 75% refund on tickets value.
- Up to 12 hours before departure date: 50% refund on tickets value.
- Cancellations made in less than 12 hours before departure are not eligible for refund.
- Alternatively tickets can be converted to open date tickets or for another departure date until one hour before the scheduled departure.

## **MINOAN LINES:**

### **DOMESTIC LINES**

- From the date of the ticket issue and up to 14 days before the scheduled departure, the fare of the ticket is fully refundable.
- From 13 days up to 7 days before the scheduled departure: 75% refund.
- From 6 days up to 12 hours before the scheduled departure: 50% refund.

### **ADRIATIC LINES**

- From the date of the ticket issue and up to 30 days before the scheduled departure, the fare of the ticket is fully refundable.
- From 29 days up to 7 days before the scheduled departure: 75% refund.
- From 6 days up to 24 hours before the scheduled departure: 50% refund.
- On the day of the scheduled departure: the fare is not refunded.
- Tickets can be refunded only by the issuing agency.

### **EARLY BOOKING offer**

- After ticket issue, reservation cannot be cancelled but can be changed by paying the resulting price difference (the offer is not valid when changes occur).
- Valid for all accommodation and private vehicle categories.
- Discount is cumulative with all other offers/discounts provided by the ferry line.

## **PHOENIX MARINE LTD:**

As from 29/5/2016 and after information received from the competent port authorities, all passengers will be charged with EUR 6.00 per person including the special ISPS - Charge Port Tax.

## **SEAJETS:**

- Up to 14 days before departure : 100% refund
- Up to 7 days before departure : 75 % refund
- Up to 12 hours before departure : 50 % refund
- For cancellations made in less than 12 hours before the departure no refund can be made.
- Tickets can also be converted to open date tickets (open) at least 24 hours before departure. Open date tickets can be replaced with another date tickets for any route subject to availability (valid for one year and it cannot be canceled, the fare is non-refundable).

## **SUPERFAST FERRIES:**

## DOMESTIC LINES

### High Season:

- Up to 14 days prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 13 days and up to 7 days prior to departure: A 25% cancellation charge applies or alternatively tickets can be converted to open date tickets or for another departure date.
- From 6 days and up to 4 hours prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 4 hours prior to and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

### Low Season:

- Up to 4 hours prior to departure: Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- From 3 hours and up to 1 hour prior to departure: A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- 1 hour prior and up to the departure: 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or for another departure date.
- After departure: Tickets cannot be cancelled or converted to open date tickets or for another departure date.

## ADRIATIC LINES

- A 100% refund, up to 22 days prior to departure.
- A 80% refund, from 21 days up to 8 days prior to departure.
- A 50% refund, from 7 days to 24 hours prior to departure.
- The Company has no obligation to refund in case of cancellations made less than 24 hours prior to ship's departure or if the passenger does not report at check-in.

### EARLY BOOKING offer

- After ticket issue, reservation cannot be cancelled but can be changed by paying the resulting price difference (the offer is not valid when changes occur).
- Valid for all accommodation and private vehicle categories.
- Discount is cumulative with all other offers/discounts provided by the ferry line.

### **VENTOURIS FERRIES:**

- A 100% refund, up to 91 days prior to departure.
- A 80% refund, from 90 days up to 8 days prior to departure.
- A 50% refund, from 7 days to 24 hours prior to departure
- The company has no obligation to refund in case of cancellations made less than 24 hours prior to ship's departure or if the passenger does not report at check-in.

### **ZANTE FERRIES:**

#### High Season:

- Tickets are cancelled without cancellation fees or reverted to OPEN at least 5 days prior to departure.
- From five (5) days up to 12 hours prior to departure, tickets are cancelled with 50 % cancellation fees or reverted to OPEN date tickets.

#### Low Season:

- Tickets are cancelled without cancellation fees or reverted to open 3 days prior to departure.
- Three (3) days up to one (1) day prior to departure tickets are cancelled with 50 % cancellation fees or reverted to OPEN date tickets (latest 2 hours prior to departure).

### **GENERAL INFORMATION:**

- Printing of Tickets, and the provision of services at the request of passengers (modifications, alterations, upgrades, etc.) may lead to additional charge from the Central Agents. Central-Port agencies are individual private entities and we bear no responsibility for any pricing & service charge.

- Loss of tickets: If you lose your tickets, you have to:

1) State the loss in writing to the related shipping company or to [www.greeferries-on-line.gr](http://www.greeferries-on-line.gr)

2) In order to travel, it will be necessary to purchase new tickets.

Provided that, by the end of the year the shipping company confirms that the ticket(s) have not been used, you are eligible either for a refund or a new ticket of equal value.

- Sailing Delays: [www.greekferries-on-line.gr](http://www.greekferries-on-line.gr) is not responsible for any delay in sailing, deviation or modification of the scheduled route, due to adverse weather conditions, the orders of the Ministry of Merchant Marine, the Port authorities or due to force majeure, that may affect passengers' safety. In case the voyage is cancelled off due to force majeure or due to the shipping company's responsibility, passengers are entitled to a full refund while our company has no further obligation. Timetables, fares and travel conditions are subject to modifications, which are published through every shipping company's online reservation system on our website [www.greekferries-on-line.gr](http://www.greekferries-on-line.gr)

The shipping companies reserve the right to substitute the vessel for which the ticket was issued.

- Passengers Name List :

Pursuant to EU Directive 98/41, the shipping company has the obligation to keep a passengers' name list of every voyage, for safety reasons. For the purposes of such registration, tickets should be issued in the name of each passenger and should especially include:

- PASSENGER'S SURNAME AND INITIAL
- GENDER: MALE/FEMALE
- AGE: ADULT- CHILD - INFANT
- TYPE OF VEHICLE AND PLATE NUMBER

NATIONALITY

FULL CONTACT DETAILS (telephone, address, e-mail address)

Furthermore, our company should be informed by any passenger who needs SPECIAL CARE, upon the issuance of the relevant ticket.

- Issuance of tickets on board is strictly prohibited.

- Fares / Discounts :

The fares include sea passage in selected accommodation and all port charges (for Domestic lines only). Meals and beverages are not included.

All discounts are not cumulative and only the highest discount is granted at a time, when applicable conditions are met.

Passengers entitled to discounted fares are kindly requested to state it at the time of booking and carry with them all the necessary proof documents during the tickets issue as

well as the check-in procedure. Once the ticket is issued, no refunds are provided for price differences.

Groups, trucks, buses, baggage trailers, boat trailers and unescorted vehicles are subject to special agreements. Please e-mail to [booking@ferries.gr](mailto:booking@ferries.gr)

Children under the age of 5 (infants) travel free of charge and exclusively on DECK accommodation category in conventional ferries. In other type of accommodations (e.g. cabins) are entitled to 50% discount (children's fare). They also travel free of charge in all accommodation categories in highspeed vessels.

Children 5-10 years old benefit with 50% reduction of the total fare, in all accommodation categories, in conventional and highspeed vessels.

Only Greek public universities' students are entitled to student's discount.

- Safety on Board :

Neither the shipping companies nor the ships are liable for any accident, loss or damage occurring prior to boarding, during loading and after disembarkation.

It is strictly forbidden for passengers to carry firearms, explosives, flammables, combustibles and other dangerous substances or materials on board.

According to the highspeed vessels safety regulations, passengers are not allowed to stay at any open area of the highspeed vessels during the sailing.

- Luggage :

Luggage may be left inside vehicles. Passengers are kindly requested to take their personal belongings that may use during the voyage.

Access to the ship garage during the voyage is prohibited.

The Shipping Companies shall not be held liable in case of loss of money or valuables stored in cars, luggage, common areas or cabins. Passengers are welcome to check cash and valuables with the Purser's office for safekeeping.

- Pets:

Pets travel either in kennels or in pet cabins (if/where available). Pets are not allowed in indoor public areas. Pet owners are responsible for feeding and pet hygiene. Pet owners are required to have their pet's valid health certificates with them.

- Additional General Information:

Passengers are responsible for complying with all Port, Health and Customs regulations.

Passengers ought to comply with the captain and crew instructions regarding public order and safety on board.

Passengers must contact the captain or crew should a complaint arises while on board.