

## **TRANSEUROPA FERRIES**

## **CONDITIONS OF CARRIAGE**

### **TRANSEUROPA FERRIES**

Definition of line and respective Owners of the vessels

As agents for and on behalf of:

Hawthorn Shipping Co. Ltd. (m/v Eurovoyager)

Dianthus Maritime Co. Ltd. (m/v Primrose)

Forsythia Maritime Co. Ltd. (m/v Larkspur)

Odyssy Maritime Co. Ltd. (m/v Gardenia)

Seaborne Navigation Co. Ltd. (m/v Oleander)

Arch. Makarios III Av.284 PO Box 132 Limassol Cyprus

All other or future vessels used by Transeuropa Ferries.

### **CONDITIONS OF CARRIAGE**

Passengers, their luggage and accompanied vehicles are carried subject to a) The Athens Convention Relating to Carriage of Passengers and their Luggage by Sea 1974 b) The Cypriot Private Maritime Code and c) the present general conditions of carriage of Transeuropa Ferries, collectively "The Conditions". These Conditions include exclusions and limitations of carrier's liability for death, illness or for damage to or loss of vehicles and luggage or for delay or deviation. In particular, the Athens Convention Relating to the Carriage of Passengers and their Luggage by Sea of 1974 includes limits to the carrier's liability for loss of or damage to luggage and accompanied vehicles. Copies of the Conditions of carriage of Transeuropa Ferries are available upon request, and all reservations and carriages are subject to these Conditions.

### **LIMITED LIABILITY**

Fares and Timetables listed in the Transeuropa Ferries Catalogue and Website are based on conditions existing at the time of print. If any conditions should change after the time of print, the company reserves the right to make changes in the timetable or to refrain from contractual obligation. In the unlikely event that contractual obligations may not be fulfilled, the customer is entitled to a full refund of payments made. The company is however not liable for any damages resulting thereof. In the event of an increase in fuel prices, currency fluctuation or other unforeseen circumstances, it reserves the right to change the fares without prior notice.

### **RESERVATION REQUIREMENTS**

In compliance with international SOLAS regulations, please note that you are required to supply the following information when you make your reservation: Name and Surname, Sex, Nationality, Date of birth, Type and registration number of vehicle (if applicable). Passengers from non-European Union (and non-Schengen) countries are required to supply the following additional information: Passport number and expiry date, Visa expiry date (if required).

## **REFUSAL OF CARRIAGE FOR PASSENGERS AND REFUNDS:**

Transeuropa Ferries may, at their absolute discretion, refuse to convey any passenger, or vehicle, who are unfit to be carried for any reason, even though it may have previously agreed to carry the same.

Transeuropa Ferries reserves the right to decline to accept or retain any person as a passenger on the line at any time. Each passenger – or if a minor, his/her parent or guardian – shall be liable to and reimburse Transeuropa Ferries for all damage to the ship and its furnishings, equipment and property caused by any willful or negligent act or omission on the part of the passenger.

The check-in staff and/or the ship's captain may refuse transportation to any passenger or may require any passenger to disembark who, in the sole discretion of the check-in staff and/or ship's captain, is believed to be dangerous to himself or herself, or others, or disturbs Transeuropa Ferries other passengers or crew. Such passenger may be left at any port or place the ship calls without any liability to Transeuropa Ferries.

Transeuropa Ferries shall not be required to refund any portion of the fare paid by any passenger who must leave the ship and/or is refused to embark for any reasons set forth in this paragraph not shall it be responsible for lodging, medical care expenses, meals, return transportation or other expenses incurred by the passenger.

A refund will not be payable if Transeuropa Ferries refusal to carry a passenger is due to the inability of the passenger or vehicle to land at or enter any port or place or the passenger's failure to state the correct length, height, cargo, number of passenger's of any vehicle upon booking and/or check-in or any other default or neglect of the passenger.

All passengers are required to have a valid passport (beyond the date of return trip), required visa and other travel documents, any failure to present the required documents will result in refusal to be carried and no refund is applicable. Infants and children also require an official from of identification. Unaccompanied children and young people from the age under 18 years are only acceptable if the parental or legal guardian has given his/her written permission for the unaccompanied voyage. We would request that citizens contact the appropriate consulate for details and required travel documents and/or visa.

Transeuropa Ferries cannot be held responsible in the event that authorities prevent a passenger for continuing his/her journey. Transeuropa Ferries reserves the right to deny embarkation to any individual who does not possess valid travel documents, a refund will not be payable. In the event of a fine being imposed on Transeuropa Ferries by the immigration office, the amount will be charged to the passenger who failed to provide the proper legal documents. In the event of immigration officials refusing entry, the passenger will be sent back at his own expense or the passenger shall be liable to pay to the Carrier the full fare from the return voyage.

No refund will be given in respect of passengers removed from the ship or prevented to embark due to abuse of alcohol or drugs or unruly behavior or disorderly conduct or violence towards fellow passengers or the Company employees.

No refund will be made for lost, stolen or destroyed tickets.

## **PASSENGERS WITH SPECIAL NEEDS**

Whenever possible, Transeuropa Ferries will try to accommodate passengers with special needs. However the following conditions apply:

Any passengers with a special need who wishes to be accommodated is requested to notify Transeuropa Ferries Passenger Department at the time of the reservation concerning the specific need. Transeuropa Ferries has the right to refuse or revoke passage to anyone who, based upon objective standards, is in a physical or mental condition that jeopardizes the safe operation of the vessel, who poses a direct threat to the health and safety of others or who may require care beyond that which Transeuropa Ferries can provide.

Pregnancy is a medical condition. An expectant mother must have a medical certificate establishing her due date and fitness to travel. Transeuropa Ferries will not be responsible or liable for any complications of pregnancy, which arise or occur during the voyage.

Medical services are not always available on board. If you travel with a pre-diagnosed condition then travel is entirely at your own risk and you should obtain advice from your own doctor before travelling.

## **ARRIVALS AND ITINERARY CHANGES**

It is your responsibility to check-in by the time specified.

If you arrive later than this, you may not be allowed to board and whilst we will make every effort to arrange for you to travel on a later sailing, we reserve the right to make a surcharge in these circumstances. Where a priority has been booked, failure to have checked in by the specified time will prevent priority loading. No refund will be made.

In the event of strikes, lockouts, stoppages of labour, riots, weather conditions, mechanical difficulties or any other reason whatsoever, Transeuropa Ferries has the right to cancel, advance, postpone, deviate or substitute any scheduled sailing or itinerary without prior notice. Transeuropa Ferries shall not be responsible for failure to adhere to published arrival and departure times for any of its ports of call. Transeuropa Ferries may, but is not obliged to, substitute another vessel for any sailing and cannot be liable for any loss to passengers by reason of such cancellation, advancement, postponement or substitution. All reservations are subject to change or cancellation in above-mentioned events.

Under no circumstance will Transeuropa Ferries be responsible for any delays.

## **TRANSPORTATION LIABILITY**

Transeuropa Ferries shall not be responsible for any damage or inconvenience caused by late air, car or motor coach arrivals, nor for any personal injuries or loss or damage to baggage or other property occurring off the vessel.

Any liability for loss or damage to personal baggage is in accordance with the Passenger Ticket Contract provisions.

Passengers' baggage and property are transported, stored and handled at owners' risk at all times.

Transeuropa Ferries is not responsible or liable for any loss, theft, pilferage, damage or delay to passengers' baggage or personal effects. Transeuropa Ferries is also not responsible for the

loss of money or valuables left in open storage spaces or in cabins. Please, report the loss of any personal item to the Reception Desk on board during the voyage.

Transeuropa Ferries' responsibility does not extend beyond the vessel. Therefore, any arrangements made by or for passengers either before boarding the ship or whenever disembarking entirely from the ship are at the passengers' own risk. Passengers going ashore on their own are responsible for re-boarding the ship prior to departure from port.

## **SAFETY AND SECURITY**

At any given moment, there are likely to be "trouble spots" in the world in terms of crime and/or war or terrorist actions. Accordingly, it may be necessary to change the published cruise itinerary. Any such changes are for your safety and beyond Transeuropa Ferries' control. While Transeuropa Ferries endeavours to provide reasonable protection for your comfort and safety on board its ships, Transeuropa Ferries cannot guarantee freedom from all risks associated with war, terrorism, crime or other potential sources of harm.

Transeuropa Ferries reminds all passengers that they must ultimately assume responsibility for their actions while ashore. The government authorities regularly issue advisories and warnings to travellers, giving details of local conditions in specified cities and countries, according to the agency's perception of risks to travellers. Transeuropa Ferries strongly recommends that passengers and their travel professionals obtain and consider such information when making travel decisions.

## **EXCHANGE RATE**

The fares of tickets or goods purchased in other countries or onboard may differ due to fluctuations in the exchange rate.

## **PETS**

**We have a strict policy regarding pets (animals): NO PETS (animals)!**

Transeuropa Ferries reminds all passengers that Pets are **not allowed** on board!

Under no circumstance will Transeuropa Ferries be responsible for any violations resulting from passengers ignoring this rule.