



## FARES valid from the 1<sup>st</sup> February 2011 - ITALIAN SECTION till 14<sup>th</sup> April 2012

Sesto Calende

2	<b>ARONA</b>																											
2	1	Angera																										
4	2	2	Meina																									
5	3	2	2	Ranco																								
5	3	2	2	2	Ispra																							
5	4	3	2	2	2	Lesa																						
5	4	4	2	2	2	1	Belgirate																					
6	5	5	4	4	2	2	2	S.Caterina																				
7	6	6	4	4	4	2	2	2	<b>STRESA</b>																			
7	6	6	5	5	5	4	4	4	1	Carciano																		
8	7	7	6	6	5	4	4	4	3	1	Isola Bella																	
8	7	7	6	6	5	4	4	4	3	3	1	Isola Superiore																
8	7	7	6	6	5	4	4	4	3	3	3	3	<b>BAVENO</b>															
8	8	8	7	7	6	5	5	5	4	4	4	3	1	Feriolo														
8	8	8	7	7	6	6	6	5	5	5	4	3	3	3	Isola Madre													
8	8	8	7	7	7	7	6	6	5	5	5	5	3	4	2	Suna												
9	8	8	8	7	7	7	7	6	5	5	5	5	4	4	2	1	<b>PALLANZA</b>											
9	9	9	8	8	8	8	8	7	6	6	6	6	5	5	4	2	2	Villa Taranto										
9	9	9	8	8	8	8	8	7	6	6	6	6	5	5	4	2	2	1	<b>INTRA</b>									
9	9	9	8	8	8	8	8	8	8	8	8	8	7	7	6	6	5	5	3	2	<b>LAVENO</b>							
9	9	9	8	8	8	8	8	8	8	8	6	6	5	5	5	3	2	2	1	3	Ghiffa							
9	9	9	8	9	9	8	8	8	8	8	8	8	6	6	6	5	5	4	4	3	2	Porto Valtravaglia						
9	9	9	9	9	9	8	8	8	8	8	8	8	6	6	5	4	5	4	4	5	2	2	Oggebbio					
9	9	9	9	9	8	8	8	8	8	8	8	8	7	7	6	5	5	4	4	5	3	3	1	Cannero				
9	9	9	9	9	9	9	9	9	8	8	8	8	8	8	7	6	6	5	5	5	4	3	3	2	<b>LUINO</b>			
9	9	9	9	9	9	9	9	9	9	9	8	8	8	8	8	7	7	6	6	5	5	4	4	3	1	Maccagno		
10	9	9	9	9	9	9	9	9	9	9	9	9	8	8	8	8	7	7	6	6	5	5	4	4	3	2	<b>CANNOBIO</b>	

Ordinary routes by SHIP  
Prices given in Euro (rounded to the nearest 10 eurocents)

### ONE-WAY TICKET PRICES

Stretch	Full fare and reduced fares					
	without intermediate stops			with intermediate stops		
	Fare [1.00] Full fare	Fare [1.20] Senior citizen Adult groups	Fare [1.50] Children (4-11) School groups	Fare [2.00] Full	Fare [2.20] Adult groups	Fare [2.50] Children (4-11) School groups
1	2,00	1,60	1,10	2,20	1,80	1,30
2	3,00	2,40	1,70	3,50	2,80	2,00
3	3,50	2,80	1,90	5,00	4,30	2,80
4	3,80	3,10	2,00	5,90	5,00	3,50
5	4,50	3,60	2,40	6,40	5,50	3,50
6	5,50	4,40	3,10	7,60	6,10	4,00
7	6,10	4,90	3,40	9,10	7,30	5,00
8	7,50	6,00	4,00	10,20	8,20	5,50
9	8,80	7,10	4,90	11,20	9,00	6,00
10	8,90	7,20	5,00	11,70	9,50	6,50

"One-way ticket prices without intermediate stops" are exclusively for direct links between two stops.  
ROUND TRIP JOURNEYS WITHOUT INTERMEDIATE STOPS : double one-way ticket  
The fare type 'with intermediate stops' does not include round trip journeys: for the latter refer to FREE-CIRCULATION tickets.  
BOOKING FEE: € 0,90 one-way / € 1,80 round trip.  
SPEED SERVICE : ordinary service price + extra charge "booking fee".

### FREE-CIRCULATION TICKETS

Stretch	Fare [3.00] Adults	Fare [3.20] Promotion Adult groups	Fare [3.50] Children (4-11) School groups
1	4,40	3,60	2,50
2	6,70	5,40	4,00
3	10,00	8,50	5,50
4	11,20	9,50	6,50
5	12,20	10,50	6,50
6	15,00	12,00	8,00
7	17,00	13,60	9,00
8	19,00	15,20	10,00
9	20,70	17,00	11,00
10	21,80	18,00	12,00

Holders of FREE-CIRCULATION tickets are entitled, as long as the ticket is valid, to an unlimited number of trips between the ferry ports for which it was issued, including intermediate stops. The FREE-CIRCULATION ticket is valid on fast service runs, subject to payment of the relative supplement.

#### COMPLETE CHART OF STRETCH

TO CALCULATE FARES : to pick out the stretch, cross the line and the column of departure and arrival ports.  
(for example STRESA - IS. MADRE = stretch 5) and then compare the stretch on the tables here on the right.

# TRANSPORT AND FARES CONDITIONS' EXTRACT

**TICKET VALIDITY:** All one-way tickets, fast service tickets or extra charges are valid for the issue day only.

**ADMISSION TO TRANSPORT:** To be admitted to transport, the traveler must have a travel document issued by an authorized sales point.

At the moment of ticket withdrawal, travellers must check that it corresponds to the requested route and sort, that the price matches to the current fare and that the total cash amount has been correctly exchanged. In this regard, no claims can be lodged but immediately. Any error in the application of due amount or in the computation of transport taxes and additional charges, whether to Navigazione Lago Maggiore's detriment or the passenger's, entitles to correction. By purchasing a ticket, the passenger unconditionally accepts all the legal effects of the Company's Conditions of Transport

**TICKET VALIDITY ON FAST SERVICE (Sr/AI):** To travel by fast services, passengers must pay the connected extra charge. Reductions or concessionary fares cannot be applied to this supplement. Travellers owning any other kind of ticket are admitted on express runs by adding the required extra charge to the ticket they already own.

**FEE FOR ON-BOARD EXACTION:** Tickets must be purchased at the ticket offices ashore. In case of tickets issued on board of boats leaving from docks provided with ticket offices in service, a 1.00 Euro fixed surcharge will be applied to every passenger, luggage or vehicle. This surcharge will also be inflicted to any other kind of ticket issued on board owing to the passengers' needs (i.e. extending trips, balancing rates, a. s. o.).

**LOST, DESTROYED OR STOLEN TICKETS:** Travellers have no right to be refunded for lost, destroyed or stolen tickets.

**CHILDREN:** Children up to four years (but not yet turned) can travel free of charge, on condition that they do not use a seat on their own and are accompanied by an adult (an adult can accompany a maximum of four children). Children from 4 to 12 (not yet turned) will pay the reduced fare **[1.50, 2.50 o 3.50]**.

**SENIOR CITIZEN REDUCTIONS (MOTORSHIP RUNS):** To all citizens (of every nation) over 65 years will be applied the reduced fare **[1.20]**, from Monday to Friday, except for Saturdays, Sundays and holidays. To obtain this reduction, passengers are asked to show any valid identity card or document, in order to prove their age.

**DISABLED AND SERIOUSLY HANDICAPPED PEOPLE:** There are special conditions for particular groups of people, granted by showing documents, cards or others, certifying the needed requirements. These special concessions are applied to normal routes and to all-day travel tickets; as regards fast services, the fixed extra charge for rapid service has to be paid in full anyway. Special conditions are accorded to:

– 100% total invalid persons, including blind, and deaf and dumb; – handicapped people with seriousness implication.

For the above cases, a fare of **[1.50]**, or in the case of a free-circulation pass, the equivalent fare of **[3.50]**, will be applied. The same discount will be extended to a companion.

Blind people can board their guide-dog free of charge, on fast services too, even if there is also a supporting companion.

## **GROUPS REDUCTIONS:**

- ADULT GROUPS: groups composed by at least 15 passengers; rate **[1.20, 2.20 o 3.20]**. One free ticket every 25 paying passengers.

- SCHOOLS: groups composed by at least 10 students, Italian and foreign schools (from nursery to high school): rate **[1.50, 2.50 o 3.50]**. Free tickets: one teacher every 10 paying students. To obtain school groups reductions, a name list of the participating students has to be presented to the ticket office the day of travel, signed and stamped by the Headmaster.

**EMBARKING PETS:** It is possible to take dogs or other pets onboard, against ticket payment for every pet embarked (applying "children" rate except guide-dogs and security forces' trained dogs, which travel for free). Boarded dogs of medium and big height, excepted the ones above-mentioned, must always wear a muzzle and be kept on a short leash. Toy dogs (which size is less than 50 cm in length) are allowed without a muzzle, compatibly to the current related regulations, provided that they are kept in the owner's arms or on his knees.

Any other small pet must be kept in its small cage or in a suitable holder or similar. Animals must not take any seat to their own and must be disposed so that they do not inconvenience any passenger. The owner must attend to the cleaning of any excrement. In the event of any harassment, the Captain will take in any case appropriate measures, if needed it is not excluded even the landing of the animal and its owner, refunding the unused part of the ticket.

**BOARDING BICYCLES:** Boarding bicycles is allowed according to the type of motorship in service and to incoming traffic. Passengers are therefore kindly invited to ask in advance at on-shore ticket offices or phoning the free customer service number 800-551801 (within Italy boundaries only).

**EMBARKING BAGGAGE:** Regarding the carriage of goods allowed on board, on the basis of the available space and in accordance with safety rules, all baggage, cargo and vehicles are accepted on board any vessel at the sole discretion of the captain. Special conditions may apply for boarding hydrofoils and catamarans. For more details, please refer to the current Conditions of Transport.

**REFUNDS:** A traveller can request a total refund of the ticket, except for the deductions and limitations mentioned in the next paragraph, if the passenger has renounced the journey in the following cases:

a) if the departure is late at least sixty minutes on its scheduled time or if the route has been eliminated;

b) if the traveller cannot depart by order of the competent authorities;

c) if there isn't any room and/or embarkation is not possible;

d) if the traveller cannot or does not intend to use the ticket, and cancels the trip within 30 minutes from the issue time, quoted on the ticket or on the travel document; in case of any ticket not showing the issue time, the passenger can ask for a refund directly at the ticket office that issued it.

A deduction as penalty will be applied (calculated on the ordinary rate per single traveller); the amount is proportional to the full-fare ticket value, up to a maximum of €/Chf 3.00 per passenger. The only competent authority on this subject is the Direzione di Esercizio Navigazione sul Lago Maggiore, Via F. Baracca, 1 28041 ARONA (NO), to which a written request for refund must be addressed, with the original tickets attached.

**GENERAL ADVICE:** Missed train connections, the omission of landings and stops as well as interruptions owing to force majeure, do not enable to complain against Navigazione for any reimbursement. In case of fog, pitch dark, snowstorm, tempest and so on, on captain's own free judgement, runs may be totally or in part cancelled, suspended or interrupted, not entitling the travellers to claim for any reimbursement against Navigazione.

Any complaint can be lodged on the shipboard complaints register or in writing to the Management, otherwise to the headquarters of the Governmental Management's General Direction in Milan, clearly quoting the name and the complete address of the complainant.

**For any further information not specifically indicated above, it is possible to refer to the fare and transport conditions at the Management and at the ticket offices ashore and on board.**