



CONDITIONS OF THE TRANSPORT CONTRACT

These conditions are available to anyone who wishes to consult them at all points of sales, ferry terminals and on the Company's web site (www.trasmediterranea.es)

1. The ticket is personal and non-transferrable. The passenger is responsible for the accuracy of the details given in order to obtain the ticket and which appear on it. Only persons with a ticket and boarding pass may embark.

2. The passenger must have the documentation required by current legislation, and may be required to produce it by the Company's officers in order to prove compliance with said legislation.

3. TIME ALLOWED FOR BOARDING. The time allowed for boarding is the minimum time necessary ahead of the official time of departure indicated on the ticket, by which time the passenger and/or vehicle have been accepted for boarding, have checked in their luggage and hold a boarding pass. After this, boarding will be closed. The ferry operator accepts no responsibility for refusing the passenger and/or vehicle permission to board after the boarding gate is closed.

THE TIME LIMIT FOR BOARDING IS:

Passengers 30 minutes (Except High-Speed Vessels, 15 minutes) and Vehicles 60 minutes (Except High-Speed Vessels, 30 minutes)

4. Passengers with a cabin are allowed to take on board free of charge a maximum of 40 kg baggage for personal use, and those with a seat, 20 kg, above which an additional amount will be charged, up to a maximum of 75 kg for passengers with a cabin and 30 kg for those with a seat.

The Company does not accept responsibility for jewels, money or objects of value belonging to passengers that have not been entrusted to the Captain for safekeeping. It is forbidden to take on board illegal goods and hazardous merchandise (see notice at the end).

Exemption from baggage: Cabin 40 kg, Seat 20 kg

5. The Company will not accept any claim not accompanied by the ticket relating to the voyage used by the passenger. Claims for the loss or damage of baggage that has been checked in must be made in writing to the

Company or its Agent at the time it is collected or fails to arrive.

6. Times and routes may be change in the event of Acts of God or Force Major.

In such cases the Company will adopt the measures reasonably available to it to inform the passengers affected by such changes.

7. If necessary, the ferry operator may be replaced by another ferry operator or use other vessels.

8. Any exclusion or limitation of the ferry operator's liability will be applied to and benefit its agents, employees and representatives and any other person or company whose vessel is used by the ferry operator for transport and their agents, employees and representatives.

9. No employee, agent or representative of the ferry operator may modify or waive any of the conditions of this agreement.

10. In order to take legal action pursuant to the maritime transport agreement in relation to international lines, the applicable jurisdiction of the Courts will be that determined by the application of the Athens Convention of 1974 and/or any amendments thereof, and in the case of lines operating within Spain, the applicable jurisdiction will be determined by the Code of Civil Procedure in force.

11. The ferry operator holds an insurance policy that covers the transport, subject to the conditions of the Compulsory Passenger Insurance.

12. The vehicles covered by this ticket are transported in accordance with the current legislation in force and international Conventions signed by Spain, but are not included in the general average in the event that this occurs.

13. In accordance with the applicable legislation, domestic animals are carried exclusively in the areas of vessels designed for that purpose, except in the case of the blind and partially sighted who may be accompanied by guide dogs, in accordance with the specific legislation concerned.

The passenger must hold the animal certificates laid down by the Health Authorities. Owners will be responsible for looking after their animals while on board.

The Regulations can be consulted in our Offices and Ferry Terminals

14. CANCELLATION OF RESERVATIONS AND TICKETS.

- High speed vessels

The Passenger may cancel or postpone the reservation or ticket issued for a particular date subject to a penalty of 10% of the price of the ticket if cancellation is made between 30 days and 48 hours prior to departure of the vessel and 20% of the price if it is between 48 hours and 2 hours prior to departure. There will be no refunds on tickets cancelled after that time.

- Conventional services (all except high-speed vessels)

The Passenger may cancel or postpone the reservation or ticket issued for a particular date subject to a penalty of 10% of the price of the ticket if cancellation is made between 30 days and 10 days prior to departure of the vessel and 20% of the price if it is between 9 days and 2 days prior to departure.

There will be no refunds on tickets cancelled after that time.

If the passenger decides to bring forward departure, the ticket issued will be cancelled free of charge, provided a new ticket is booked for the same or superior accommodation, and paying the difference, if any.

- Open tickets

Exchanging a CLOSED ticket for an OPEN ticket will be considered a cancellation of departure.

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The cancellation of an OPEN ticket will not be subject to any penalty.

OPEN tickets will be valid for one year as from the date of issue, and their use will be subject to the previous reservation of a place.

- Tickets issued at special rates

Special rates subject to specific conditions. In these cases, the penalty for cancellation will be governed by the conditions of the rate applied which may, in some cases, mean there will be no refund.

15. REIMBURSEMENT OF THE TICKET. To reimburse a ticket issued by a Trasmediterránea office, the person

concerned should go to any of the Company's offices. Tickets issued by Travel Agents will be reimbursed by the Travel Agent concerned. In either case, the amount due will be reimbursed using the same method of payment as the ticket. In no case shall reimburse the emission fee.

HAZARDOUS ITEMS IN BAGGAGE AND/OR IN THE VEHICLE.

Baggage that is checked in, taken on board as hand luggage or brought on board in the passenger's vehicle **MUST NOT, FOR REASONS OF SAFETY AND SECURITY, CONTAIN THE FOLLOWING ITEMS:**

- Document cases or brief cases equipped with alarm systems.
- Explosives, ammunition, fireworks or flares.
- Gases (inflammable, non-flammable, highly refrigerated or poisonous), such as camping gas, oxygen, propane and butane.
- Inflammable liquids, such as fuel, paint or solvent.
- Inflammable solids, such as easily combustible items, substances subject to spontaneous combustion, substances which give off inflammable gases in contact with water.
- Oxidizing substances, such as soda or peroxides.
- Radioactive materials.
- Certain restrictions also apply to medicines, articles of hygiene, carbon dioxide ice (dry ice), bottles of oxygen or carbon dioxide for medical use, or ammunition for hunting weapons.

SECURITY CHECKS

Security checks may be carried out at ports on passengers, their baggage and vehicles before boarding, with the consequent removal of sharp objects or anything else that may be considered a hazardous object.

To avoid any inconvenience, we recommend that you do not carry such items.

SMOKING

In accordance with current legislation it is expressly forbidden to smoke outside the areas reserved for that purpose on board the vessel. Any violation is punishable under the provisions of said legislation.