

## **GENERAL TRAVEL TERMS & CANCELLATION POLICY 2020**

### **1. Passenger details**

According to the Community Directive 98/41 / EC and the new regulations as they derive from the P.D. 102/2019 (Government Gazette 182 / A / 20-11-2019) and the amended provisions of P.D. 23/1999 concerning the recording of people traveling by liner passenger ships to Greek ports, It is mandatory for security reasons to keep a record of passengers on each itinerary. For the purposes of record keeping, tickets are issued in the NAME of the passenger and must state:

- Last name
- First name (Written in full)
- Sex
- Nationality
- Date of birth (DD/ MM / YY)

When booking online or issuing a ticket, the passenger must provide accurate identification, contact telephone number, and e-mail address, with the sole purpose of being informed by the operator in case of delay, cancellation or frustration of the ship's itinerary. During the issuance of the ticket, the passenger must also check the correctness of the data indicated on the ticket (date, time, itinerary, ship, identification details, etc.) and not receive it in case of incorrect details.

When issuing tickets, the necessary information should be given to the agency or Seajets' ticket offices about those cases of persons who need special care or assistance, in case of emergency.

### **Passenger phone number for better service**

We recommend that passengers, when issuing tickets, inform the issuing agency of their phone number (preferably mobile) so that they are notified in case of emergency, e.g. ban on sailing due to weather, etc.

### **2. Boarding procedure**

The passenger must:

- a) be at the ship boarding place at least half (1/2) hour before departure,
- b) bring his vehicle to the loading waiting area one (1) hour before departure.

The driver is obliged to load and unload his vehicle. Passengers of cars are required to get out of them before they are loaded on the ship. The order of priority of loading cars is determined by the Port Regulations of each Port Authority, in which the loading takes place.

All passengers must be provided with the necessary valid travel documents. Seajets reserves the right not to allow a passenger to board without these necessary travel documents. If the passenger wishes to disembark before the departure of the ship, then he is obliged to declare it to the Ship's Accounting Office and take his luggage and vehicle with him, if it is possible to move from the ship's parking lot.

### **3. Luggage - Valuables**

Seajets is not responsible for the storage of your personal belongings unless they have been given for safekeeping in the ship's accounting office. The valuables can be delivered to the responsible Officers of the ship for safekeeping.

The luggage must be put in special places on the ship, according to the crew's instructions.

The passenger is entitled to carry hand luggage weighing up to 50 kg or 1 cubic meter.

Luggage must not contain valuables. The valuables can be delivered to the responsible Officers of the ship for safekeeping

The operator is responsible for the damage or loss of luggage on board the ship only if it is delivered for safekeeping and a receipt is issued.

The operator is not responsible for the loss of money, valuables, or luggage in the common areas of the ship or in their cars.

### **4. Unaccompanied Children**

The movement of minors, who have turned the 15th through 18th year of age, without the accompaniment of a parent or guardian, is permitted under the following conditions:

Filling out of a Responsible Declaration by the parent or legal guardian of the minor, with the signature authenticated by the Police or the Port Authority.

To board the ship, the minor passenger must have along with his ticket, the original Declaration, as well as his Police Identity Card to confirm his identity.

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

In no case shall Seajets be liable if, due to insufficient documents and / or identity cards, boarding is not permitted by ship's officials or the Port Authorities.

Relevant declarations are available by Seajets, e-mail: [reservations.dpt@seajets.gr](mailto:reservations.dpt@seajets.gr), as well as at the local port offices of Seajets.

### **5. Domestic animals on the ship**

There are special areas on the ships for the accommodation of pets. Passengers traveling with a pet must have its recently updated health booklet with them and are responsible for their care, safety, and hygiene. The only exception is guide dogs the presence of which is permitted in all areas. Unaccompanied pets are not accepted.

## **6. Ticket control on the ship**

Financial Officers carry out ticket controls during boarding and during the trip. When the control is carried out, the passengers are obliged to show their tickets and the documents of commercial discounts, if a discount ticket has been issued. If there is no document justifying the granted discount, the difference is collected by the financial officer on board.

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## **7. Discounts**

The ticket price includes the transfer of the passenger to the destination port, the type of seat chosen by the passenger and indicated on the ticket, as well as the respective legal charges on it (VAT, port dues, etc.).

The price of the vehicle transport receipt (fare) includes the transport of the vehicle to the destination port and the respective legal charges on it (VAT, port dues, etc.).

Discounts are not cumulative. If there are more than one discount, only the largest discount applies.

Passengers entitled to a discount must state this when booking their seats and show all the necessary supporting documents both when issuing the corresponding discount tickets and when boarding the Ship.

After the ticket is issued, no fare difference is refunded.

Seajets grants discounts to passengers in accordance with the following commercial policy:

- Members of multi-child families 50% discount on Economy Class.
- Special discount 50% discount on all seats.
- People with Special Needs with a disability rate of 80% or more & their escorts.
- Cars of people with disabilities 50%.
- Students 50% on Economy Class. Students of public Greek universities or Technological Education Institutes as well as students of the Open University.
- Babies up to 1-year old issue a baby ticket with seat at zero fare. Not applicable in Seajets' conventional ships.
- Children up to 5 years old issue a baby ticket at zero fare but seats at Platinum are excluded.
- Children from 5 to 10 years old 50% in the seats of all classes.
- Seamen's Pension Fund pensioners 50% discount on Economy Class.
- Tickets of deprived people are also issued.
- Port officers are entitled to free tickets if they are traveling on official duty.
- No special discounts are granted for security forces.

Special agreements with Seajets apply on a case-by-case basis for the granting of a discount concerning the transfer of groups of passengers.

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## **8. Ticket Cancellations**

Tickets are only canceled by the issuing agencies.

Tickets cannot be canceled by phone, fax, or e-mail. Those interested must submit the tickets to the issuing agency.

Tickets issued by Seajets' online booking system and not issued can be canceled even by e-mail if sent by the e-mail address stated in the booking form.

Refunds to canceled tickets are made by the issuing agency, up to 1 year from the date of cancellation of the tickets and in exceptional cases by the local cooperating central agencies.

### Ticket Cancellations

- Up to 14 days before departure: full fare refund
- Up to 7 days before departure: 75% fare refund
- Up to 12 hours before departure: 50% fare refund
- The fare is NOT refundable for cancellations made less than 12 hours before departure.

The same terms apply to tickets purchased through our website, but you can apply for cancellation by e-mail, which must be sent at least 1 business day before the respective cancellation deadlines, and which will contain the exact details of booking. In case the ticket is already printed, it is necessary to present it to Seajets or to the central agent of the departure port.

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## **9. Open date Tickets (OPEN)**

Tickets can also be converted into open date tickets at least 12 hours before departure. For our conventional ships, tickets can be converted into open date tickets up to 4 hours before departure.

Open date tickets can be replaced with tickets of another date on any of our routes, if available.

Open tickets are valid for one year from the date of their conversion to an open date.

Open tickets are not canceled, and no partial or full refund can be made.

Tickets that have replaced open-date tickets cannot be canceled or converted into open-date tickets.

During the process of replacing open tickets, a fare difference is not refunded but in case the new ticket is more expensive, the difference is collected.

To convert (a ticket) to an open date ticket, it is necessary to present the ticket to its issuer, at any of our central agencies or at Seajets.

## **10. Ticket loss**

In case of ticket loss, Seajets must be informed at least 1 hour before the departure of the ship either by phone (+30 210 7107710) or by e-mail (reservations.dpt@seajets.gr). To travel, the passenger must purchase a new ticket and then declare the loss in writing Seajets stating the date of the trip, the itinerary, the number of the lost ticket, the number of the new ticket purchased and a photocopy thereof. If according to Seajets' records there is no evidence of the tickets having been used for the voyage within 1 month from the date of trip, Seajets will provide a free ticket of equal value with the lost one.

## **11. Delay or cancellation of an itinerary for reasons of force majeure**

Seajets is not responsible for delays of the itinerary, deviation, and non-compliance with normal course due to bad weather or orders of the Ministry of Mercantile Marine and Port Authorities or due to force majeure made with the main concern of passenger safety. In case of unfulfilled itinerary due to force majeure (e.g. ban on departure due to adverse weather conditions) Seajets refunds the entire value of the ticket and only that.

## **12. Itineraries**

Seajets makes every effort to comply with the published schedule of itineraries but reserves the right to modify them if necessary.

Seajets reserves the right to change its ships if deemed necessary. Itineraries can be modified, and these changes are announced on Seajets' website ([www.seajets.gr](http://www.seajets.gr)) in the ticket reservation system.

## **13. Safety aboard the ship**

The passenger is obliged to comply with the instructions of the responsible persons of the ship, which are related to the peace, order, cleanliness, and safety of the ship. The passenger is obliged to comply with the ship's regulations, as well as the instructions of the master or the crew during the voyage and to contact the competent crew members in case of a problem. Entry to the ship will be prohibited to persons who refuse to comply and will be reported to the local Port Authorities.

Seajets and the ship are not responsible for accidents and losses or damages before boarding or loading on the ship and after disembarking or unloading from it.

It is forbidden to transport explosive, flammable, incendiary and generally dangerous materials.

Passengers must comply with all safety regulations when boarding, disembarking and voyage and public order within the Ship and comply with hygiene rules. In addition, they must comply with any instructions of the Master or crew members during the voyage and contact the relevant crew members in the event of a problem.

