

TRANSPORT AND FARES CONDITIONS' EXTRACT

(in force from January 2018)

TICKET VALIDITY: Tickets are valid only on the day of issue, unless otherwise stated under separate conditions relating to specific fares.

PURCHASE AND PAYMENT OF TICKETS: To be admitted to transport, the traveller must have a travel document issued by an authorized sales point. Tickets must be purchased in Euro or, where expressly permitted, with other types of substitute payment. In certain circumstances passengers may be requested to pay in cash, as the Company has no obligation to give change. Upon receiving the ticket, the passenger must check that it corresponds to the fare, type and route requested, that the amount paid is the same as that indicated on the ticket or the fare currently applied and that, if any change has been given, the amount is correct.

TICKET VALIDITY ON FAST SERVICES (SR): For the fast-service, passengers must purchase the relative ticket or the corresponding supplement that will be issued to validate a regular ticket held by the passenger. Supplement ticket cannot be issued to accompany ordinary boat service monthly tickets.

Fast service or supplement tickets are valid only on the day of issue and intermediate stops are not allowed. Reductions cannot be applied to this supplement.

FEE FOR ON-BOARD EXACTION: Tickets sold on board vessels to travelers leaving from ports where the ticket offices are functioning, are overtaxed with a fixed surcharge of 1,00 Euro that will be applied to each passenger, luggage or vehicle. This surcharge will also be inflicted to any other kind of ticket issued on board owing to the passengers' needs or if the passenger fails to stamp, where required, the travel document or ticket at the ticket office onshore.

LOST TICKETS: No refund or replacement is granted on lost, destroyed or stolen tickets, or for wrong tickets issued as a result of incorrect information given by the passenger.

CHILDREN: Children up to four years (but not yet turned) can travel free of charge, on condition that they do not occupy a seat on their own and are accompanied by an adult (an adult can accompany a maximum of three children) holding a regular ticket. Children from 4 to 12 (not yet turned) will pay the reduced fare **1.50** (the minimum fare being applicable, however) with the right to occupy a seat.

DISABLED AND SERIOUSLY HANDICAPPED PEOPLE: There are special conditions for particular categories of people, of Italian and foreign nationality, granted upon presentation of valid documentation (such as cards, medical certificates, etc.) attesting necessary requirements. Special tariff apply to following categories: disabled people with 70% to 100% disability, including the blind and deaf-mutes; seriously handicapped people (adequately certified and compared to a 70% to 100% disability). To the aforementioned persons will be applied the fare n. **1.50** on one-way or return tickets, or the fare n. **3.50** on day-passes. Children upto 12 years old (not yet turned) are excluded from payment, provided that they are adequately assisted. If the disabled person is entitled to have a carer, the latter travels for free. To access fast services it is necessary to purchase the specific supplement ticket. Purchasing tickets on board is free of surcharge. The blind may bring their guide dogs at no charge on ordinary boat and fast-service runs, even when accompanied by a carer.

SENIOR CITIZEN: To all citizens over 65 years will be applied the fare n. **1.20** on one-way or return tickets and fare n. **3.20** on daily pass. To obtain this reduction, passengers are asked to show any valid identity card or document, in order to prove their age.

ORDINARY GROUPS: Groups made up of at least 15 members travelling together, including adults and paying children, will be considered as an "ordinary group".

On one-way or return group tickets applies the fare n. **1.20** to adults and fare n. **1.50** to children from 4 to 11 inclusive. On group daily pass applies the fare n. **3.20** to adults and fare n. **3.50** to children from 4 to 11 inclusive. One free ticket every 25 paying passengers. To access the fast service runs all group members, gratuities included, will have to purchase the specific supplement ticket at the ordinary fare.

SCHOOL GROUPS: Groups of minimum 10 students, Italian and foreign schools (from nursery to high school) accompanied by a teacher will be considered as a "school group" and will be applied the fare n. **1.50** on one-way or return group tickets and fare n. **3.50** on group daily pass. Free trips: one teacher every 10 paying students. To access the fast service runs all group members, gratuities included, will have to purchase the specific supplement ticket at the ordinary fare. In order to qualify for the fare reduction the group will have to present at the ticket office a letter from the school, stamped and signed by the Headteacher, showing the number of students and teachers.

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 disembarked 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 SIZE 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 and large size are not allowed on board of hydrofoils and catamarans.

BOARDING BICYCLES: Bicycles are not allowed on fast service runs. On boat runs boarding bicycles is allowed according to the type of motorship in service and to incoming traffic.

EMBARKING BAGGAGE: As hand luggage is considered any traveller's baggage under his own control and liability for its embarking, transhipment, disembarking and supervision during the whole journey, releasing N.L.C. from any liability. Every passenger can take with him for free only one luggage, provided that it does not exceed the following measures: side shorter than 0,60m, volume smaller than 40 dmc.

Regarding general goods carried on board by passengers (excluding those of a hazardous nature), one item per passenger, maximum 60 cm length and 40 cubic decimeters volume, is free of charge. All hand baggage exceeding the limit of 0,60 m. in length and all additional hand baggage after the first item, regardless of size, shall be charged, for each item, the set fare.

REFUNDS: If the ticket has not been used, traveller may request the total refund directly at the ticket office that issued the ticket, only due to one of the following cases:

a) when departure has been delayed of minimum 60 minutes on its scheduled time or the run has been cancelled; 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, depending on own reasons, the traveller cannot or does not intend to use it and therefore renounce the trip. Concerning point d) within 30 minutes from the issuing time shown on the ticket or from the release itself if the issuing time does not appear on the ticket, traveller may request the refund directly at the issuing ticket office.

In case of refund due to traveller's reasons a deduction as penalty, maximum 3,00 Euro for each traveller, will be applied. The penalty is bounded to the ordinary tariff. If service is interrupted by fortuitous events or circumstances beyond one's control, passengers may request the refund of the difference due on the ticket paid and the price corresponding to the route really carried out.

REIMBURSEMENT RESTRICTIONS - DEDUCTIONS: The Company has the power to examine and settle, fully or in part, written requests for reimbursement, submitted with the original tickets, relating to cases of non-use or received in a manner not provided for in the previous clause. The absence on the ticket of the required punching cannot be considered as a proof that the ticket has not been used. All extra costs involved to process the request of reimbursement and shipment of the refund (less the penalty eventually applied) will be charged to the applicant.

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