

# Blue Star Ferries

## Terms & Conditions - Domestic lines

Passengers shall not travel if they have symptoms of COVID-19 infection (cough, runny nose, fever, sore throat, shortness of breath and other respiratory symptoms) or have had contact with a COVID-19 patient within 14 days prior to the trip.

### 1. BEFORE AND DURING THE BOARDING OF THE SHIP

Passengers must comply with the following control measures during boarding:

- **Social Distancing**

A minimum distance of 1.5 meters between passengers (and simultaneous use of a mask) should be observed. The ship's crew will oversee the boarding process and scrutinize the respect of the foreseen distances.

- Completing the "**Pre-boarding**" form and submit it to the ship's Chief Purser along with their ticket, when boarding, prior to the ship's departure.

### 2. DURING THE TRIP

Passengers must necessarily comply with the following precautionary measures during the trip:

- We keep wearing our mask both in indoor areas as well as on the deck areas of the ship. We make sure that the mouth and nose are covered, we do not touch the mask while wearing it, we dispose off the mask immediately into a trash bin after use and we wash our hands.
- We cover our coughing or sneezing with the inside of the elbow or with a paper towel which we dispose off immediately into a trash bin.
- We wash our hands regularly and thoroughly with soap and water or an alcoholic solution and avoid contact of the hands with the face (eyes, nose, mouth). The use of gloves does not replace hand washing.
- We keep safety distances from other passengers around us (> 1.5 meters).
- We avoid crowded spaces.
- We avoid contact with people who have symptoms of a respiratory infection.

### **Please see the respective flyer of the National Public Health Organization**

- It is recommended that passengers arrive at the port of departure on time to facilitate the check-in process before boarding.
- In case passengers experience respiratory symptoms during the trip, they must report it immediately to the ship's crew.
- If passengers develop respiratory symptoms after the trip, they should seek medical help immediately and inform their doctor about the history of the trip.

### 3. DENIAL OF BOARDING

Based on the above, if the crew members who carry out the control measures during the boarding assess that:

i. The passenger has symptoms which indicate a COVID-19 infection or ii. The passengers' answers on the "Pre-boarding" form before boarding indicate that there has been contact with a person with COVID-19 infection or iii. The passenger refuses to use a mask<sup>1</sup> on the ship the passenger will be denied boarding the ship and the applicable provisions for the use of tickets at a later date or for their cancellation will apply.

In cases (i) and (ii) the trip will be denied for 14 days or if the passenger has been ill he/she will have to provide a medical certificate stating that the criteria for the termination of precautionary measures for a patient with COVID-19 are met as **defined by the National Public Health Organization**.

<sup>1</sup> *The use of a surgical mask is also acceptable, but it is recommended to use a tissue mask instead, to ensure that the surgical masks are spared for medical staff. The mask with high breathing protection valve is not accepted for use by the general public.*

## **PASSENGER'S TICKET CONDITIONS**

1. This ticket is issued in the passenger's name, is personal and non-transferable. It is valid only for the date and the trip for which it was issued.
2. Passengers must be at the embarkation area at least thirty (30) minutes before departure. In case passenger misses the sailing, the fare is not refunded.
3. Passengers are entitled to carry free of charge luggage up to 50 kilos.
4. The shipping company is not responsible for any damage or loss of luggage retained under passenger's personal care during the trip.
5. Jewelry, money and valuables may be delivered to the vessel's accounting office for safekeeping. The shipping company cannot be held responsible for the loss of any valuables which have been stored in personal luggage and have not been delivered to the vessel's accounting office for safekeeping.
6. The shipping company is not responsible for any delay in sailing, deviation or modification of the scheduled route, due to bad weather conditions or Port Authority orders or due to force majeure.
7. Explosives, inflammable, incendiary and dangerous materials in general are strictly forbidden on board.
8. Passengers must abide to Port Authorities, Sanitary and Custom's regulations.
9. Passengers should comply with the orders of the Master and the crew regarding the maintenance of order and safety of the vessel.
10. Complaints during the trip should be addressed to the vessel's Master or Staff Captain. Upon arrival complaints may be addressed either to the Travel Agency which issued the ticket, or to the shipping company, or to the Port Authorities. In case complaint is not satisfactory resolved, 15 days following the day of travel, passengers may address the Authorities of the port of embarkation or disembarkation or the competent authorities as per Ministerial Decision no 3332.12/01/09/23-02-2009 (GG 427 B?).
11. Any dispute shall be brought before the competent Greek Courts.

### **12. VEHICLE TRANSPORT RECEIPT CONDITIONS:**

13. Drivers are obliged to embark and disembark their vehicle.
14. Vehicles should be at the embarkation area, one (1) hour before departure.
15. Vehicles' passengers must exit the vehicle before embarkation.
16. Drivers and passengers should carry with them objects that they need during the journey. After sailing, access to the vessel's garage is forbidden.
17. The transportation of explosives, incendiary and dangerous materials in general is forbidden.
18. Priority order for embarkation is determined by the Port Regulations of each Port Authority, where embarkation takes place.

### **19. TICKET COLLECTION**

Tickets booked through our website, can be collected as follows:

20. **WEB CHECK-IN (e-Ticket):** You can receive your ticket(s) in electronic format, 48 hours before your departure, at your e-mail, mobile or tablet.
21. Click "**WEB CHECK-IN**" button to receive your e-Tickets and be able to board the ship, by displaying them during embarkation, along with your ID card or Passport.
22. **TICKET COLLECTION FROM THE AUTHORISED PORT AGENCIES OF THE COMPANY:** You can collect your tickets from Company's authorised Port Agencies at the port of departure, at least 2 hours before the departure. In order to collect your ticket(s), you should present your Booking Reference and Access Code, along with your ID card or Passport.

- If you are a beneficiary of discount, you must also present all the necessary documents when issuing the tickets and when boarding the ship.

- If you are a Eurail/Interrail Pass holder, you must also present your valid railway pass (e.g. Eurail/Interrail Greek Islands Pass).

**Remark:** The e-mail confirmation of your reservation, is not a ticket.

#### **PRE-BOARDING INFORMATION FORM**

As part of the COVID-19 guidelines announced by the Greek Authorities for the prevention of the new coronavirus transmission and spread, all passengers must complete the “**Pre boarding information**” form and submit it to the vessel's Chief Purser along with their ticket, when boarding, prior to the vessel's departure.

**"Pre boarding information" form (pdf)** for Cyclades, Dodecanese, North East Aegean islands, Sporades & Saronic islands Routes **"Pre boarding information" form (pdf)** for Heraklion & Chania Routes

**Information** regarding “**Pre-boarding health declaration questionnaire**”

#### **CANCELLATION FEES**

**A. CANCELLATION FEES: CYCLADES - DODECANESE - NORTH AEGEAN - SPORADES routes**

**HIGH SEASON: 23/04/21-09/05/21 & 11/06/21-26/09/21<sup>(1)</sup>**

23. **Up to 7 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
24. **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.
25. **Up to the departure:** A 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or to travel another date.
26. **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.
- 27.

**(1)**

**For the period 23/04/21-01/05/21 & from 17/06/21-19/06/21 for all departures from Piraeus, Lavrio, Volos and Kavala and for the period 02/05/21-09/05/21 & 21/06/21-22/06/21 for all departures to Piraeus, Lavrio, Volos and Kavala, tickets are cancelled without charge or converted to open date tickets or for another departure date, up to 14 days prior to departure. Up to 7 days prior to departure, a 25% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date. The same applies to all intermediate routes.**

**LOW SEASON: All other dates except those mentioned in HIGH SEASON**

28. **Up to 3 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
29. **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
30. **Up to the departure:** A 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or to travel another date.
31. **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.

32. **B. CANCELLATION FEES: SARONIC ISLANDS routes**

**HIGH SEASON: 23/04/21-09/05/21 & 11/06/21-26/09/21<sup>(1)</sup>**

33. **Up to 4 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
34. **Up to 2 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.
35. **Up to the departure:** A 50% cancellation charge is applied and the tickets cannot be converted to open date tickets or to travel another date. In **Piraeus-Aegina-Agistri** route, tickets can be converted to open date tickets or for another departure date, up to the departure.
36. **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.
- 37.

**(1)**

**For the period 23/04/21-01/05/21 & from 17/06/21-19/06/21 for all departures from Piraeus and for the period 02/05/21-09/05/21 & 21/06/21-22/06/21 for all departures to Piraeus, tickets are cancelled without charge or converted to open date tickets or for another departure date, up to 7 days prior to departure.**  
**Up to 4 days prior to departure, a 25% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.**  
The same applies to all intermediate routes.

**LOW SEASON: All other dates except those mentioned in HIGH SEASON**

38. **Up to 1 day prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
39. **Up to the departure:** A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
40. **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.
- 41.

**C. CANCELLATION FEES: OPEN DATE TICKETS**

42. Open date tickets are cancelled without charge when they have been originally issued as open date.
43. If passengers wish to travel on a date when a higher fare is in force, then they must pay the difference between the current and the pre-paid open ticket fare.
44. Tickets which have been converted to open date, are cancelled according to the cancellation terms and conditions of the originally issued tickets.
45. **Cancellation Policy from 15/04/20-06/07/20 (FEK 84/A/13-4-2020) - COVID-19**

According to the Act of Legislative Content (Measures to address the ongoing consequences of the COVID-19 pandemic), published in the Greek Government Gazette 84/A/13-4-2020, the provisions of Article 65 (Refunds from maritime travel cancellations) come into force as of **15/04/2020 until 06/07/2020** and therefore the Company's cancellation policy is modified as follows: Passengers with tickets **issued until 06/07/2020, for travel until 31/10/2020**, who cannot travel due to travel restrictions, or who do not wish to travel due to uncertainty because of the pandemic or due to cancellation of their scheduled sailings, **must** convert their tickets to open date tickets at least **24 hours** before departure. Open date tickets can be used on a next trip to any destination served by Blue Star Ferries and Hellenic Seaways, within the period of eighteen (18) months from the date of departure of the original tickets.

In case the passenger wishes to travel on a date or in an accommodation category for the same or different destination, with a higher fare than the fare of the original ticket, then the resulting fare difference should be paid. In case that open date tickets have not been used by the end of the 18

months period, then the passengers are entitled to receive 100% of the fare of the open date tickets they have in their possession.

#### **LOSS OF TICKET(S)**

When a ticket is lost, a new ticket must be bought. Passengers must declare in writing the ticket(s) loss, indicating the departure date, the itinerary and the number of the lost ticket as well as the number of the new ticket bought. The declaration and a photocopy of the new ticket bought must be sent to Blue Star Ferries central offices:1-7, Lysikratous & Evripidou Street, 17674 Kallithea, Athens, Greece or can be sent to Customer Services Dept. by fax: +30-210-8919019 or e-mail: [cs.domestic@attica-group.com](mailto:cs.domestic@attica-group.com). If the lost ticket has not been used within 1 month after the departure date, the company shall grant a ticket, for exactly the same value, free of charge. The number of the ticket lost, as well as other details, can be traced through the travel agency that the reservation was made and the ticket was issued.

#### **RIGHTS OF PASSENGERS IN THE EVENT OF ACCIDENTS (they apply to CYCLADES, DODECANESE, North AEGEAN & PIRAEUS-CRETE routes)**

##### **Summary of provisions concerning the rights of passengers travelling by sea in the event of accidents<sup>1</sup>**

#### **RIGHTS OF PASSENGERS**

##### **Right to compensation for death or personal injury**

Shipping incident<sup>2</sup>: the passenger has a right to compensation from the carrier or the carrier's insurance provider of up to 250.000 SDR<sup>3</sup> in any event, with the exception of circumstances beyond the carrier's control (i.e. act of war, natural disaster, act of a third party). Compensation can go up to 400.000 SDR, unless the carrier proves that the incident occurred without his fault or neglect. Non-shipping incident: the passenger has a right to compensation from the carrier or the carrier's insurance provider of up to 400.000 SDR, if he/she proves that the incident was the result of the carrier's fault or neglect.

##### **Right to compensation for loss of or damage to cabin luggage**

Shipping incident: the passenger has a right to compensation from the carrier of up to 2.250 SDR, unless the carrier proves that the incident occurred without his fault or neglect.

Non-shipping incident: the passenger has a right to compensation from the carrier of up to 2.250 SDR, if he/she proves that the incident was the result of the carrier's fault or neglect.

##### **Right to compensation for loss of or damage to luggage other than cabin luggage**

The passenger has a right to compensation from the carrier of up to 12.700 SDR (vehicles, including luggage carried in or on the vehicle) or 3.375 SDR (other luggage), unless the carrier proves that the incident occurred without his fault or neglect.

##### **Right to compensation for loss of or damage to valuables**

The passenger has a right to compensation from the carrier of up to 3.375 SDR for the loss of or damage to monies, negotiable securities, gold, silverware, jewellery, ornaments and works of art, only when these have been deposited with the carrier for the agreed purpose of safe-keeping.

## **Right of a passenger with reduced mobility to compensation for loss of or damage to mobility equipment or other specific equipment**

Shipping incident: the passenger has a right to compensation from the carrier corresponding to the replacement value or the repair costs of the equipment concerned, unless the carrier proves that the incident occurred without his fault or neglect.

Non-shipping incident: the passenger has a right to compensation from the carrier corresponding to the replacement value or the repair costs of the equipment concerned, if he/she proves that the incident was the result of the carrier's fault or neglect.

## **Right to an advance payment in the event of a shipping incident**

In case of death or personal injury, the passenger or other person entitled to damages has a right to an advance payment to cover immediate economic needs. The payment shall be calculated on the basis of the damage suffered, shall be made within 15 days and shall not be less than 21.000 EUR in the event of death.

## **ELEMENTS OF PROCEDURE & OTHER MATTERS**

### **Written notice**

In case of damage to cabin or other luggage, the passenger must give timely<sup>4</sup> written notice to the carrier. Failure to do so, will result in the passenger losing his/her right to compensation.

### **Time limits for exercise of the passenger's rights**

In general, any action for damages before a competent court must be introduced within a period of 2 years. The starting point of this limitation period may differ, depending on the nature of the loss.

### **Exemptions concerning liability**

Liability of the carrier can be reduced, if he proves that the death of or personal injury to a passenger or the loss of or damage to his luggage was caused or contributed to by the fault or neglect of the passenger.

The limits on the different amounts for compensation will not apply if it is proved that the damage resulted from an act of the carrier, or a servant or agent of the carrier or of the performing carrier, done with the intent to cause such damage or with knowledge that such damage would probably result.

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<sup>1</sup> Summary drafted in accordance with article 7 of Regulation (EC) No 392/2009 of the European Parliament and of the Council of 23 April 2009 (OJ L 131, 28.5.2009, p. 24) on the liability of carriers of passengers by sea in the event of accidents.

<sup>2</sup> "Shipping incident" for the purposes of this Regulation include: shipwreck, capsizing, collision or stranding of the ship, explosion or fire in the ship or defect in the ship. All other incidents in the course of the carriage for the purposes of this summary are "non-shipping" incidents.

<sup>3</sup> Loss or damage suffered as a result of an accident are calculated on the basis of "units of account", which are "Special Drawing Rights" (SDR) for Member States parties to the International Monetary Fund (all EU Member States). Information and conversion rates for SDR can be found on: <http://www.imf.org/external/np/exr/facts/sdr.htm>. On 26 November 2012 1 SDR = 1.18 EUR.

<sup>4</sup> In cases of apparent damage, written notice must be given before or at disembarkation for cabin luggage, and before or at re-delivery for other luggage. In cases of non-apparent damage to or loss of

luggage, written notice must be given within 15 days from disembarkation or re-delivery (or scheduled re-delivery in the event of loss)