



**FARES CHART**

For **ORDINARY ROUTES** and **FAST SERVICES (Sr)**

Fares valid from 15th April 2012 - transport conditions: updated in April 2017

**Desenzano**

1	Sirmione
2	2 Padenghe
2	2 1 Moniga
2	2 1 1 Manerba
4	4 3 3 2 Portese
4	4 3 3 3 1 Salò
4	4 4 4 4 2 1 Gardone
4	4 4 4 4 2 1 1 Fasano
4	4 4 4 4 3 2 1 1 Maderno
4	4 4 4 4 4 4 3 2 1 Bogliaco
4	4 4 4 4 4 4 3 3 2 1 Gargnano
6	5 5 5 5 4 4 3 3 3 2 2 Campione
6	6 6 6 5 5 5 5 5 5 4 4 4 2 Limone P multipiano - Traghetto
6	6 6 6 5 5 5 5 5 5 4 4 4 2 U Limone
7	6 6 6 5 5 5 5 5 5 5 4 4 4 2 2 Riva
7	6 6 6 5 5 5 5 5 5 5 4 4 4 2 2 1 Torbole
6	6 6 6 5 5 5 5 5 5 4 4 4 3 3 3 4 3 Malcesine Tr.
6	6 6 6 5 5 5 5 5 5 4 4 4 3 3 3 4 3 U Malcesine
5	5 5 5 5 5 4 4 4 4 4 3 3 3 4 4 4 4 1 1 Assenza
5	5 5 5 5 5 4 4 4 4 4 3 3 3 4 4 4 4 2 2 1 Brenzone
5	5 5 5 5 5 4 4 4 4 4 3 3 3 4 4 4 4 2 2 2 1 Castelletto
4	4 4 4 4 4 4 4 4 4 3 4 4 4 4 4 5 5 4 4 3 2 2 Pai
4	4 4 4 4 4 4 4 4 4 3 4 4 4 4 4 5 5 4 4 3 3 3 1 Torri
4	4 4 4 4 4 4 4 4 4 4 4 4 5 5 5 5 5 5 4 4 4 2 2 Garda
4	4 4 4 4 4 4 4 4 4 4 4 4 5 5 5 6 6 5 5 4 4 4 3 2 1 Bardolino
4	4 4 4 4 4 4 4 4 4 4 4 4 5 5 5 6 6 5 5 4 4 4 3 2 1 1 Cisano
4	4 4 4 4 4 4 4 4 4 4 4 4 5 6 6 6 6 6 6 5 4 4 4 3 2 1 1 Lazise
4	2 4 4 4 4 4 4 4 4 4 4 4 6 6 6 7 7 6 6 5 5 5 4 4 4 3 3 2 Peschiera

**IRREDUCIBLE MINIMUM PRICE**  
one way ticket: Euro 3,00  
return ticket: Euro 6,00

**SPECIAL URBAN FARE (U):**  
1,30 Euro for passengers travelling from the central jetty to the vehicle jetty (or vice versa) of the same port.

**ONE-WAY TICKET PRICES**

Stretch	Ordinary routes			Fast service EXTRA CHARGE	BICYCLES for ORDINARY ROUTES not reducible
	Full prices and discounted rates				
	Fare [1.00] Full price	Fare [1.20] Senior citizens Adult group-promotions	Fare [1.50] Children (4-11 years) School groups		
1	3,00	3,00	3,00	2,00	3,00
2	5,00	4,00	3,30	2,60	3,40
3	6,50	5,30	3,60	3,30	3,80
4	9,80	8,20	5,90	4,00	4,20
5	12,00	9,60	7,20	4,60	4,80
6	13,70	10,90	7,80	4,80	5,40
7	15,10	12,20	8,60	5,30	6,00

**RETURN TICKETS:** the price for return tickets is double  
**FAST SERVICES:** ordinary service price + extra charge  
The above-mentioned prices are exclusively for direct links between two stops.  
In case of non-direct journeys (passing by ports of longer stretches), the price is determined considering the dock on the longest run.

**DAILY FREE-CIRCULATION TICKETS:**

VALIDITY AREAS	1 DAY VALIDITY		
	Fare [3.00] Adults	Fare [3.20] Groups Seniors promotions	Fare [3.50] Children Schools Disabled
<b>ENTIRE NETWORK</b> (Desenzano-Riva or Peschiera-Riva) valid for all services, fast services included	<b>34,30</b>	<b>28,00</b>	<b>17,60</b>
<b>LOWER PART OF THE LAKE</b> (Desenzano-Gargnano or Peschiera-Gargnano) Valid on ordinary routes. Admittance on fast services is allowed against payment of the extra charge.	<b>23,40</b>	<b>19,00</b>	<b>12,40</b>
<b>UPPER PART OF THE LAKE</b> (Riva-Gargnano or Brenzone) Valid on ordinary routes. Admittance on fast services is allowed against payment of the extra charge.	<b>20,50</b>	<b>16,90</b>	<b>11,00</b>

**FREE-CIRCULATION TICKETS:** they permit to travel a whole day on the lake without any route or stop limitation. They can be for the entire network, for upper or for lower parts of the lake. This ticket is strictly personal, must be signed by the owner and it is valid for one day. Not valid on special services or night cruises.

Transport prices depend on possible changes settled by the Ministry of Infrastructures and Sustainable Mobility and can be varied without any advance notice.

For the **FERRY SERVICES** fares please see our website [www.navigazionelaghi.it](http://www.navigazionelaghi.it)

**STRETCH NUMBER**

TO CALCULATE FARES: to pick out the stretch, cross the line and the column of departure and arrival ports (for example, Sirmione – Riva = 6) and then find the price in the related grid.

# TRANSPORT AND FARES CONDITIONS' EXTRACT

**TICKET VALIDITY:** tickets online = valid just for the day chosen by the customer at the moment of purchase. Tickets issued by sales points = all one-way tickets, fast service tickets or extra charges are valid for the issue day only (or for the next day, only on clear request of the client). Ordinary return tickets are valid for two days, i.e. the issue day and the next one; if they are issued the day before one or more holidays, they are valid for the back route until the following day of the last holiday. The outward journey must occur necessarily on issue day. To be admitted onboard, the traveller must have the ticket, issued by the authorised sales points or online. 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 done but immediately. Any error in the application of the fare or in the computation of transport taxes and additional charges, whether to Navigazione sul Lago di Garda'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 SERVICES (Sr):** to travel by fast services, passengers must pay the connected extra charge, excluding the ENTIRE NETWORK daily circulation tickets. Reductions or concessionary fares cannot be applied to this supplement. Travellers owning any other kind of ticket are admitted on fast services 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 or online. In case of tickets issued on board of boats leaving from docks provided with ticket offices in service, a 1.00 € fixed surcharge will be applied to every passenger, luggage or vehicle. This surcharge will also be applied 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.

**SUBSCRIPTIONS:** subscriptions are available for ordinary and fast services routes. Tickets are divided in 7 distance stretches, with monthly or fifteen-days validity, starting from any day by applicant's choice. The prices, according to the routes determined by the stretches specified on the diagram, are available at the ticket offices or on our company's website.

**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 three children). Children from 4 to 12 (not yet turned) will pay the reduced fare [1.50] on ordinary tickets and the reduction fare [3.50] on free circulation tickets.

**SENIOR CITIZEN REDUCTIONS (ORDINARY ROUTES):** to all citizens (of every nation) over 65 years will be applied the reduced fare [1.20] on ordinary tickets and the reduction fare [3.20] on free circulation tickets, 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 mentioned here under, granted by showing documents, cards or others, certifying the needed requirements. These special concessions are applied to ordinary 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 the following categories, both for Italian and foreign persons: - legally handicapped people and disabled victims of workplace accidents, with invalidity from 70% to 100%, including blind, and deaf and dumb; - handicapped people with seriousness implication (even properly certified, and comparable to an invalidity from 70% to 100%), i.e. persons with recognized disablement, singular or multiple, with a reduced personal independence, related to the age, which requires a general constant assistance, regarding the individual or relationship area. Blind people can board their guide-dog free of charge, on fast services too, even if there is also a supporting companion.

For the above mentioned cases the fares will be applied as follows: - 1. the fares [1.50] and [3.50] will be applied to the disabled person travelling on his/her own; - 2. in case there is a disabled person travelling with an accompanying person: the fares [1.50] and [3.50] will be applied to the disabled person + the accompanying partner will be free of charge; - 3. in any of the above-mentioned cases, if the ticket will be issued onboard, there will be no extra-fee for ticketing onboard; - 4. children up to 12 years old (not yet accomplished), properly accompanied, which fall into the above mentioned conditions, are free of any charge. Accompanying partners will be free of charge.

## GROUPS REDUCTIONS:

- **STANDARD GROUPS:** groups composed by at least 15 participants, summing up adults and children travelling together. To the adults, in case of ordinary tickets it will be applied the reduced fare [1.20], and in case of daily circulation tickets the reduced fare [3.20]; to the children from 4 to 12 years old (not yet turned), in case of ordinary tickets it will be applied the reduced fare [1.50], and in case of daily circulation tickets the reduced fare [3.50]. Free tickets granted: 1 adult every 25 paying participants. In case of fast services, every participant has to pay the relative extra charge, including the adult owning the free ticket, except for daily circulation tickets for entire network.

- **SCHOOLS:** groups composed by at least 10 students, for Italian and foreign schools (from nursery to high school): reduced fares [1.50] for ordinary tickets and [3.50] for daily circulation tickets. Free tickets: one teacher every 10 paying students. To obtain the school group reduction, a statement of the school must be presented at the ticket office of the departure point, stamped and signed by the Headmaster: this must quote the total number of participants, specifying the number of students, number of participants of the school staff, and also accompanying partners not belonging to the school staff.

**EMBARKING PETS:** as regards dogs transportation, please refer to art. 1 (par. 1, 2, 3 and 4) of Order 13A07313 of 06th August 2013 of the Health Ministry, published on the Official Gazette General Series nr. 209 of 06th September 2013.

General rules: dogs can be boarded under the responsibility of their owners or holders. The owner must make sure that the dog's attitude is proper to the exigencies of coexistence with humans and animals regarding the environment he is living in. The Captain, or one of his officer composing the crew, can ask to the owner or holder to muzzle the dog in case of safety risks for other passengers, animals or objects. In case the owner or holder declares not to be able to comply with this order, he has to be unboarded at the first available dock without any right to be reimbursed. In case of refusal, the police services will be called for intervention, so that no delay or obstruction are created to the public service line.

The animals must not occupy any sitting place anyway and must be accommodated so as they do not disturb any other passenger and at all events the owner must attend to the cleaning of any excrement, having therefore the proper tools.

Transport conditions: the owner or holder shall use a fixed leash of max 1,5 mt in length and shall bring with him a muzzle (rigid or flexible). The embarking of dogs could anyway be limited or excluded at the discretion of the Captain, in case of great crush on the boat or in the event that the transportation would compromise the safety of any other passenger.

Fares: SMALL DOGS = height to withers less than 50 cm. They can be boarded for free.

MEDIUM – LARGE SIZE DOGS = height to withers more than 50 cm. Reduced fares [1.50] or [3.50], without extra charge on fast services.

Guide-dogs and security forces' or rescue trained dogs in service are completely free of charge and have no limitations. To have information about subscriptions and other animals' transport conditions please ask to the ticket offices.

**BOARDING BICYCLES:** Bicycles are not allowed on fast services. On ordinary routes, 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). The Captain can limit the number of bikes to embark in case their transport would compromise the service. Electric bikes are considered as regular bicycles.

**EMBARKING BAGGAGE:** as hand luggage is considered any traveller's baggage under his own control and liability for its embarking, transshipment, disembarking and supervision during the whole journey, releasing N. L. G. from any responsibility. Every passenger can take with him only one luggage, provided that it does not exceed the following measures: weight less than 20 kg, side shorter than 0,60m, volume smaller than 40 dmc. On fast services, it is not allowed to embark any luggage having its side longer than 60 cm, as well as any sort of goods. Each baggage exceeding the linear size and each further luggage, independently of the dimension, is submitted to the payment of the effective rates.

**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 € 3.00. The only competent authority on this subject is the Direzione di Esercizio della Navigazione sul Lago di Garda - Piazza Matteotti, 25015, Desenzano del Garda (BS), 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 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.