

ALLGEMEINE GESCHÄFTSBEDINGUNGEN UND INFORMATIONEN (INNERGRIECHISCHE ROUTEN)

Bookings & Issue

The ticket is personal, nominal and non-transferable. It is valid only for the accommodation and the trip for which it was issued. ANEK LINES reserves the right to request the passengers' valid travel documents and bears no responsibility if the name on ticket does not correspond to that of the passenger. According to EU Directive 98/41 it is mandatory, for safety reasons, to list by name all passengers on every sailing. For the purposes of such registration, tickets should be issued in the name of each passenger and should especially include: First & Last name of the passenger, Gender (Male/Female), Age (Adult, child, infant), Type of Vehicle, Plate no. In addition the issuing agent must be notified of passengers requiring special care. Passengers can reserve & buy their tickets in the following ways: **a)** through the ANEK LINES' Booking Department -tickets reservation only- **b)** through the Central or Port Agencies of the Company **c)** through ANEK LINES' Official Website: www.anek.gr -direct bookng & issuing- **d)** by all cooperating with the Company Travel Agencies. When reserving a ticket, the passenger must provide full details of his/her ID, telephone number and e-mail in order to be noticed and informed by the Company in the case of any delay or cancellation of the itinerary. The passenger have to check the ticket (date, time, itinerary, vessels name, ID details, etc.) and not to accept any ticket in the case something is wrongly printed.

Embarkation Procedure

Passengers must **a)** report at the embarkation port for check-in half an hour before departure time and **b)** if travelling by car an hour before departure time. Drivers are required to embark & disembark their vehicle. Passengers of vehicles are required to leave them prior of the embarkation procedure. Vehicles' embarkation priority is defined by the respective Port Authorities. All passengers should be able to present their valid travel documents. The company reserves the right not to allow boarding in case of a passenger not having the travel documents required. In case a passenger wishes to disembark prior to the ship's departure or at a port other than his/her stated destination, then he/she is obliged to inform the vessel's Purser's Office and upon leaving the ship to take all of his/her travelling belongings as well. In case of vehicles of all kind, please mind that there is the possibility of being unable to remove them from the ship's garage due to their pre-arranged parking positions.

Changes- Cancellations

Tickets can only be invalidated or changed by the issuing agency or by the Central or Port Agencies of the Company. Passengers are entitled to change their tickets, if seats are available for the same or another trip, up to 24 hours before the scheduled sailing. If the value of the new fare is lower, the passenger is not entitled to a refund of the difference.

For cancellations the following percentage of the fare is refunded (depending on the time of the cancellation prior to the departure):

High Season (July – August & Easter period)

Up to 14 days before departure date: 100% refund on tickets value.

Up to 7 days before departure date: 75% refund on tickets value.

Up to 12 hours before departure date: 50% refund on tickets value.

The Company has no obligation to refund in case of cancellations made during the last 12 hours before the departure or if the passenger does not report at check-in.

For all the other periods

Up to 7 days before departure date: 100% refund on tickets value.

Up to 48 hours before departure date: 75% refund on tickets value.

Up to 12 hours before departure date: 50% refund on tickets value.

The Company has no obligation to refund in case of cancellations made during the last 12 hours before the departure or if the passenger does not report at check-in.

Alternatively, passengers can make their tickets OPEN with validity for one year from the date of issuance.

Open Date Tickets

Open date tickets are valid for 1 year from the date of issue. Passengers with open tickets must reserve their journey well in advance. The Company cannot always secure the reservation of the passengers on their desired travel dates or accommodation type. In the event that a passenger travels during a period in which a new tariff is in force, then the difference between the current and the pre-paid open ticket fare has to be paid by the passenger. If the new tariff is lower than the fare of the pre-paid open ticket then the passenger is not entitled to the difference. Open date tickets are cancelled without charge when they have been originally issued as open date. If they have been converted to open date, the Company has no obligation to refund.

Loss of Ticket(s)

In case of ticket loss, the passenger: **a)** should purchase a new ticket in order to travel. **b)** must report, in writing, the loss, to the Company's Central or Port Agencies before the scheduled departure, specifying the travel date, the route & the number of the new ticket that was purchased. If a check of the company's files confirms that the lost ticket was not used or replaced within three (3) months after the travel date, passengers are entitled to a free ticket of equal value to the lost ticket.

Itineraries

Arrival times quoted indicate the time the vessel arrives at the entrance of the port. The Company is not responsible for any delays, changes or cancellation of itineraries which may have been caused due to bad weather, orders coming from the Ministry of Mercantile Marine or from the Port Authorities or due to force majeure. The Company reserves the right, upon approval of the competent Ministry, to reschedule its vessels if necessary, as well as to modify the timetable. All changes are published in the Official Website of the Company: www.anek.gr.

Fares – Discounts/Offers

Fares include maritime transport and taxes. Catering is not include it. ANEK LINES reserves the right to change fares and offers. All discounts/offers are not cumulative and only one of them (the greater) is granted at a time. Discounts should be claimed upon making the reservation. After the voyage, no fare may be refunded. The Return discount is applicable only when transition & return tickets are issued simultaneously. Group & buses fares can be requested through the Company.

Children

Children up to 4 years old travel for free, without being entitled to a bed and is obligatory to issue a Free of Charge ticket. Children traveling in cabins must be accompanied by an adult.

Passengers with Special Needs

Our vessels include specially designed cabins with easy access and operation to accommodate passengers with special needs. Due to a limited number of such cabins it is necessary to reserve in advance. Passengers with special needs are kindly requested to declare it, during ticket's reservation, for safety reasons.

Luggage/ Valuables

Passenger must carry luggage up to 50kg or 1m³. Due to safety reasons, passengers are not allowed to entry in the garage during the voyage. Passengers are kindly requested to carry with them only necessary items. ANEK LINES shall not be liable on the of loss of money or valuables forgotten in the cabin, ship's common areas or the vehicles. Please report loss at the ship's Reception Desk or at the Customer Department. The company is not responsible for the damage or the loss of luggage and your personal items as long as you have undertaken the sole responsibility of their safekeeping.

Pets

Pets travel free of charge, in specially designated areas, or on a lead in case of moving. Passengers traveling with a pet should hold updated health documents for their pet and are responsible for the pet's care, safety and hygiene and are obliged to comply with the regulations concerning animal care on board and they solely responsible for any possible harm or damage by their animals to any third party. Animal presence in cabins, restaurants and bars as well as in all internal community areas of the ships, is strictly prohibited. Unaccompanied pets are not allowed on board. Detailed regulations can be obtained at ANEK LINES Offices and the website of ANEK LINES.

Safety on Board

Passengers should comply with the staff's instructions in regards to the observance of safety rules ship's good operation. The Company and the ship is not liable for accidents, loss or damage prior to boarding and after disembarkation. Explosive and incendiary materials, flammable items & hazardous materials are strictly forbidden on board. For each complaint during the voyage the passengers should be addressed to the entitled for this purpose Officer of the ship and after the trip to the Company or the Port Authority.

Useful Information

Each cabin may be used as 2-bed, 3-bed or 4-bed depending on the number of passengers that use it, number of beds existing. Passengers may use public areas of the ships (Bars, Restaurants, Lounges). Sleeping or eating in the lounges or in the corridors prohibited. All major credit cards (AMERICAN EXPRESS, VISA, MASTERCARD) are accepted at the shops and the restaurants on board.

CURRENCY ON BOARD: € (Euro). Smoking is prohibited, by the Greek Law, in public indoor areas and cabins of the ship. Other entitlements - obligations to the passenger are under the Law 3709/FEK.213/14-10-08. In case of a dispute from the conditions of carriage, it shall be resolved according to the Greek Law and the competent shall be the Court of Chania, Crete. For any Customer Service inquires, comments or suggestions, please call tel: +30 210 4197470 or send us an e-mail: customerservice@anek.gr.