

ESTRATTO CONDIZIONI GENERALI DI TRASPORTO

The document in presence is an excerpt out of the general terms of transport. The complete regulation is published on board, the ticket counters in the ports as well as in the offices of the society and is readable in the internet (www.tirrenia.it). The ticket purchase means for the passenger the acceptance without reserve and legally binding of the general terms of transport and the consent to the processing of personal and confidential data in the compliance to legal decree D.lgs.196/2003.

Transport conditions - Subject matter of the contract is the transport of passengers and their luggage, regulated by these General Transport Conditions, article 396 et seqq. Italian shipping right, the regulation (EU) 1177/2010 and, where applicable, the regulation (EC) 392/2009. The transport of vehicles is regulated by the Italian law on the transport of items at sea (article 410 et seqq. Italian shipping right), these General Transport Conditions and, where applicable, the regulation (EC) 392/2009. Indication of the vessel used for transport is a reference indication only, as it may be possible that Transport Company will utilise a different vessel with other characteristics and/or vessels of other transport companies. Transport Company does not accept any liability for damage passengers incurred due to delay or non-transport if the situation arose coincidentally due to force majeure, bad weather, industrial actions and technical defects caused by force majeure or which arose due to other reasons Transport Company is not responsible for. The captain shall always have the right to change the route in case of events that might endanger safety of the vessel or the passengers. As regards liability provisions concerning the transport of passengers, their luggage and vehicles which are not included in these General Conditions, explicit reference is made to the applicable provisions of the Italian Navigation Code and applicable EU regulations. Passengers shall be responsible for their luggage and any items therein until disembarkation. Times stated for crossing are reference values and were calculated based on the distance between ports and favourable weather conditions. Transport Company shall not be liable for delays caused by measures taken by the port and/or personnel that are not employed by Transport Company.

Validity of ticket - Tickets are made out by name, are non-transferable and exclusively valid for the journey indicated on the ticket. The passenger must retain the ticket to reserve his right to travel and must present it to the on-board personnel or the representative of Transport Company upon request. Passengers travelling without a valid ticket will be charged with the double fare and must pay for the connected damage. When receiving the ticket, the passenger must check whether the information and dates of his booking are correct and whether all vehicle-specific information corresponds to the vehicle registration document. The shipping company does not assume responsibility for incorrect or missing information that is reported after the fact. In order to comply with safety regulations, the names of the passengers, their ID document data, the make, type and registration plate of the vehicles that are indicated on the ticket must correspond to the embarking passengers and vehicles. If this is not the case, access to port and/or embarkation may be denied. The published offers and conditions may be subject to change until issuance of the ticket

Ticket cancellation and refunds - If the passenger chooses not to travel, he is entitled to a refund of the ticket (with exception of tickets at special rate), excluding the reservation charge. The following cancellation fees apply:

- Cancellation fee of 10% if cancellation takes place up until one day before booked departure of the vessel;
- Cancellation fee of 25% if cancellation takes place on the day and before booked departure of the vessel.
- Generally, reservation charges and online fee are not refunded.

The right to a refund of cancelled tickets shall expire 6 months after the initially intended date of departure.

Company negotiated travel cancellation insurance (see information leaflet available online at www.tirrenia.it) which, when purchased together with the ticket, allows passengers to obtain a refund of the cancellation fees charged, irrespective of the reason for cancellation of the ticket.

Tickets sold subject to special fares cannot be refunded unless travel cancellation insurance was taken out when booked. The insurance company shall only pay a refund if the insured ticket was booked or cancelled before departure.

Rebooking charges - Changes to tickets may only be requested before departure of the booked trip and are divided into rebookings until the day before booked departure, rebookings on the day of departure and rebookings of special fares or promotion fares. Please find details for all rebookings below:

Rebookings until the day before booked departure:

- 1) No rebooking fee is charged if date, route or departure time of the crossing is changed and if the price of new ticket is equal to or higher than that of the previous ticket. If the new ticket price is lower, a fee of 10% of the total previous ticket price is charged;
- 2) No rebooking fee is charged if accommodation type, number of passengers or vehicles is changed and if the price of the new ticket is equal to or higher than that of the previous ticket. If the number of passengers and/or vehicles is changed in part, a fee of 10% of the price for the cancelled accommodation, passenger and/or vehicle, excluding reservation charges, is charged.

Rebookings on the day of departure:
All rebookings ordered on the day of the departure are subject to rebooking charge of 25%.

Rebooking of special fares or promotion fares:
A fee of EUR 25.00 is charged for any change to a ticket bought at a special fare, plus the price difference to the fare applicable on the respective day. If this change is requested on the day of departure, the aforementioned charge of 25% is payable in addition to this. No refund is payable for rebookings in regard to number of passengers and/or vehicles of a special fare ticket.

Rebookings are only permissible for certain special fares or promotion fares as expressly indicated on the ticket. It is mandatory to return the original ticket (before rebooking) to the office processing the rebooking.

Taxes, surcharges and other costs - The amount of "taxes, surcharges and other costs" is subject to change until the time of ticket issuance, unless the taxes, surcharges and other costs will change due to new regulations.

Special fares - special conditions - The special offers by Company are listed online on the website www.tirrenia.de. Utilisation of these special fares is subject to some limitations:

- Availability of special fares depends on the number of spaces made available for these (varies depending on date, departure time and route);
- All published offers are valid on the day of ticket reservation and do not include any of the special offers and promotional actions offered probably over the time of season by the company additionally and that may differ from the valid conditions at date of printing. A retroactive application is not possible and there is no right on change of already effected transport contracts.
- In general, these are not applicable retroactively and cannot be combined with other discounts or promotions;
- A special fare ticket cannot be refunded under any circumstances, also not in part and for no route; this condition affects all passengers as well listed in the same booking.

- Rebooking of a special fare or promotional fare ticket costs EUR 25,00 per change plus the possible price difference to the fare on the respective day. Onboard arrival vehicles promotions may apply;
- Promotions are not applicable to vehicles intended for the transport of goods.
- If for the application of a special fare a vehicle carried along gets necessary and it was missing at embarkation the customer gets obligated to pay a penalty.
- Generally a contractual penalty gets due if the service staff states incorrect indications at booking; on return trips even if the outbound trip has already been effected.
- The penalty usually corresponds to the costs of the highest fare written out.

We recommend to sign for a traveling insurance (see www.tirrenia.it).

Fares for residents / people born in the area - Reduced fares for inhabitants of Sardinia, Sicily and Island Tremiti: the reduced fares automatically listed by the booking system are available to all persons that can provide corresponding documentation to prove that they are residents of the island to or from which they are travelling.

Reduced fares for emigrated Sardinians: the same tariffs are valid for inhabitants, but only on routes from and to Sardinia, born Sardinians having their first residence outside the region Sardinia and work there as employees as well as relatives living in the same household as the born Sardinian.

on routes from and to Sardinia only, reduced fares for inhabitants of Sardinia are also available for persons born on Sardinia who reside in another region where they are employed as employees as well as for their family members who live in the same household as the person born on Sardinia.

From June until September, residents are always guaranteed a discount on the routes Civitavecchia/Ostia/Civitavecchia, Naples/Palermo/Naples and Genoa/Porto Torres/Genoa which are subject to variable and dynamic fares (cannot be combined with other discounts), without prejudice to the option of application of promotion fares (subject to corresponding limitations) if these are lower.

For being able to use advantages for inhabitants and natives passengers must present at purchase of the ticket and the food a valid document of identification emerging the right on the reductions. If the relating documentation is missing, it's not possible to book a ticket with the rate "residenti, nativi" but it must be acquired a ticket at full fare. Tickets on "residenti and natives" tariff cannot be refunded. If such a ticket is booked in combination with a special fare, a refund does not happen as well.

Is the travel effected together with spouses and / or living partners and / or their children and / or depending children, the discount is granted without the need of presence of the document "stato di famiglia". Do the spouses and / or living partners and children travel in absence of the person that entitles for the purchase of a ticket with the discount "residenti o nativi", a copy of an identification document of the claimant or a document showing the marital status must be enclosed.

Reduced fares - Company offers a reduced fare to blind persons and their attendants. Upon embarkation, the passenger must present a valid ticket and a card type 28/C issued by the corresponding authorities. Details: If the blind person is travelling with an attendant, the latter travels free of charge and the blind person pays the normal fare; if the blind person is travelling unaccompanied, a reduction of 30% is granted. Guide dogs travel free of charge when corresponding proof is provided.

Call centre - Company provides the following options for getting into contact to obtain further information on routes, services, reduced fares or for enquiries:

Reservation Center for Europe
MOBY Lines Europe GmbH
Tel. +49 611-14020
Fax. +49 611-1402244
Mail: info@tirrenia.de
www.tirrenia.de

or

Call Center
Tel. 0039 0226302804
callcenter@tirrenia.it - www.tirrenia.it

Check-in - Passengers who travel without vehicle must complete check-in not later than 30 minutes before departure; passengers travelling with vehicle, on the other hand, must do so two hours before departure unless responsible authorities issued orders stating otherwise. The passenger must proceed to embarkation immediately after ticket inspection. The booking expires upon expiry of the aforementioned time limits and embarkation is not guaranteed. The passenger disabled or with limited mobility are entitled to privileged embarkation lying out readable in the car the prove PMR that was received with the ticket and arrive for embarkation min. 2h prior to departure. Passengers disabled or with limited mobility as well as persons in need for special assistance without carrying along vehicles must arrive min. 1h prior to departure at check in.

Embarkation and disembarkation of vehicles

- A) Vehicles driven by LPG must be declared at booking and at embarkation.
- B) Alarm systems and theft protecting systems must be locked at embarkation.
- C) Vehicles specified for the transport of goods must be booked at cargo rate and therefore don't belong to vehicles carried along by passengers as described in the hereby presented regulations. The length of the vehicle must be indicated, incl. tow bar, shaft or others. Campers, caravans, SUVs or vehicles higher than 2,20m (and/or wider than 1,85m even if no over-height surcharge was calculated) must be declared while booking. Transporter longer than 6m must be booked as cargo via phone 0039-081-7201262. If this is not respected, the company can cancel the ticket and order the automatic recording into the daily waiting list. Differences in price and an additional fee of 50€ are calculated. The vehicles are not embarked in order of their arrival at the port but following the orders of the captain and/or his subordinate staff members and can be parked on each place of the ship. The vehicles must be parked in the place assigned (a gear is to be shifted, the brake fixed, the light turned off) and leave the ship in responsibility of the passenger. We ask for not to activate an alarm and lock all doors and trunk. The vehicle carried along incl. trailer or caravan with all its contents is accepted by the transport enterprise as a single loading unit.

The vessel management shall prepare a corresponding report about any damage to the embarked vehicle, including a corresponding report of both sides, and shall provide the injured party with a copy

of this document, signed by both parties and containing the completed measure of damages and corresponding remarks. The damages claimed by the injured party are assessed on the basis of the details recorded in the course of preparation of the report in particular and may be disbursed directly by Company or a jointly responsible party in the amount resulting from applicable regulations. The injured party must file the application for damages within a time limit of 6 months within date of damage as set out in art. 438 of the valid Codice della Navigazione (Italian Navigation Act). In the case of visible damage, no claim can be filed for damages, loss or other if the condition of the vehicle was acknowledge by the commanding officers of the vessel in the course of preparation of the report as prepared by the procedure mentioned above.

Transport of pregnant women - From the end of the sixth month of a normal pregnancy, women must let issue a medical clearance issued explicitly for this specific sea voyage issued not earlier than 7 days prior to departure and must present it to the officer of the vessel, purser or staff on board on request. In case of complications, the pregnant woman must always obtain a medical clearance, independent of the month of pregnancy, explicitly for the specific sea voyage. This applies without prejudice to the discretion of the captain to refuse embarkation if he believes that the pregnant woman is not capable of travel.

Children and teenagers - Passengers younger than 14 years of age must travel accompanied by adult passengers and must have a valid individual identification document in accordance with the regulation (EC) No 2252/2004. They must be under continuous monitoring of the parents and/or the adult passengers charged with exercising due care and must not move around the vessel unaccompanied. Under no circumstances Transport Company assumes responsibility for injuries of minors if these instructions are violated. Underage passengers between 14 and 17 years of age inclusively may travel unaccompanied if they have corresponding written permission by the legal guardian that exempts Transport Company from any and all responsibility.

Animals and protected species - Company allows the passenger to travel with pets if a corresponding ticket is purchased for their transport and a prove of rabies vaccination (where necessary) and a valid vaccination record can be presented. It is the owner's obligation to care for and exercise diligence in regard to the animal during the crossing and a veterinary health certificate has to be carried along which confirms that the animal is healthy.

Realizing the regulation of August 27th 2004 and published in the journal of laws no. 213 art. 2, we remember the obligation to lead dogs on a leash and that they must wear a muzzle. Pets are not permitted in coach seat rooms and in cabins apart from they were animal cabins. They may only stay on the outside deck of the ship or must be accommodated in equivalent dog boxes unless available.

It is prohibited to let animals access the vessel's garage. Guide dogs travel free of charge when corresponding proof is provided.

In accordance with art. 727(2) Codice Penale (Italian Criminal Code) implementing the guidelines 92/73/EEC and 2008/147/EEC as well as the law No 150 of 07 February 1992 implementing the Council guideline (EC) No 338/97 of 09 December 1996, specimens of protected animals and plants can only be transported when a corresponding permit or certificate is available and only under the conditions set out therein.

Luggage - For safety reasons, no luggage or parcels that are not accompanied by a travelling passenger are accepted on board. Company does not provide storage services of any kind. Considered permissible luggage are items that are usually transported in suitcases, travelling bags, boxes or similar containers for the personal use of the passengers. Luggage brought that cannot be stored in the cabin or at the seat due to its size must be left in the vehicle. Valuable, precious objects and cash may be stored free of charge in the safe of the paymaster, provided that they are not bulky.

Health status of the passenger - The vessel's doctor provides medical help in emergencies only; accordingly, Transport Company does not accept passengers that require medical assistance during the crossing, with the exception of the provisions in the following art. 23. If a passenger provides a corresponding certificate issued by a medical institution (hospital or similar), which must not be issued earlier than 48 hours prior to departure and permits travel without medical assistance, Transport Company will transport this passenger without assuming any responsibility in this respect. Aside from this, the captain and vessel's doctor are entitled to refuse embarkation to passengers who are in a physical of mental condition that endangers the crossing or who may be a danger to themselves and others, e.g. due to the influence of alcohol, drugs, hallucinogens, etc. In all these cases, the passenger shall have no right to damages and/or the passenger can be held liable for all damages done to himself, the ship, all its furnishings and equipment, third parties or the property of third parties. Transport Company accepting the passenger on board shall under no circumstances be construed as waiver of its right to also assert reservations regarding the health status of the passenger and claims at a later point, irrespective of whether these were known to Transport Company before embarkation and/or departure of the ship.

Safety information and ISPS costs - To implement the safety code ISPS regarding counter-terrorism provisions, passengers are informed that they must present the ticket for the journey and an ID document upon request of the on-board personnel. Also, they must agree to possible inspections of their luggage, if required. Such inspections may also be conducted by port authorities. While calling at the port, a distance of at least 50 metres must be kept to ships and moorings. Transport Company also points out that the port authorities may require further payment of additional costs associated with implementation of the safety code ISPS, which have not yet been quantified.

Applicable law and place of jurisdiction - The transport contract for passengers as well as transported luggage and vehicles is regulated by Italian law, the Codice della Navigazione (Italian Navigation Act) and applicable EU regulations as well the present General Transport Conditions. Exclusive place of jurisdiction for all disputes in regard to interpretation and/or implementation of the present contract is the place of jurisdiction of the seat of Company. If the passenger has his permanent residence in the EU he is deemed a consumer in terms of applicable Italian legislation, in which case the place of jurisdiction of the residence of the passenger shall be exclusively responsible.

Supplements and amendments - Supplements or amendments of the above General Transport Conditions are made available by Company at the aforementioned locations as well as online, and will come into effect on the date stated in the information provided at these locations.