

GENERAL TRAVELLING CONDITIONS

TICKETS – BOOKINGS

Tickets are personal, nominal, non-transferable and valid exclusively for the route, date and category of which they have been issued.

In accordance with the European Union Directive 98/41 the ferry company has the obligation to keep a list of passengers on each trip for safety reasons. For the above reasons, tickets must be issued in the name of each passenger and must include:

- **The passenger's full name**
- **Their sex: Male/ Female**
- **Their nationality (e.g. GR)**
- **Their date of birth (Day/ Month/ Year)**
- **Their passport number (when asked for)**

In addition, the company should be aware of passengers with special needs when issuing the relevant ticket.

Ticketing on board is prohibited and therefore, to avoid unnecessary inconvenience passengers must make bookings and ticket issuance in advance.

In addition to the above, individuals who need SPECIAL CARE must be registered with the ticket issuing agency and the company must be informed in a timely manner through email at sne@otenet.gr

Children up to 5 years of age cannot travel unaccompanied, it is mandatory to issue a ticket with zero fare provided that the tickets are booked and issued together with an adult.

BOARDING PROCEDURES

Passengers based on law no. 3709/2008 must be at the ferry's boarding area **an hour before departure**.

The driver is obligated to load and unload his/her vehicle. The vehicle's passengers are obligated to disembark the vehicle before loading it onto the ferry. The order of priority for loading the vehicles is determined by the Port Regulations of each port authority in which the loading takes place.

All passengers must hold the necessary valid travel documents (ID card, passport or driving license), that certify their identity as well as the supporting documents for commercial discounts, if a discount ticket has been issued.

In cases where discount ticket holders do not have the required documents, they will have to pay the fare difference.

The company reserves the right to deny boarding to a passenger without the necessary travel and supporting documents.

TICKET ISSUANCE DEADLINE

Tickets must be issued within the deadline specified by the booking date of which passengers are informed by their travel agent. Otherwise, the booking is automatically canceled.

OPEN DATE TICKETS

Open date tickets are valid for 360 days from the date of issue and are not accepted for boarding beyond their validity. It is necessary to replace the original ticket with a new ticket before boarding.

If fares have increased by the travel date, ticket holders must pay the difference, otherwise the amount will not be refunded.

Tickets can be converted to open date tickets up to 12 hours before the departure time.

Open date tickets as well as tickets that have been replaced cannot be cancelled.

To convert tickets to open date tickets please contact the issuing agency.

TICKET CANCELATION

Cancellations for bookings made through our company's online booking system can only be made by sending an email to sne@otenet.gr

Ticket cancellations are only made by the issuing agencies provided that the initial tickets are presented.

TICKET REFUNDS

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 less than 12 hours before departure no refunds can be made.

After departure tickets cannot be cancelled and cannot be converted to open date tickets and changing the date is not possible.

ADDITIONAL MEASURES FOR THE TRANSPORT OF ALTERNATIVE FUEL VEHICLES (AFVs) BY RO/RO- PAX VESSELS

In the context of the implementation of the Circular of the Ministry of Shipping and Insular Culture with protocol number: 2070.0/28541/2024 on April 16, 2024, on the subject: "Additional measures during the transport of Alternative Fuel Vehicles (AFVs) by RO/RO-PAX vessels" to prevent and limit the risk of fire and release of toxic gases in vehicle areas, the following are put into immediate effect:

For your electric vehicle to travel, the battery charge level must not exceed 40% of its total capacity.

If your vehicle uses alternative fuels (LPG or natural gas) its tank must not contain more than 50% of its total capacity.

Alternative fuel vehicles (hybrid and purely electric vehicles as well as vehicles that use liquefied and compressed gaseous fuels), which have damage to their power supply, tanks or accumulators, if these have not been removed, will not be allowed to board the ferry. Each AFV vehicle driver/ owner bears the exclusive responsibility of ensuring that the vehicle does not present any damage or failure to its power supply or batteries.

Alternative Fuel Vehicles (AFVs) include

- A) Hybrid and purely electric vehicles that carry batteries.
- B) Vehicles that use liquified or compressed gaseous fuels.

It is clarified that the additional measures include unaccompanied vehicles.

ROUTES

The company makes every effort to adhere to the scheduled routes. However, it reserves the right to modify them if necessary.

FERRY INSPECTION

Financial officers conduct ticket checks upon boarding and during the journey.

During the inspection passengers are required to show their tickets and proof of commercial discounts, if a discount ticket has been issued.

LUGGAGE

Luggage must be placed in a special area of the ferry according to the crew's instructions.

Passengers are asked not to place luggage or objects on the seats or passenger areas.

The carrier is not responsible for money loss, valuables or luggage in the common areas of the ferry, in the vehicles or in the cabins.

Passengers are allowed to carry 50 kilos of luggage.

If you have a weapon with you, please declare it upon arrival.

MINOR PASSENGERS' TRANSPORTATION

Minor passengers aged 15 to 18 years are permitted to travel without the accompaniment of a parent or guardian under the following conditions:

- 1) The parent or legal guardian of the minor must complete a formal declaration allowing the minor to travel unaccompanied. The declaration must be deemed authentic by the police or port authority.

- 2) To board the ferry the minor passenger must have with him/her their ticket, the original declaration as well as their ID card for confirmation of identity.

In any case, the parent or legal guardian of the minor passenger bears full responsibility for the timely acquisition and verification of the formal declaration, as well as all accompanying documents that may be required at the port of departure.

In no event is the company responsible if boarding is not permitted by the competent ferry officers or port authorities due to insufficient documents and/or identity certificates.

The formal declaration must be issued in duplicate per route so that the passenger can show one to the ticket agency and keep the other with him/her during the journey for the ferry's information.

UNACCOMPANIED VEHICLES

For unaccompanied vehicle transportation, please contact the local central port offices. After sufficient availability and necessarily completing the relevant form, you will be able to complete the procedure.

The transportation of unaccompanied vehicles using alternative fuels is not permitted (hybrid & purely electric vehicles as well as vehicles using liquified and compressed gaseous fuels).

PET TICKETS- ACCOMMODATION FOR PETS

Based on the existing legislative framework (Article 18 §7 of law 4830/2021 official gazette issue A' 169/18.09.2021), it is mandatory to register companion animals traveling on ferries in the company's booking system. Passengers who are travelling with animals must declare this when booking their tickets, so that free tickets can be issued for the pets.

According to the EU Regulation no. 576/2013 of the European Parliament and Council, each passenger may travel with up to 5 pets which are their own and adequately vaccinated, each having its own health certificate. It is noted that the maximum number per booking is 5 pets.

Passengers traveling with a companion animal must always have with them a recently updated animal health booklet, which owners must show when boarding the ferry. Owners are responsible for the care, safety and health of the animal as well as compliance with the applicable regulations and any physical or material damage that the animal may cause to third parties during the trip.

Unaccompanied pets are not accepted.

BEREAVEMENT SERVICE

If during the trip passengers have lost or found any object, please inform the ferry's accounting office before disembarking. For any information after disembarking, you can contact the company's central offices by sending an email to sne@otenet.gr

For security reasons all passengers and the items they bring on board may be subject to inspection. Individuals who refuse to comply will be denied entry to the ferry and will be reported to the local port authorities.

SMOKING BAN – LAW 3730

Based on Law 3730 of the Ministry of Health from July 1, 2009, smoking is prohibited in all enclosed public areas and cabins of our ferry. Passengers may only smoke in designated areas on the external open decks.

CUSTOMER SERVICE

For any questions, comments or complaints passengers can contact us by calling (+30) 22220-92164 or via email at sne@otenet.gr

