



## **TERMS AND CONDITIONS**

The purchase of a ticket on line, by phone or through our sub-agents, automatically implies the acceptance by the passenger of the Venezia Lines Terms and Conditions as listed below. From here on Venezia Lines will be referred to as "The Company".

### **Border Formalities**

Passengers are responsible for complying with border formalities. The Company is not responsible in the event that the passenger is not allowed to embark at the point of origin or to disembark at the port of destination due to lack of the necessary documents including Visas or non-observance of formalities by the passenger. Please note that driver's license is not a correct identification document for international travelling and will not be accepted. In such instances the passenger shall compensate The Company for any eventual damages and expenses including the issuance of a return ticket, if this is applicable.

### **Price**

The price of the ticket includes the sea journey, Government port departure and arrival tax, levy when applicable and fuel surcharge. The charge does not cover meals or any other service such as optional extras purchased on the vessel during the voyage, hotels, other forms of transport, insurance. The price does not cover any other tax levied by port/embarkation authorities and fluctuation in fuel surcharge which may vary from time to time. The Company reserves the right to increase the price according to fluctuations on the taxes and fuel surcharges which may have increase from the time of original booking.

### **Validity**

The validity of this ticket is restricted to the person/vehicle and sailing / sailings indicated thereon. Open return tickets are not available. Please be informed that it is important that all details (Name, Surname, Nationality, Date of Birth, Passport/ID number) inserted at the time of booking are inserted correctly into our booking system. Should any details submitted during booking, not match the details on the document presented at time of check-in, the Company has the right not to accept the passenger on board and no refunds will be granted.

### **Passengers**

Passengers are reminded that it is their responsibility to ensure that they are fit to travel. The attention is drawn to the possibility of weather conditions changing during a voyage. Passengers with a medical condition, for which they have not sought professional advice, are asked to inform a member of The Company's staff prior to departure. The Master of the vessel may, at his discretion and in the interest of the passenger, disallow boarding.

It is the passenger's responsibility to check carefully the booking details / travel documents and inform The Company or travel agent should any inaccuracies be found. Passengers with special needs are to advise The Company of any requirements when effecting a reservation. Passengers are to ensure that they are in possession of all necessary (valid) documents prior to travelling.

### **Minors**

We urge our passengers to kindly inform themselves of the immigration regulations between Croatia and Venice for Minors (Passengers under the age of 18) travelling unaccompanied or accompanied by adults other than their parents or legal guardians. At the moment minor of 18 years cannot travel alone. Full details of the law cannot be supplied since they might vary from time to time without prior notice. Please note that it is in the responsibility of the passengers to check the requirement for travelling, passengers may be asked to present specific documentation upon check-in, embarkation and disembarkation, failure to present the documentation required may lead to denial of embarkation and passengers will not eligible for refunds.

### **Embarkation**

Before departure passengers should ensure that no variations have taken place concerning the vessel's time and date of sailing indicated on the ticket. Therefore a booking confirmation 24 hrs

before departure both on the outgoing and the incoming voyages are recommended. Please refer to your ticket for embarkation timings. Check-in closes 15 minutes prior to departure in Venice and Croatia, 30 minutes before departure in Bari and Durres. Please also see our conditions for luggage.

### **Accompanying Vehicles (Durres-Bari-Durres Route)**

The embarkation of vehicles carrying dangerous or harmful goods, disallowed by the regulations in force, is forbidden. Vehicles with liquid gas fuel must be declared when purchasing ticket. Failure to do so may result in embarkation being denied. Vehicles are loaded in the order established by the Master and must be left unlocked, windows shut and ignition keys on the dash board. Personal belongings left in cars are at passengers own risk.

The Company will not be held responsible for any damage to the vehicles or to items therein. Any damage caused to the vessel or third parties by a vehicle is the liability of the owner of the vehicle and compensation must be settled before disembarkation. Master of the vessel may, at his discretion and in the interest of safety, not allow loading of vehicles/cargo whose weight/dimensions exceed the maximum allowed or the nature of which may constitute a hazard. The master may disallow carriage if the cargo is not safely secured. Maximum vehicles height must not exceed 2.20 meters. Maximum axle weight, including cargo, must not exceed 1.5 tons per single wheel axle.

Extra cargo will be unloaded and carried at driver's expense. Hazardous Cargo, including dangerous weapons/illegal substances, is strictly forbidden on board. Passengers, their baggage/vehicles are liable to security searches by Company personnel. The Company will fully cooperate with the appropriate Authorities to prosecute persons found in possession of forbidden items.

### **Luggage/Baggage**

Passengers may take to their seats or allotted places only one item of hand luggage of not more than 56cm x 45cm x 25cm in measure and 10Kg in weight, all other luggage is to be deposited by the passengers in the storage place reserved on the vessel as indicated by the vessel's crew.

On Venice-Istria-Venice routes, passengers may only bring on board one item of cabin luggage of no set size or weight. This item of luggage is included in the ticket price and does not need to be announced at booking stage. Excess luggage can be booked at booking stage at an additional cost of €5.00 per luggage or during check-in at an additional cost of €10.00 per luggage. Infants are not entitled to carry any cabin or hand luggage.

When travelling on Day trip tickets (Istria-Venice-Istria or vice versa) returning in the same day, passengers are not entitled to carry any cabin luggage, but only one hand luggage as indicated above. Should a passenger travelling with a day trip ticket, present himself at time of check-in carrying cabin luggage, The Company reserves the right to charge for a difference in one way ticket price as well as extra luggage charges.

On Bari-Durres-Bari routes, passengers may bring on board any amount of luggage provided this is carried by the passenger on passing boarding control.

Bulky luggage or accompanied cargo may be carried at the discretion of the Master of the vessel and is subject to a higher charge in accordance with a set tariff. Only luggage containing passenger's personal effects will be accepted as luggage. Unaccompanied luggage is forbidden.

The Company is not responsible for loss of or wilful damage to luggage. In the interest of safety, The Company may destroy any unaccompanied luggage or luggage left behind after disembarkation.

### **Pets**

If you are travelling with your pets please be sure to be in possession of the international passport for animals. All animals should be in possession of all vaccines required by both the point of origin and the destination port. The Company is not responsible in the event that the animal is not allowed to embark at the point of origin or to disembark at the port of destination due to lack of the necessary documents and vaccines. In such instances the passenger travelling with the animal shall compensate the company for any eventual damages and expenses including the issuance of a return ticket, if this is applicable.

Cats need to be transported in appropriate cages, whilst dogs cannot be larger than 60 cm in length and 50 cm in height. All dogs must be in possession of a leash and a mouth muzzle. All animals have to be announced at time of booking. The Master of the vessel may, at his discretion and in the interest of the other passengers, disallow boarding of the animal irrespective if it is properly announced or in possession of all required documentation or vaccines. In such situations The Company will not be liable to refunds of the animal and neither the passenger tickets.

### **Refunds & Booking Modifications**

All bookings on all routes are subject to cancellation fees.

Cancellations done up to 7 days before departure are subject to a € 15.00 cancellation fee.

Cancellations done from 6 days to 72 hours before departure will be charged at 50% of the value of the reservation.

Cancellations done between 72 hours until the day of departure are not entitled to any refund.

Passengers not checking in on time for departure or anyhow not embarking are not eligible for refunds, partial or otherwise of the amount paid.

Promotional fares are non-refundable and passengers will be aware of this condition at the time of booking.

Vehicle tickets are not refundable. Vehicle tickets not utilized on the booked date shall be cancelled and non refundable.

It is possible to modify a booking until 72 hours before departure with an amendment fee of €15.00 per reservation. Every time a modification is made the amendment fee will be applied. If when a modification is made the new ticket is more expensive than the original ticket, the difference in the ticket price will also be charged. If the new ticket price is less than the original price, a refund on the price difference will not be applicable but the amendment fee of €15.00 will always be charged.

By change to the booking we mean time and day of departure, itinerary and vehicle type. Name changes are not permitted. Amendments are subject to availability. When you amend the date for travelling please note that cancellation of the new trip will be not be possible.

### **Delay/Cancellation/Re-Routing**

The specification of the craft that will provide the transport is merely indicative since it could be replaced by another craft. The Company reserves the right to delay, cancel or re-route the sailing of the vessel without prior notice whether on the outbound or inbound journey, if this is due to chance events, force majeure, adverse meteorological-sea conditions, strikes, safety or technical breakdowns constituting force majeure, or any other reasons not attributable to the company. In the event of cancellations, The Company shall refund the unutilized portion of the ticket but shall in no circumstances whatsoever be liable for any direct, indirect or consequential loss or damage caused thereby and will not accept any claim to reimburse any supplementary expenses. Crossing times are calculated on the basis of the distance between ports in favourable meteorological-sea conditions. The Company accepts no responsibility for delays due to port operations.

Arrival times, if stated, must be seen as indicative and may be subject to variation as a consequence of meteorological-sea conditions, port traffic, limits imposed by competent authorities or other bodies, and for which The Company shall accept no liability.

On Venice-Istria-Venice routes, in case of cancellations, The Company will try to provide an alternative means of transportation to all one way clients. This will be not necessarily be communicated prior to departure but may be communicated upon check-in. Passengers are entitled to refuse the alternative means of transportation and a full refund of the unutilized portion of the ticket will be granted, however The Company will not accept any claim to reimburse any supplementary expenses. The refund will not necessarily be given at time of check-in. If the passenger agrees to the alternative arrangement provided, the passenger loses the right to a refund of the ticket. Please note that the alternative means of transportation does not guarantee the arrival at destination at the same time stipulated by the original booked ticket and The Company at all times does not accept any claim to reimburse the ticket or any supplementary expenses.

### **Lost Property**

The Company will not be liable for loss or damage to any luggage left in terminals, premises or vessels.

### **Travel Agents Responsibilities**

It is the Travel Agent's or Third Party Seller's responsibility to convey all information in these Terms & Conditions to the passenger. In the event that an Agent or Third Party Seller fails to do so, the Agent or Third Party Seller is responsible for any direct or indirect damages incurred by the client. The Travel Agent or Third Party Seller is also responsible to forward to the client any information that might be issued by The Company from time to time. The Company accepts no liability for not conveying the Terms and Conditions or portraying inaccurate information to the passenger.

**Boarding conditions**

Passengers are reminded to read the boarding conditions available on our website. These boarding conditions will not necessarily be printed on the ticket or on the boarding passes which are issued to every passenger during check in. All boarding conditions will be available at the Venezia Lines Check-in points but will only be displayed if requested by the passenger. Once a passenger is on the vessel, it automatically implies that he agrees and accepts the boarding conditions.

**Security**

Security information and ISPS costs – In compliance with the rulings of the international ISPS code relating to anti-terrorism provisions, passengers must exhibit their tickets and identity documents if requested by a ship's officer. They must also grant their consent to inspections of their luggage should this be requested. Such checks may also be carried out by departments of the harbour authorities. The Company informs passengers that the harbour authorities may make further requests and ask for the payment of supplementary taxes which cannot always be foreseen or quantified in advance.

**Insurance**

The Company would like to remind the passengers that they and their luggage are not covered by Travel Insurance. It is in the responsibility of the client the purchase their own travel insurance.

**Law**

This contract is governed by Maltese Law and The Maltese Merchant Shipping Act of 1973 shall apply.

**Jurisdiction**

All questions arising out of or in connection with this contract shall be determined by the Maltese Courts to the exclusion of the jurisdiction of the Courts of any other Country.