



General Terms and Conditions for Passenger Transport - GTCPT

February 2025

GENERAL TERMS AND CONDITIONS FOR THE TRANSPORT OF PASSENGERS, THEIR LUGGAGE AND VEHICLES.

Ticket purchase implies the unconditional acceptance, with full legal effect, by Passengers of the following general terms and conditions for passenger transport (GTCPT).

DEFINITIONS:

The term "Passenger" means any person carried based on a ticket issued by the carrier and/or the agencies authorised to do so. The term "carrier" and/or "Company" shall mean Grandi Navi Veloci S.p.A.

The "Object" of the contract is the transport service as governed by art. 396 et seq. of the Navigation Code. The carrier undertakes to transport the Passenger and their vehicle under the following conditions, which the Passenger undertakes to examine and adhere to in full before purchasing and/or booking a ticket.

The sea transport service refers to the route specified on the ticket including on-board accommodation and any accompanying vehicle.

Any ancillary services provided by the sea carrier shall not be part of the contract.

The term "sea carrier" means the contractual and actual carrier. The ship used for the transport can be part of the fleet of GNV or another actual carrier.

A “Disabled Passenger” or “Passenger with Reduced Mobility” is any passenger whose mobility is reduced, when using a means of transport, as a result of a physical (sensory or motor), mental or psychological disability, an impairment, or any other cause of permanent or temporary disability or impairment, the condition of which requires special assistance as well as adapting the passenger services provided on the ship as a consequence of this disability.

“Van” or “van” is a covered or completely enclosed vehicle for the transport of goods or people.

Art. 1 VALIDITY:

The ticket is personal, cannot be transferred and is valid only for the transport specified therein. The Passenger must diligently store the contract/ticket in order to justify their right to travel and to show it to any Ship Officer or Company official who may request it. Any Passenger without a ticket must immediately notify the Master and/or Purser. Failing that, they will be required to pay double the price of the passage ticket up to the port of destination, without prejudice, however, to any damages compensation.

Art. 2 PRICE:

The price specified on the ticket is the carrier’s fare in effect on the date of issue of the ticket. The fare is not fixed and is subject to decreases or increases. Special discounts and reductions do not have any retroactive effect on already issued tickets. “Native/resident” fares are not available for all departures and accommodations. Quotes do not confirm any price and do not guarantee and ship seats. Any due taxes and fees for boarding and disembarking, stamp duties, etc., as summarised on the travel ticket, shall be borne by the Passenger. The ticket price is inclusive of taxes, port fees and ETS which the Company pays to each competent Authority according to the procedures established by the latter, and which may vary from year to year.

Only for Passengers bound for Tunisia, in compliance with Tunisian statutory provision TUN no. 2016-78 of 17/12/2016, starting from 01/01/2024 there is a payment of an Additional Passenger Disembarkation Fee due, in the amount of forty (40) Dinars (or the equivalent in Euros on the payment date).

This tax must be paid at check-in; the GNV sea carrier will remit the amounts directly due to the relevant Tunisian collection office

2.1 If the Passenger purchases their ticket through the “PURCHASE ONLINE” web channel, the transport contract will be considered to be completed only once the booking system has notified the booking reference number and ticket number (failure to receive the Internet Ticket shall not prevent an on-screen already confirmed ticket from being issued).

2.2 Unless otherwise specified, the price on the ticket does not include the on-board provision of food, which shall be borne by the Passenger. Prepaid meal packages (at a special rate and only for customer groups of at least 12 people) can be purchased when booking the ticket. The package type and composition vary depending on the line and the ship operations.

Vouchers of different denominations (food pass cards) for food consumption at on-board catering outlets can be also purchased at a discounted rate:

- when booking the ticket
- at port ticket offices
- at on-board receptions before the ship departure.

For further details and information, please refer to our website www.gnv.it. For any cancellations, please refer to Article 6 of the General Terms and Conditions for Passenger Transport (GTCPT) in force.

2.3 In the event of ticket booking by a Passenger who needs to receive the related electronic invoice in the name of a Public Administration body, the Passenger shall request that an electronic invoice is issued at the time of booking. The Passenger shall also specify the necessary details of the subject who to address the accounting document to, such as (i) name, (ii) Tax Code/VAT number, (iii) Government bodies index, (iv) Contract Reference Number, (v) Unified Project Code, (vi) indication of any split payment application and (vii) indication of the certified e-mail address. For electronic invoicing to the Public Administration, the Passenger assistance service from the Groups Office is available, tel. +39 010 2094591.

2.3.1 For the Passenger who needs to receive an electronic invoice for a ticket to be purchased, the service is available by accessing the “Request invoice” page under www.gnv.it. If no request is submitted, the Sea carrier will not be able to provide electronic invoicing, nor will it be subject to any complaint.

2.3.2 The request to issue invoices for single passenger tickets must be made by completing the online form available under www.gnv.it within the fourth (4th) day from the date of issue of the ticket. A request shall be submitted for each new replacement ticket. A single summary monthly invoice will be issued (and/or any credit note). Following this request, GNV will issue an invoice pursuant to art. 21, comma 4 of Italian Presidential Decree 633/1972, to be sent to the address specified on the aforementioned form. For all requests filed by GNV Groups office, a summary monthly invoice will be issued using the details provided upon filing the request. Please pay close attention to properly provide the required mandatory details. It goes without saying that, if they are even partially incorrect, it will not be possible to follow up on the invoice issue request.

2.3.3. The request and issue of invoices for catering and shops can be done directly on board, at the front desk of the ship's Purser Office.

Art. 3. ON-BOARD ACCOMMODATION:

The Passenger will occupy the seat specified on the ticket and, failing that, the seat indicated by the Master or the Purser. In case of objective necessity, the Company is entitled to assign the Passenger to a different seat. If the assigned seat is of a higher type, no fare difference will be requested, whereas if the new seat is of a lower type, the surcharge paid will be refunded to the Passenger, without prejudice to the Passenger's being entitled to terminate the contract in accordance with the law.

3.1 The cabins and seats must be vacated ahead of the ship's arrival time, for disembarkation to take place safely.

How and when accommodations are released, as well as where the meeting points are located in the common areas, will be disclosed by the Ship Command.

3.2 Should Passengers with reduced mobility need special cabins for disabled, they must promptly notify the Company which, to guarantee a Disabled Passenger and a Passenger with Reduced Mobility comfort and safety throughout the voyage, will have to check for these accommodations to be actually available, since they are, in fact, available in limited numbers. The Disabled Passenger and Passenger with Reduced Mobility can, for this purpose, book a special cabin for disabled by contacting phone number +39 010/20 94 591. More information is available in the relevant section under www.gnv.it-

Art.4 PRESENTATION FOR BOARDING:

(i) national and community trips - the time established for check-in is within two hours before the scheduled departure time of the ship for Passengers with vehicles in tow, whereas for Passengers without accompanying vehicles is within two hours; (ii) non-Schengen travel - the scheduled check-in time is within four hours before the scheduled departure time of the ship for passengers with and without vehicles. Presentation after these deadlines implies denial of boarding. After check-in, the Passenger must remain inside the boarding area until actual access on board the ship, as it is not allowed to leave that area.

In any case, the Passenger is obliged to check in advance any changes to the ship departure and boarding presentation times at check-in through the dedicated channels (Ticket Offices, Travel Agencies, website www.gnv.it).

4.1 Passengers with reduced mobility during boarding and while waiting at the quay in front of the ship will be given directions for parking their vehicles at the Garage deck and reaching the lifts more comfortably.

Art. 5 NO DEPARTURE:

Passengers who do not show up within the check-in time specified above, or who in any case do not board the ship specified on the boarding pass, are not entitled to a refund, even partial, of the price paid and must, on the contrary, pay off the passage price if it is still unpaid. Furthermore, no reimbursement will be recognized in the following cases: (i) denied boarding for safety reasons, even if the Passenger arrives within the times indicated above; (ii) if the Passenger is in possession of unsuitable documentation for boarding or disembarking at the port of destination; (iii) if the Passenger does not show up in time for boarding after checking in; (iv) if the passenger is not indicated in the ticket names, (v) if the Passenger is not in possession of a suitable health document in relation to the applicable health protocols.

Art. 6 WITHDRAWAL AND REFUND:

Passengers who wish to withdraw must inform the Company directly or through the Travel agency within the following deadlines, and the following penalties will be charged: from the

time of booking up to 20 days before departure 25%; from 19 days up to 4 days before departure 30%; from 3 days up to 2 hours before departure 50%. Tickets purchased in advance are non-refundable. The amounts withheld listed above will be applied to Passengers' total fares, vehicles booked and related surtaxes and taxes. The Company or Travel agency that issued the ticket must write down the date and time of cancellation on the ticket. The deadline is calculated from the day after the date of cancellation and includes the date of departure. Passengers who cancel less than two hours before the scheduled departure time or who do not arrive on time for boarding, without informing the Company beforehand that one of the circumstances envisaged in Art. 400 of the Italian Navigation Code has occurred, will not be reimbursed. If a ticket that has already been changed is cancelled, the highest penalty will be applied, which will be assessed depending on the date the ticket was changed. The ticket may not be partially cancelled, therefore cancellation means that the whole travel ticket is cancelled. Passengers are advised to take out an insurance policy covering the above-mentioned penalties for cancellations.

Tickets issued with a special round-trip (return) fare can be cancelled only if the one-way trip and the return trip are cancelled at the same time.

Passengers who do not use the purchased trips have the right to request reimbursement of port "rights" by sending a written request, by registered letter with return receipt, to the contractual Carrier at the registered office – Via Balleydier, 7, 16149, Genoa, Italy".

Presale tickets are not refundable limited to the amount paid in advance and up to the actual conversion into final tickets.

6.1

For bookings made **between 19/02/2025 and before 18/03/2025**, for travel until December 2025 on all lines operated by GNV, the Passenger can benefit from:

- Possibility to buy **Presale** tickets by paying a lower amount: **20% of the total ticket price*** (including taxes) as against the entire ticket (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.

- The cancellation made by the Passenger will follow the following penalties: (i) from the time of booking up to 20 days before departure, penalty 25%, (ii) from 19 days until 4 days before departure, penalty 30%, (iii) from 3 days until 2 hours before departure, penalty 50%, (iv) less than 2 hours from departure, penalty 100%.

*The Morocco lines and the Albania line keep the presale at 10%.

For bookings made **between 12/02/2025 and before 18/02/2025**, for travel until December 2025 on all lines operated by GNV, the Passenger can benefit from:

- Possibility to buy **Presale** tickets by paying a lower amount: **20% of the total ticket price*** (including taxes) as against the entire ticket (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.
- **The cancellation made by the Passenger will follow the following penalties:** (i) from the time of booking up to 20 days before departure, penalty 25%, (ii) from 19 days until 4 days before departure, penalty 30%, (iii) from 3 days until 2 hours before departure, penalty 50%, (iv) less than 2 hours from departure, penalty 100%.

*Albania line keeps the 10% Presale.

For bookings made **between 11/12/2024 and before 11/02/2025**, for travel until September 2025 on all lines operated by GNV, the Passenger can benefit from:

- Flexibility in planning their trip, thanks to the elimination of cancellation penalties up to **21 days before departure**. If the cancellation by the Passenger is made: (i) from 20 days to 4 days before departure, penalty 30%, (ii) from 3 days to 2 hours before departure, penalty 50%, (iii) from less than two hours from the scheduled departure, penalty 100%.
- Possibility to buy **Presale** tickets by paying a lower amount, reduced by 30% to **20%** as against the entire ticket* (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.

*Albania line keeps the 10% Presale.

For bookings made **between 27/11/2024 and before 10/12/2024**, for travel until September 2025 on all lines operated by GNV, the Passenger can benefit from:

- Possibility to buy **Presale** tickets by paying a lower amount: **20%** of the total ticket price* (including taxes) as against the entire ticket (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.
- The cancellation made by the Passenger will follow the following penalties: (i) from the time of booking up to 20 days before departure, penalty 25%, (ii) from 19 days until 4 days before departure, penalty 30%, (iii) from 3 days until 2 hours before departure, penalty 50%, (iv) less than 2 hours from departure, penalty 100%.

* Albania line keeps the 10% Presale.

For bookings made **between 13/11/2024 and before 26/11/2024**, for travel until September 2025 on all lines operated by GNV, the Passenger can benefit from:

- Flexibility in planning their trip, thanks to the elimination of cancellation penalties up to **21 days before departure**. If the cancellation by the Passenger is made: (i) from 20 days to 4 days before departure, penalty 30%, (ii) from 3 days to 2 hours before departure, penalty 50%, (iii) from less than two hours from the scheduled departure, penalty 100%.
- Possibility to buy **Presale tickets** by paying a lower amount, reduced by 30% to **10%** as against the entire ticket (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.

For bookings made **between 14/10/2024 and before 12/11/2024**, for travel until September 2025 on all lines operated by GNV, the Passenger can benefit from:

- Flexibility in planning their trip, thanks to the elimination of cancellation penalties up to **14 days before departure**. If the cancellation by the Passenger is made: (i) from 13 days to 4 days before departure, penalty 30%, (ii) from 3 days to 2 hours before departure, penalty 50%, (iii) from less than two hours from the scheduled departure, penalty 100%.
- Possibility to buy **Presale tickets** by paying a lower amount, reduced by 30% to 10% as against the entire ticket (minimum € 50.00), in advance. Presale tickets may not be changed or cancelled, and failure to confirm departure involves the loss of the amount paid. Cancellation penalties will not be applied only if presale tickets are paid within the validity period of free cancellation penalties; the cancellation policies for final tickets are subject to the General Terms and Conditions for Passenger Transport, in force on the conversion date.

6.2 The conditions referred to in paragraph 6.1 may be extended and/or modified online, upon notice in the relevant section at <https://www.gnv.it/en/prenota-sereno/conditions-for-modification-and-cancellation>

6.3 The discount code for the "caring" campaign sent on 07/11/2024 is not applicable to bookings made during the promotions: Black Friday 2024, Cyber week 2024 and Valentine's Day 2025.

Art. 7 CHANGES:

In the event of ticket changes, no fixed fee will be charged, but only any tax and bunker surcharge adjustment factor, i.e. the amount that will be established and published in advance and any fare differences if the change involves a higher fare than the original one: ticket replacement involves a fee (i) of € 30.00 being charged for the lines to/from Morocco, Genoa-Barcelona, Genoa-Tunis, Civitavecchia-Tunis and Palermo-Tunis and a fee (ii) of € 25 on the Italian national cabotage lines (e.g. Genoa-Palermo, Genoa-Porto Torres, Genoa-Olbia, Civitavecchia-Palermo/Termini Imerese, Civitavecchia-Olbia, Naples-Palermo/Termini Imerese); for the Bari to Durrës and Valencia/Barcelona to the Balearic Islands lines, no ticket replacement fee is applied. Tickets issued with a special round-trip (return) fare can be changed only if the fixed fees are charged on both tickets (one way and return) at the same time. Ticket changes are not allowed during check-in. Ticket changes are not allowed if the

ticket was issued under specific and/or special conditions. Any changes made to the issued ticket do not entitle the holder to a refund; the holder must pay the difference for the changed ticket if the change includes superior accommodation and/or if the ticket fare is higher. Tickets can be changed online by accessing the website www.gnv.it as well as by contacting the Contact Centre or an authorised travel agency. Presale tickets may not be changed, except after conversion into final tickets and relevant balance payment.

Art. 8 EARLY / DELAYED DEPARTURE OR ARRIVALS - DEPARTURE CANCELLATION - CHANGES TO ITINERARY:

The Passenger is required to ensure, before departure, that no changes have been made to the time shown on the ticket. For the cases provided for by the Navigation Code and for cases of objective necessity and / or force majeure, the Company has the right to cancel the announced departure, to add or omit stopovers; to start the voyage from a port other than the one established, to allocate the ship to another line, to anticipate or delay the departure date, to replace the ship that will carry out the transport. If the Passenger is re-protected on a trip operated by another carrier and with a travel ticket issued by the latter, the transport will be governed according to the GTCPT of the actual carrier.

8.1 In the event of a delay in departure, the Passenger is guaranteed the rights and assistance provided for in Articles 16, 17 and 18 of EU Regulation No. 1177/2010, without prejudice to the exemptions referred to in Article 20 of the same Regulation.

8.2 In the event of a delay in departure, the Passenger is guaranteed the rights and assistance provided for in Articles 16, 17 and 18 of EU Regulation No. 1177/2010, without prejudice to the exemptions referred to in Article 20 of the same Regulation. 20 of the same Regulation:

economic compensation equal to 25% of the ticket price for a delay of at least:

the. two (2) hours on a regular service lasting between four and eight hours;

ii. three (3) hours on a regular service lasting eight to twenty-four hours;

iii. six (6) hours in a regular service exceeding twenty-four hours.

If the delay exceeds twice the time indicated above, the economic compensation is up to 50% of the ticket price

8.3 In the event of a trip cancellation, or an extended delay, passengers are entitled to refreshments and meals in reasonable relation to their waiting time. These provisions are applicable in relation to the duration of the expected delay and the distance from the port of destination. In addition, the actual carrier will arrange hotel accommodation (or accommodation aboard a docked ship) if necessary, as well as transport from the port to the place of accommodation. Passengers will be informed by the carrier of the arrangements in relation to obtaining refreshments, transport and hotel accommodation (or on board another ship).

8.4 The Captain, for the cases provided for by the Navigation Code and for cases of objective necessity and / or force majeure, has full right to proceed without a pilot, to tow and assist other ships in any circumstance, to deviate from the ordinary route in any direction, for any distance and for any purpose attributable to his duties as Captain, as provided for by the Navigation Code and International Conventions, and in this sense to touch, both before and after departure, any port or ports whether or not they are on the itinerary of the ship, even if in the opposite direction or beyond the usual route, either retreating or advancing in any order for any purpose, one or more times, to transfer the Passenger and the vehicle to any other ship or means of transport, belonging or less to the Company, bound for the port of destination.

8.5 The carrier declines all responsibility for damage caused to the Passenger by the delay or failure to perform the transport if the event derives from unforeseeable circumstances, force majeure, adverse weather and sea conditions, strikes and technical failures constituting force majeure or other causes to it. not attributable and in any case in compliance with the provisions of articles 402, 403, 404 and 408 of the Navigation Code and the EU Regulation n.1177 / 2010.

8.6 To submit a complaint relating to inconvenience, travel delays and / or cancellations, or a request for compensation, the Customer can contact Grandi Navi Veloci by filling in the appropriate online form on the website www.gnv.it in the "Complaints" section. Alternatively, applicants can write to Grandi Navi Veloci S.p.A., Customer Care, via Balleydier, 7 - 16149 Genoa (Italy) or by fax to fax number 0039 010 55 09 302. The person making the request must be one of the passengers. Applicants must provide their name and contact

details, ticket number and details of the trip concerned. Compensation requests can only relate to the persons indicated in the booking itself.

8.6.1 Complaints to cargo, vehicles in tow and passenger accidents are handled by the Legal, Litigation & Insurance Department to which interested parties can write to Grandi Navi Veloci SpA, Legal, Litigation & Insurance Department, via Balleydier, 7 - 16149 Genoa (Italy).

Passengers are also informed that each Member State has designated one or more bodies responsible for the implementation of Regulation 1177/2010 (site <http://www.autorita-trasporti.it/>)

8.7 The Passenger's rights in relation to a delay and / or request for compensation expire if they are not exercised and presented to the Customer Care office of the carrier within two months from the date on which the service was provided or should have been provided. For any complaint in relation to the possibility of exercising the rights of the Passenger, the Customer Care office is available by filling in the appropriate online form on the website www.gnv.it in the Complaints Section by accessing through the link <https://www.gnv.it/en/assistance/contacts/reports> or fax number +39 010 5509302.

Art. 9 EMBARKATION AND DISEMBARKATION OF VEHICLES:

Vehicles will be called to embark in the order that will be arranged by the ship's Commander and / or his auxiliaries and supervisors. Vehicle boarding operations, including their accommodation in the assigned seat on board (each vehicle must be parked with the handbrake applied and the gear engaged), disembarkation operations as well as the possible transfer of the vehicle from the parking space to the ship and / or the possible transfer of the vehicle from the ship to the parking place are always carried out at the exclusive care, risk and responsibility of the Passenger, except for any hypothesis of proven defect in the state of the places / ship. Furthermore, the Passenger remains solely responsible for any damage to his vehicle, to the goods and baggage contained therein, to his person as well as to the persons present in the vehicle. The Passenger is also solely responsible for any damage caused to third parties, their vehicles, goods and luggage (except for the provisions of Article 412 of the Code Are not.). During embarkation / disembarkation, only drivers will have access to the garage; the other passengers will have to board and disembark from the special pedestrian accesses. In case of non-compliance, the Company does not accept responsibility for any damage to things or people. The vehicle, including any trailer and / or caravan, with

its contents, is accepted by the carrier as a single load unit without a declaration of value. Therefore, any liability of the carrier for loss and / or damage to the vehicle may not exceed the limit referred to in art. 423 of the Navigation Code, except for any cases of liability due to willful misconduct or gross negligence. The Passenger who intends to declare the value of the accompanying vehicle must formalize it in writing before booking; the cost of transporting the vehicle will depend on the declared value.

At the time of booking, the Passenger can also book the van or van on board as an "accompanying vehicle", provided that this vehicle is not used for the transport of goods or for commercial purposes.

The Passenger, at the time of booking, must declare the correct measurements (overall; for example, including luggage on the roof), the type of their vehicle and the number plate; in the event that what has been declared is not compliant, the payment of the relative tariff differences and "fee" for ticket changes will be required. GNV reserves the right not to board vehicles that do not comply with the information provided at the time of booking, and if there is not enough room or suitable spaces in the ship's garage.

Vehicles powered by LPG and methane must be reported to staff at the time of boarding. They will be parked in an ad hoc section in the ferry garage.

Art. 10 RULES TO BE COMPLIED WITH BY PASSENGERS:

Passengers are required to adhere to the provisions of Italian and international laws, and the General Terms and Conditions for Passenger Transport (GTCPT) published on the website www.gnv.it and in any case displayed at GNV points of sale, as well as the instructions given by the Master of the ship. Furthermore, the Passenger is directly liable to the Company for all fines, harassment, fines and expenses to which the Company is subjected by the port, customs, health and / or any other authority of any country. In the event of an emergency, Passengers shall make themselves available to the Master and Officers and carry out the orders and instructions they receive in a disciplined manner. The above, it being understood that the GNV Company reserves the right to report the passenger who is responsible for the aforementioned behaviors if they integrate hypotheses of criminal or disciplinary offense, according to the applicable legislation.

10.1 The Passenger also undertakes to comply with the Sea carrier's provisions against smoking in the ship's interior spaces, as duly indicated.

10.2 Passengers are required, at their own expense, expense and responsibility to check, before boarding, the suitability of their identity documents and those relating to any accompanying vehicles, with the appropriate Police Authorities, in order to ascertain that they are suitable for entry into the country of landing and valid. The company will not reimburse those Passengers not authorized by the border police and / or by the company itself to embark or disembark, as they are found with documents not suitable for expatriation; the company reserves the right to claim against the Passenger for any costs and / or penalties it may receive as a result of the aforementioned circumstances.

The Passenger is liable for all damages, however caused by him or by persons or animals in his custody, to ship furnishings, to his appliances and accessories, to his equipment, as well as to other Passengers, to the Carrier's employees or to auxiliaries. of the latter.

If the passenger on board jeopardizes the safety of the trip, disturbs other passengers and the crew or behaves in any way in such a way as to cause them discomfort, hinders the crew in carrying out their duties, fails to comply with the provisions of the ship's captain and of him in charge of correct behavior on board or compliance with procedures; it may be subjected to the measures necessary to prevent or limit such behavior, including any coercive measures within the limits of the law, as well as to disembarkation or refusal to continue transport.

Grandi Navi Veloci reserves the right not to board on its ships passengers whose conducts infringed, on previous occasions/trips, the provisions in paragraph 10.4 of the General Terms and Conditions for Passenger Transport (GTCPT) in force.

Art. 11 TRANSPORT OF UNACCOMPANIED MINORS:

Passengers under the age of 14 cannot travel alone. They must be constantly supervised by their parents and / or adults who have their custody and cannot circulate on the ship without being accompanied. Under no circumstances will the Carrier be liable for damage to minors in violation of the above. If the minor travels entrusted to other persons, he must be provided with a declaration of indemnity for the sea carrier, with which the parents, or whoever exercises parental authority, declare to entrust the minor to a designated person, who will be responsible for it. all legal effects. This declaration must be accompanied by a photocopy of the valid identity document of each declarant. It is understood that the Passenger will have the burden of obtaining all the necessary documentation required by the country of

destination and the Carrier assumes no responsibility in the event that such documentation is considered insufficient by the Authorities in the port of destination. We remind you that if the minor travels accompanied by only one parent, the written consent of the other parent and / or the legal guardian in charge is required for the expatriation.

11.1 Minors between the ages of 14 and 18 can travel alone, provided they have a written authorization from the parental authority that releases the Carrier from any liability.

Art. 12 PASSENGER'S HEALTH CONDITIONS:

The Commander has the right to refuse the passage to anyone who is, in his opinion and the Company itself, in physical or psychological conditions, such as to be deemed unsuitable to travel and / or to anyone who is under the effect of drugs, hallucinogens, alcohol , illness or infirmity, and the condition of which may represent a danger to themselves or to the safety of other Passengers. In all the above cases, the Passenger will not be entitled to compensation for damages and will in turn be liable for damage caused to the ship, to all its fittings and equipment, to third parties as well as to third party property. The acceptance of the Passenger on board by the Company shall not be considered as a waiver of any of its rights to subsequently assert its reservations on the conditions of the Passenger whether or not these were known by the Company at the time of boarding and / or departure of the ship.

12.1 In the event that the Master - even upon recommendation of the on-board doctor - considers that, for any justified reason, the presence on board of a Passenger jeopardises or could jeopardise his/her safety or that of other Passengers, the Master will be entitled to order the Passenger to disembark in any port. And also for this provision, the Passenger will not be entitled to ask the Company and/or the Carrier for any indemnity and/or damages compensation for the Master's decisions.

Art.13 PASSENGERS WITH SPECIAL NEED FOR ASSISTANCE:

The transport of Passengers with reduced mobility, the disabled, the sick or other persons requiring special assistance must be communicated, by sending the documentation certifying the right, at least 5 working hours before the scheduled departure to the carrier by telephone by contacting the GNV Contact Center at +39 010.2094591 and / or at the e-mail address

pmr@gnv.it, for particular cases the request must be sent at least 5 working days before departure, as the ship is not equipped with personnel and / or facilities such as to be able to offer individual replacement, assistance, care or similar services to Passengers. Any assistance offered on board to passengers with special needs is provided free of charge. Passengers using wheelchairs or other mobility aids must bring them with them. The devices on board will be offered until their availability is exhausted after filling in the appropriate form.

PREGNANT WOMEN The passenger who knows she is pregnant is required to inform the ship's Command before boarding. In conditions of uncomplicated gestation, concluded the 6th month of pregnancy, it is necessary that the Passenger obtain a medical certificate attesting the suitability to face the sea voyage, to be presented to the ship's officer who requests it, and they must also fill in the appropriate indemnity downloadable from the website www.gnv.it, or at the GNV ticket office, or by contacting the Grandi Navi Veloci Contact Center at +39 010.2094591. For other cases, the pregnant Passenger must have a medical certificate authorizing the trip regardless of the month of pregnancy. However, the Captain has the final say as per art. 12 above.

Art. 14 EXPLOSIVES, FLAMMABLES AND DANGEROUS MATERIALS:

It is strictly forbidden for the Passenger to include industrial residues or substances that are explosive and / or flammable or otherwise dangerous for the safety of the ship, cargo or the safety of other Passengers and crew members. In the event of an ascertained violation of this prohibition, the Captain is authorized to seize or destroy such substances without the Passenger being able to claim any compensation. The Passenger will also be held responsible for the consequences resulting from the infringement of this prohibition.

14.1 It is strictly forbidden to ignite gas or electric stoves, irons and all tools that may have an open flame throughout the ship. In case of seizure of the aforementioned instruments, they will not be returned and nothing can be requested as compensation from the shipping carrier. The Ship Command will have the right to take these instruments and disembark them, reserving the right to file a complaint with the competent Authorities. Furthermore, the right of the shipping carrier to retaliate for any injury and / or damage to the ship and / or crew remains unaffected.

Art. 15 WEAPONS:

Passengers upon boarding are obliged to hand over all sidearms and / or firearms in their possession to the Captain for custody. In the event of non-compliance, offenders will be liable to confiscate their weapons and be referred to the competent judicial authority.

Art. 16 LUGGAGE:

Baggage not delivered to the carrier must contain exclusively personal effects of the Passenger. All valuables, jewelery, cash, traveler's checks, etc. they can be deposited in the special safety boxes of the ship or, in their absence, delivered in a closed and sealed envelope to the Purser who will issue a receipt for this envelope without checking its contents. If it is ascertained that items not for personal use are contained in the baggage not delivered to the carrier, the Passenger will have to pay triple the fare for the transport of the items themselves, in addition to compensation for any damage. In any case, it is agreed that even for baggage and objects not delivered to the carrier, the carrier's liability is limited to the maximum amount resulting from any written declaration of value issued by the Passenger, provided that the latter has paid the higher freight. Otherwise, the limit of art. 412 of the Navigation Code shall be applied.

16.1 Only two items containing personal effects (clothing only) are allowed as hand baggage allowance. The excess hand baggage can be stowed in a container by paying Euro 15.00 per piece on the lines to and from Tunisia.

16.2 Excess baggage (used household goods, used appliances, used furniture etc.) not transported on the roof of the car at the time of boarding, can be stowed in a container made available by the company by paying Euro 30.00 per piece on the lines to and from Tunisia. It is not allowed to import appliances that do not comply with EEC directives from Tunisia and / or Morocco.

Art. 17. LOSS AND / OR DAMAGE OF BAGGAGE AND EFFECTS:

PERSONAL OR VEHICLE: the loss and / or damage of baggage and other personal effects or of the vehicle accompanying the Passenger must be reported by the Passenger to the ship's Command or to the agents and / or officers of the Company in the port of disembarkation - under penalty of forfeiture - at the time of delivery in the case of apparent loss or damage or

within three days of delivery in the case of non-apparent loss or damage. For baggage and items not delivered by the Passenger to the carrier, the latter is not responsible for loss and / or damage unless the Passenger proves that the same have been caused by a cause attributable to the carrier itself. However, the carrier is not liable for damages and / or failures attributable to vandalism and / or malicious acts of third parties.

Art. 18 PETS:

The transport of small pets (cats, dogs, etc. as defined by Reg. EU 576/2013 - Annex Part I A.) accompanying Passengers is allowed on condition that they have a certificate of good health, are driven with a leash and muzzle and that the relative ticket has been purchased. As required by Reg. EU 576/2013 Art. 5 pets (of the species listed in Annex I Part A) may accompany the owner or person authorized by him in a number not exceeding 5. In order to comply with the hygiene and health regulations, pets, when accepted by the Company, must travel either in dedicated cabins (maximum number allowed is 2 animals per cabin) or in the kennel or cattery. The person traveling with a pet is required to present the identification document required for any non-commercial transport. The Passenger using the "four-legged friends" cabin is responsible for the conduct of the animal for the entire duration of the trip. The stay of animals in the common areas is prohibited; to allow animals to walk, an outdoor area is available, where they must be led with a leash and muzzle. As a partial exception to the foregoing, guide dogs in service to accompany the blind Passenger and Civil Protection dogs with appropriate certification and in service are allowed to enter the ship premises. Passengers are responsible for any damage caused to property or to third parties by their animals. The carrier declines any responsibility for any seizure or killing of animals by the Health Authorities of the port of landing / embarkation, as well as for damage to animals, for flight, loss or death of the same occurring during transport or during embarkation and disembarkation. , unless proven cases of willful misconduct and / or fault attributable to the carrier. The Passenger is however always required to behave appropriately and diligently in order to avoid and / or prevent such problems. The Passenger is also required to verify that the animals transported are in compliance with all the health documentation required at the time of travel by the regulations in force from / to the port of destination. The GNV Company will not reimburse those Passengers not authorized by the Border Police and / or by the Health Authority and / or by the Company itself to embark and / or disembark, as they do not have suitable health certification for their pet.

Art. 19 INFORMATION ABOUT PASSENGERS:

Upon boarding, passengers are required to report any need for assistance or special care referred to in Article 13.

Passengers are also required to communicate their personal details, including: surname and first name in full (in compliance with Ministerial Decree , already at the time of booking 83 / T 20/6/2007 of the Ministry of Transport), date of birth, sex, age category (infant, child, adult). The Passenger is obliged to communicate any changes in personal data if different between the time of booking and the time of boarding. Personal data are collected in accordance with the Law Decree nr. 251 of 13.10.1999 to implement the EEC Directive 98/41 of 18.06.1998, the regulations relating to the application of the ISPS code on anti-terrorism regulations, as well as in compliance to the provisions of European Regulation 2016/679 (GDPR) on privacy and, again, by Legislative Decree nr. 196/2003 on privacy.

During the booking phase, the Passenger will be asked to indicate his / her mobile telephone number and e-mail address. Any cancellations and / or changes will be communicated to the passenger via the telephone number provided at the time of booking (also via SMS). GNV is not responsible for the impossibility of telephone contact in case of lack of number, unreachable number, wrong number.

Important: Effective January 1st, 2025, a passport with a minimum of three months validity will be required for entry into Tunisia.

The carrier has the right to use the personal data provided by the Passenger, including information regarding purchases, for the purpose of:

- make a reservation and / or issue a ticket;
- provide transport and related services;
- accounting, invoicing, auditing;
- verify and check credit cards and other payment cards;
- information notices relating to the trip purchased (for example in the event of schedule changes and / or cancellations) • immigration checks;
- control, safety, health, administrative and legal purposes;

- marketing activities, market research, statistical analysis, development of new services (which will be put in place only with the Passenger's consent or for which the carrier gives the same the right to be excluded).

The Passenger, exclusively for the purposes indicated above, authorizes the carrier to use and, where necessary, transmit the personal data provided to:

- to port and commercial agents of the carrier limited to the provision of services for the journey purchased;
- States and public bodies, where required and in compliance with applicable law.

Art.20 APPLICABLE LAW AND JURISDICTION:

The transport contract for Passengers, their baggage and accompanying vehicles is governed by the Navigation Code, by Regulation (EU) No. 1177/2010, by the SOLAS Regulation and interpreted in accordance with Italian law. For any dispute arising from the interpretation and / or execution of the transport contract, the Court will be exclusively competent, at the choice of the plaintiff, the place of residence or headquarters of the defendant. In the case of a Passenger resident in Italy who holds the status of consumer pursuant to the Italian legislation in force, the place of residence or domicile will be exclusively competent.