

## GENERAL TERMS & CONDITIONS



### 1. TICKETS - PASSENGER NAME LIST

Each ticket is personal, non-transferable and valid only for the specific trip, itinerary and class it has been issued for.

- The provisions of Presidential Decree no. 23/1999 "Registration of persons traveling by passenger ships operating to or from Greek ports in accordance with Directive 98/41/EC/1998", are amended, according to PD 102/2019 (A' 182).
- To make that possible, tickets are issued **BY NAME** and specifically must include:
  - **PASSENGER'S FIRST AND LAST NAME**
  - **GENDER: MALE/FEMALE**
  - **NATIONALITY**
  - **DATE OF BIRTH (Day/Month/Year)**
  - **TYPE OF VEHICLE AND LICENCE PLATE**

In addition, the issuing agent must be notified of passengers requiring **SPECIAL CARE**.

### **ATTENTION:**

- Tickets must be issued within a specific time period following their booking, of which passengers are advised by their travel agent. If tickets are not issued within this period, the booking is automatically cancelled.
- It is mandatory for passengers to provide a **MOBILE PHONE NUMBER** so they can be contacted in case of need (e.g. for itinerary modifications due to bad weather conditions).
- It is strictly forbidden to issue tickets on board. Therefore, passengers must contact their travel agent on time in order to book and issue their tickets.
- Children up to 5 years old (up to 4 years & 364 days): it is obligatory to issue a Free of Charge ticket, provided that it is booked and issued simultaneously with an adult ticket.

### 2. FARES / DISCOUNTS

- Children up to 5 years old travel for free.
- Children aged 5-10 have a 50% discount on the fare.
- Families with 3 children or more have a 50% discount on the fare.
- Retirees from the P.S.F. (Panhellenic Seamen Federation - NAT) have a 50% discount on the fare.
- Only students of Greek public universities are eligible for a 50% discount on the fare.
- Passengers with Special Needs and their Attendant (with a disability percentage of 80% and higher as certified by a competent body that they need an Attendant) have a 50% discount on the fare. Children with Special Needs up to the age of 18 travel for free. The discount also applies to their vehicles (when the relevant certification is presented and the beneficiary is traveling).

**GROUP DISCOUNTS:** can be provided following a written request and depending on availability.

Passengers eligible for a discount must declare it when making a reservation and all supporting documents must be presented both when making a reservation, and when boarding the vessel. Following ticket issuance, it is not possible to get any difference refunded.

**PETS:**

Pets travel free of charge. Passengers traveling with a pet should hold updated health documents for their pet and are responsible for the pet's care, safety and hygiene. Un-accompanied pets are not allowed onboard.

**3. CANCELLATION POLICY**

**HIGH SEASON: 26/4/2024 - 12/5/2024, 1/6/2024 - 8/9/2024**

- **Up to 7 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- **From 7 days and up to 3 hours prior to departure:** A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- **3 hours prior and up to the departure:** A 50% cancellation charge is applied. Tickets cannot be cancelled or converted to open date tickets or to travel on another date.
- **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel on another date.

**LOW SEASON: All other dates except those mentioned in HIGH SEASON**

- **Up to 3 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets or for another departure date.
- **From 3 days and up to 3 hours prior to departure:** A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.
- **From 3 hours and up to the departure:** A 50% cancellation charge is applied. Tickets cannot be cancelled or converted to open date tickets or to travel on another date.
- **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel on another date.

**OPEN DATE TICKETS**

- Open date tickets are valid for boarding only if a boarding card, valid for the specific date of travel, has been issued.
- Open date tickets are valid for maximum one (1) year since the date they were converted to "open", or until the ship ceases to operate the specific itinerary.
- If passengers wish to travel on a date when a higher fare is in force, then they must pay the difference between the current and the pre-paid open ticket fare.

**ATTENTION:**

- Tickets can be cancelled only by the agents that issued them.
- Tickets cannot be cancelled over the phone. The tickets must be delivered to the issuing agent.

The above also apply when a ticket is purchased online through the company website ([www.tritonferries.gr](http://www.tritonferries.gr)) provided that the company is informed in writing by email. In order for the cancellation request to be valid, the passenger must provide all booking / ticket information and contact details.

**4. LOSS OF TICKET(S)**

When a ticket is lost, a new ticket must be purchased.

**5. EMBARKATION PROCEDURE – TICKET CONTROL**

Passengers must:

- be at the embarkation area at least one (1) hour before departure, and
- bring their vehicle at the embarkation area at least one (1) hour before departure.

Drivers must embark and disembark their vehicle. Vehicles' passengers must exit the vehicle before embarkation. Vehicles' priority order for embarkation is determined by the Port Regulations of each Port Authority, where embarkation takes place.

All passengers are required to present their ticket, identity card or any other official documents to the vessel's authorized personnel. For discounted fares, necessary accompanying documents must also be presented prior to boarding and in case of a ticket control onboard. The carrier reserves the right to deny embarkation to any individual who does not possess valid travel documents or fails to prove beyond doubt his/her identity.

After boarding, passengers are not allowed to disembark without permission from the Authorised Crew Members (Purser's Office). In case a passenger wishes to disembark, then he/she is obliged to inform the vessel's Purser's Office and upon leaving the ship take all of his/her luggage as well. For vehicles, kindly note that there is the possibility of being unable to remove them from the ship's garage due to their pre-arranged parking positions.

**6. ADDITIONAL MEASURES DURING THE TRANSPORTATION OF AFVs**

In order to limit and prevent the risk of fire as well as the release of toxic gases in the garage area, the following measures apply:

- For electric or plug-in hybrid vehicles, the battery-charge level should not exceed 40% of its total capacity.
- It is prohibited to charge electric or plug-in hybrid vehicles onboard the ship.
- For all other Alternative Fuel Vehicles (AFVs), such as LPG or natural gas, tanks may be filled up

to 50% of their respective capacity – not more.

- The transportation of AFVs is prohibited in cases where the vehicles have damage to their fuel system and their tanks or accumulators and said parts have not been removed. In case of uncertainty concerning possible damage, transportation is prohibited. The responsibility of ensuring that there is no damage to the vehicle lies solely with the owner of the AFV.
- In case of an alarm from their vehicle, drivers/passengers must immediately notify the crew.

Alternative Fuel Vehicles (AFVs) include:

- Hybrid and purely electric vehicles that carry accumulators (batteries).
- Vehicles using liquefied and compressed gaseous fuels.

Kindly note that the above measures apply to unaccompanied AFVs as well.

## **7. UNACCOMPANIED MINORS**

Passengers who are younger than 15 years old are not allowed to travel without being accompanied by a parent or a guardian.

Unaccompanied minors aged from 15 to 18 years old can travel only if the following conditions are met:

- Completion of a Statutory Declaration by the parent or the legal guardian of the minor with his/her signature certified by the relevant Police or Port Authority. Relevant declaration forms are available from our Customer Service Dept. via email at [support@tritonferries.gr](mailto:support@tritonferries.gr) or from our Central Agents.
- For boarding to be allowed, the unaccompanied minor must present the original Statutory Declaration, along with the ticket, as well as his/her Identity Card for identification purposes.
- The parent or the legal guardian is solely responsible for making sure that the minor passenger has the necessary certified Statutory Declaration, as well as of any accompanying documents that may be required at the port of departure.
- Under no circumstances will the company be held liable if, due to inadequate documents and/or identification certificates, boarding is denied by the vessel's Officers or the Port Authorities.

## **8. LUGGAGE**

- Luggage should be placed in the designated areas of the vessel, as per the crew's instructions. Every passenger is permitted to leave up to two (2) items of luggage in the vessel's garage. For more than 2 items of luggage, a bill of lading should be present.
- The company cannot be held responsible for any loss of money or valuables left in the cabins, the ship's common areas or the vehicles. The company is responsible for the damage or loss of luggage on board, only if they have been handed over for safe-keeping and a relevant receipt has been issued.
- Luggage must not contain valuable items. These items can be handed over to the vessel's Reception for safe-keeping.

## **9. SECURITY NOTICE**

- For security reasons, passengers must follow at all times the instructions of the Captain and the crew.
- Access to the vessel's garage is prohibited during the journey.
- It is strictly prohibited to bring onboard hazardous materials, drugs or contraband.
- In case a passenger carries a weapon, they must hand it over to the Captain during embarkation for safe-keeping and present the relevant license for owning and carrying the weapon.

## **10. SCHEDULES**

- The company endeavours to adhere to the itinerary and time-schedule it has already announced. However, in case deemed necessary, it maintains the right for modification.
- Arrival times quoted indicate the time the vessel arrives at the entrance of the port.
- The company reserves the right to reschedule its vessels if necessary.

## **11. CANCELLATION OF DEPARTURE OR DELAY DUE TO EXTREME WEATHER CONDITIONS etc.**

### DELAYED DEPARTURE:

- Passengers and vehicles can embark without changing their tickets.

### CANCELLATION OF DEPARTURE:

- The tickets of a cancelled departure are not valid for embarkation and must be exchanged with a valid boarding card for the next scheduled departure, pending on availability.

### ATTENTION:

In case of a departure being delayed or cancelled due to extreme weather conditions etc., passengers are kindly requested to contact the Port Authorities and the ticket agencies in order to be informed about the new departure time.

## **12. PASSENGER'S PHONE NUMBER**

When booking tickets, passengers are obliged to provide their mobile phone number so that they can be reached in case of need (e.g. change of departure time, cancellation of trip due to bad weather conditions etc.). For non-Greek phone numbers, the 4-digit country code must also be provided.

## **13. LOST AND FOUND SERVICE**

Passengers who have lost or found an item on board, are kindly requested to contact the ship's Reception immediately during their journey and most importantly before disembarkation. For any information you may require after disembarkation, please contact our Customer Service Dept. via email at [support@tritonferries.gr](mailto:support@tritonferries.gr).

## **14. NO SMOKING LAW 3730**

As per the National Law 3730 of the Greek Ministry of Health, as from July 1<sup>st</sup> 2009, smoking is strictly prohibited in all enclosed public areas, as well as the vessels' cabins. Passengers may smoke in the

designated areas on the open outer decks.

### **15. CUSTOMER SERVICE**

For any Customer Service inquiries, comments or suggestions, please send us an e-mail at [support@tritonferries.gr](mailto:support@tritonferries.gr)