General Terms & Conditions 2022

Passengers, their luggage and accompanied vehicles are carried subject to the International Treaties and Conventions and the general conditions of carriage (collectively referred to as "General Terms and Conditions") as these conditions were determined by "ANEK SA – SUPERFAST ENDEKA (HELLAS) INC. & CO JOINT VENTURE" (hereinafter referred to as "the Company"). These General Terms and Conditions include exclusions and limitations of carriers' liability for death, illness or for damage to or loss of vehicles and luggage or for delay or deviation. Copies of the General Terms and Conditions of carriage of the Company are available upon request.

Timetables – Fares
Fares and timetables listed in the catalogue of the Company are based on conditions existing at the time of print. If any conditions should change after the time of print, the Company reserves the right to make changes to the timetable, the fares and the routes or to refrain from contractual obligations without prior notice. The Company however is not liable for any damages resulting thereof. The aforementioned conditions include any kind of unforeseeable circumstances like an increase in fuel prices or currency fluctuation. In the unlikely event that contractual obligations may not be fulfilled, the customer is entitled to a full refund of payments made. The Company cannot be held liable for any delays caused by third parties, port authorities, or extreme and unusual weather conditions. Schedules are subject to change without prior notice.

Reservation Requirements
In compliance with international SOLAS regulations and EU Law (Council Directive 98/41/EC of 18th June 1998), passengers are required to supply the following information during reservation: **Name and Surname, Gender, Date of birth, Nationality, Contact phone number, Type and Registration number of vehicle** (if applicable). Passengers from non-European Union (and non-Schengen) countries are required to supply the following additional information: Passport number and expiry date, Visa expiry date (if required).

Ticket Validity
Tickets are valid for one year **from the date of issue (not print or reservation)** except for tickets with special fare that have restricted validity. A ticket is not transferable unless otherwise provided by law. The person allowed to travel is the person named on the ticket (passage contract). Change of a passenger's name and surname on an issued ticket is not acceptable. The Company reserves the right to request passengers to present valid identification documents before travelling and will not be held liable if a passenger -other than the person entitled to travel under a ticket- who has presented identification documents to the Company corresponding to the passenger named on the ticket has travelled and/or has been reimbursed.

Exchange Rate
The fares of tickets purchased in other countries or onboard may differ due to fluctuations in the exchange rate.

Cancellations – Refunds
Cancellations can be made at the travel agency, port agency, Premium Sales Agent or at the offices of the Company where reservation and payment were made. Depending on the time of cancellation and in relation to the travel date, the following amounts are refunded:

- **Special Offer Early Booking**
see terms and conditions here

- **Official brochure fares**
  - 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.

• In the event of a partial cancellation of a round trip of which one crossing has been completed, the passenger will be refunded as above (based on the time of cancellation) for the crossing that is not completed.
• In the event of a whole cancellation of a round trip, the passenger will be refunded as above (based on the time of cancellation).
• Above refund policy is not valid to tickets issued with a special offer. In such cases, the cancellation terms of the offer are applicable.

Tickets can be converted to OPEN date tickets or to another departure date up to four (4) hours prior to ship's departure. If these tickets are cancelled, the date the tickets have been converted to open date or to another departure date is considered as the date of cancellation and the refund is calculated in relation to the original travel date.

A request for refund must be made in writing. Cancellations and refunds can only be settled through the travel agency, Premium Sales Agent or offices of the Company, where tickets were issued. Port Agencies may cancel a ticket once check-in has been finalized but cannot refund money. The Company is entitled to retain the total value of ticket if the passenger interrupts his voyage at an intermediate port, unless the interruption is due to illness, accident or force majeure.

Open Tickets
An open return date ticket, originally issued as open, not converted to open, is valid for one year from the date of issue (not print or reservation) and is refunded, if cancelled, with a 100% refund.
A ticket converted to open date ticket is valid for one year from the date of issue (not print or reservation) of the initial ticket and, if cancelled, it is refunded according to the cancellation policy of the initial ticket.
Passengers with an open return ticket must reserve their return journey well in advance through the travel agency, Premium Sales Agent, port agency or the offices of the Company, where reservation and payment were made. **Open return fares are always calculated based on the low season fare. In the event that a passenger travels in shoulder or high season or during a period in which a new tariff is in force, then the difference between the current and the pre-paid fare has to be paid by the passenger. Reservation takes place according to availability. The Company cannot always secure the reservation of the passengers on their desired travel dates or accommodation type. Alternative travel dates or accommodation types may be offered.**

Lost Tickets
In case of a lost ticket, the passenger must immediately notify the issuing travel agent, Premium Sales Agent, port agent or the Company. The reprinted ticket can only be picked up by the travelling passenger with valid identification at the port of departure.
Note: At check-in, all passengers must provide a valid identification card or passport.

Discounts
Following passengers are entitled discounted fares: a) infants, b) children, c) senior citizens, d) students, e) youths f) members of specific automobile associations & camping clubs, g) Aneksmart or Seasmiles loyalty club members. Valid proof that passengers are entitled discounted fares should be presented upon reservation and during check-in. Discounts should be claimed upon reservation. After the voyage, no fare may be refunded.

Group Requests
Group fares can be requested through the Company, travel agencies and Premium Sales Agents. A group consists of minimum 16 passengers. For the period from 15.07 until 15.09, a group consists of minimum 20 passengers.

Unaccompanied Children
The Company does not accept reservations for children under 15-years of age who are not accompanied by adults. Reservations for young people between 15 to 18-years of age can be accepted upon specific written permission by the parent or legal guardian for the unaccompanied voyage. Appropriate forms are available at the offices of the Company

(Customer Service, tel.: +30 210 89 19 010, e-mail cs.adriatic@superfast.com for Superfast Ferries vessels and tel.: +30 210 41 97 470, e-mail customerservice@anek.gr for Anek Lines vessels).

Disabled passengers
On board our vessels there are specially designed cabins with easy access and operation to accommodate disabled passengers. Due to a limited number of such cabins, it is necessary to reserve in advance. For further assistance, please call the Customer Service Direct Line.

Pets
On board our vessels there is a number of kennels available, which are necessary to be booked in advance. Furthermore, there is a limited number of cabins available for pet carriage. It is also necessary to reserve these in advance. Unaccompanied pets are not acceptable.
Owners or guardians are required to have their pet's valid health documents with them while travelling (EU citizens are additionally required to have their EU Pet Passport) and follow all entry regulations. For all cats, dogs and ferrets a valid rabies immunization document is mandatory. For more information, please always check with your veterinary and your local travel agent. Pets are not allowed indoors (bars, restaurants and other public areas) or in vehicles (unless you have booked camping on board), while access to the vehicle deck is forbidden during crossings. While walking on the open decks, pets are required to wear a muzzle and be on a leash, accompanied by the pet owner or guardian. The pet owner or guardian is held fully responsible for the care, safety and hygiene of the pet and for adhering to all laws and regulations related to the above.
Furthermore, pet owners are solely responsible for any possible harm or damage caused by their animals to any third party. Excluded from the above-mentioned restrictions are animals that guard and assist people with disabilities that may accompany their owners. Owners must hold the appropriate certificates for these animals. Note: Carriage of live animals (other than pets) is governed by the cargo terms and conditions of the Company. For more information, passengers should contact the Customer Service department of the Company.

Camping on Board
Camping on board is permissible from April 1st to October 31st. The passengers travelling with a caravan or a camper should check in at least 3 hours prior to the scheduled departure time. Delayed arrival of a camper may hinder boarding on the open deck. Due to the limited space for camping on board, it is advisable to book well in advance. For safety reasons, cooking and the use of gas or fire by camping-on-board passengers is strictly forbidden. Please pay special attention to the camping on-board instructions available on board. Camping on board is permitted for clients traveling with vehicles officially registered as camping vehicles, campers and caravans. Regular cars and/or minibus vehicles are not permitted for camping on board. Any vehicles that are not registered as camping vehicles will not be permitted for camping on board and clients will be denied access to the open deck.

Meals & Drinks
Meals and drinks are not included in the price of the ticket.

Personal Belongings
Passengers may hand in their valuables for safekeeping at Purser's Office, if their total value does not exceed 500€. The Company is not responsible for the loss of money or valuables left in open storage spaces or in cabins. Please, report the loss of any personal item to the Reception Desk on board during the voyage or call the Customer Service Direct Line. Personal belongings that have been left in vehicles will not be accessible during the voyage since entry to the garage is prohibited after ship's departure.

Boarding Procedure / Entry Regulations
Due to our compliance with the security regulations of the ISPS (International Ship and Port Facility Security) code, all passengers are kindly required to proceed to the embarkation area, at least 3 hours prior to the scheduled departure time. All passengers are required to present their boarding card, a valid passport or ID, their vehicle's license as well as any valid document that proves that they are entitled discounted tickets (if they have such tickets) during check-in and to the vessel's authorized personnel. The Company reserves the Company's rights to deny

embarkation to any individual who, according to the best of Company's knowledge, does not appear to possess valid travel documents or fails to prove, beyond a doubt, his/her identity. In the event of a fine being imposed on the Company by the immigration office, the amount will be charged to the passenger who failed to provide the proper legal documents. The Company cannot be held responsible in the event that authorities prevent a passenger from continuing his/her journey. In the event of immigration officials refusing entry, the passenger will be sent back to his/her departure place at his/her own expense. We would recommend that citizens of all states contact the appropriate consulate for details. Infants and children also require official documents of identification. All persons and all items brought on board the Vessel are liable to be searched. Persons refusing to comply with this demand shall be denied access on board and will be reported to the appropriate port authorities. If a passenger boarded on the Vessel wishes to disembark prior to departure, he/she must take all their carrying luggage and/or vehicle. In the case of vehicles of all kind, please bear in mind the possibility of you being unable to remove them from the vessel's garage due to their pre-arranged parking positions. Carriage of guns, cartridges, explosive, flammable, combustible and in general hazardous materials is strictly prohibited.

Currency on board
The currency used on board is Euro. ATM cash points are available on board Superfast Ferries vessels. Major credit cards are accepted.

Telecommunications & Internet
The following communication options are available on board:
• The use of personal cellular (mobile) phones during the entire duration of the voyage. There are different rates for this satellite roaming service. For any information about the rates of this service, please contact your mobile network provider.
• Wireless Internet connection (Wi-Fi) during the entire trip.

Customer Service Direct Line
For any Customer Service inquires, comments or suggestions, for Superfast Ferries vessels please call, tel.: +30 210 8919010 or send us an e-mail: cs.adriatic@superfast.com and for Anek Lines vessels please call, tel.: +30 210 4197470 or send us an e-mail: customerservice@anek.gr.

Useful Information
Each cabin is characterized and offered as 2-bed, 3-bed or 4-bed, depending on the number of passengers that use it, and not the number of beds existing in the cabin, or the (extra) facilities it may provide. Passengers may freely use all public areas of the vessels (bars, restaurants, lounges, etc.). Sleeping in the lounges or corridors is prohibited. Passengers should comply with the crew's instructions regarding the adherence to safety rules and the vessel's good operation.

Modification of Terms
The Company reserves the right to unilaterally modify or renew the General Conditions mentioned above at any time, even after the booking procedure has been completed, in compliance with the disclosure obligations pursuant to current legislation.
Indicatively, the Company may modify the terms of cancellations - returns - open tickets due to changes in the existing national or European legal framework, as amended specifically due to the COVID-19 pandemic and the consequent travel restrictions.