

General Terms & Conditions

PASSENGER RIGHTS AND OBLIGATIONS

Tickets can be booked and issued through the Central Agencies of San Lorentzo, the partner Travel Agencies as well as the website of SAN LORENTZO N.E.

1. PASSENGER – VEHICLE TICKETS

1.1. The ticket is personal, nominal, non-transferable and is valid exclusively for the route From-> To, the date and class for which it has been issued.

1.2. According to Government Gazette A 17/1999, Presidential Decree 23/99, DIRECTIVE 98/41, the registration of persons traveling by passenger-car ferries for safety reasons is mandatory on every route. For the purposes of registration, tickets are issued BY NAME and must indicate: The name of the passenger Gender: Male/Female The nationality of the passenger Age/Date of Birth: Adult/Child/Infant If there is a vehicle: Vehicle Registration Number and type

1.3. When issuing, it is advisable for the passenger to state a mobile phone number so that he can be notified in case of delay, cancellation of itinerary e.g. prohibition of departure due to weather conditions or cancellation of the itinerary due to damage to the ship. In case the passenger does NOT wish to disclose contact details, this is recorded in the issuing system.

1.4. The issuance of a ticket on board is prohibited and therefore, in order to avoid unnecessary inconvenience, the passenger must make timely reservations and issue tickets.

1.5. Tickets must be issued within the time limit set by the date of booking, for which passengers are informed by their Travel Agent. Otherwise, the reservation is automatically canceled.

1.6. Children up to five (5) years old: it is mandatory to issue a ticket with zero fare. Children older than (5) years old are required to issue a half-fare ticket (child ticket).

2. BOARDING PROCEDURE

2.1. All passengers must be in possession of the necessary valid travel documents. The Company reserves the right not to allow boarding to a passenger without these necessary travel documents.

2.2. The passenger must arrive at the ship half an hour before the scheduled departure time and bring his vehicle to the loading waiting area one (1) hour before departure. If for any reason he does not catch the departure, he is not entitled to a refund of the fare.

2.3. The driver is obliged to load and unload his vehicle. Passengers of vehicles are obliged to disembark from them before loading them on board. The order of priority for loading vehicles is determined by the Port Regulations of each Port Authority, in the area of which loading takes place.

3. TICKET DEADLINE

Tickets must be issued within the time limit set by the date of booking, for which passengers are informed by their travel agent. Otherwise, the reservation is automatically canceled. The Company reserves the right to change the deadlines.

That deadline shall be:

HIGH SEASON: 1 April – 30 September - 3 days from booking
- 3 days before departure

LOW SEASON: 1 October – 31 March - 10 days from booking
- 1 day before departure.

4. OPEN DATE TICKETS

Open-date tickets are valid for one (1) year from the date of issue and are not accepted for boarding. Tickets can be made OPEN to one (1) hour before departure. The OPEN ticket must be replaced with a new ticket before boarding.

5. PREPAID TICKETS

We inform you that our company supports the operation of the prepaid ticket HAVING ONLY THE RESERVATION NUMBER (PTA). Prepaid tickets must be printed before boarding the ship. The printing is done by the Central Port Agents at the ports of departure.

6. TICKET CANCELLATIONS AND FARE REFUND

From the date of ticket issuance:

- Up to 14 days before the scheduled departure time: Tickets are canceled with a refund of 100% of the fare if the body of the ticket is returned in its entirety.
- Up to 7 days before the scheduled departure time: Tickets are canceled with a refund of 75% of the fare if the body is returned in its entirety.
- Up to 12 hours before the scheduled departure time: Tickets are canceled with a refund of 50% of the fare if the body of the ticket is returned in its entirety.

NOTE: Tickets can be converted to open date tickets up to one (1) hour before the scheduled departure time. Tickets are cancelled by the Central Agents and by the agencies where they were issued. It is not possible to cancel by phone. Those interested must hand over the tickets to the aforementioned agencies. All any changes, modifications or cancellations of tickets are made only in accordance with the rules of the cancellation policy and without any other charge whatsoever to the central port agencies and the agencies to which they were issued. After the departure of the ship tickets are not canceled, they are not converted to open date tickets (OPEN) there is no possibility of change. Refunds on canceled tickets are made by the issuing agencies, up to 6 (six) months from the date of cancellation.

7. CANCELLATIONS OF ELECTRONIC TICKETS AND PTA

From the date of ticket issuance:

- Up to 14 days before the scheduled departure time: Tickets are canceled with a refund of 100% of the fare if the body of the ticket is returned in its entirety.
- Up to 7 days before the scheduled departure time: Tickets are canceled with a refund of 75% of the fare if the body is returned in its entirety.
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- Up to 12 hours before the scheduled departure time: Tickets are canceled with a refund of 50% of the fare if the body of the ticket is returned in its entirety. However, it is mandatory to print electronic and PTA tickets on thermal tickets from the company's central port agencies or at the agencies where the tickets were issued.

NOTE: Tickets can be converted to open date tickets up to one (1) hour before the scheduled departure time. After departure: Tickets cannot be canceled, cannot be converted to open date, and date change is not possible.

8. TICKET LOSS

If the lost ticket is not found in the company's records to have traveled within one (1) month from the date of travel, the company will replace it with a free ticket of the same route and category as the lost one. The statement of loss will be submitted or sent by email info@slf.gr to the company's offices. In case of ticket loss, in order for the passenger to be able to travel, he must buy a new ticket. Then he must inform the company in writing about the loss stating all the details of the lost ticket (date of travel, route, ticket number), the number of the new ticket purchased and a photocopy of it.

9. ITINERARIES

9.1. The company makes every effort to comply with the itineraries mentioned in its brochures and website. However, it reserves the right to modify them if necessary and after approval of the Port Authorities.

9.2. In case the scheduled itinerary is not carried out due to the company's fault or for reasons of force majeure (e.g. prohibition of departure due to weather conditions), the passenger is refunded the full value of the ticket.

9.3. The company is not responsible for any cancellation, delay of the itinerary due to adverse weather conditions or orders of the competent Ministry and Port Authorities or due to force majeure and are made with the main concern of passenger safety.

10. CANCELLATION OF ITINERARY DUE TO ADVERSE WEATHER CONDITIONS

The tickets of the cancelled departure are not valid for boarding and must be changed for the next scheduled departure, where seats are available, by replacing a ticket. In cases where the itinerary is delayed or canceled, passengers are kindly requested to contact the company's port offices to be informed about the new departure time of the ship.

11. CONTROL ON BOARD

The ship's Officers carry out ticket checks during boarding and during the trip. During check-in, passengers are obliged to show their tickets and supporting documents for discounts if a discount ticket has been issued.

12. BAGGAGE

12.1. The passenger is entitled to carry hand luggage weighing up to 50 kg without paying a special fare. Persons with reduced mobility are entitled, without paying a special fare, to carry, in addition to hand luggage, any equipment or aid required for their autonomous movement, regardless of weight.

12.2. During the journey, luggage may remain inside the vehicles. When the passenger travels without a vehicle, then the luggage must be placed in special areas of the ship, according to the instructions of the crew.

12.3. Valuables, money and valuables may be delivered to the ship's Officers for safekeeping. The company bears no responsibility in case of loss of such items that were kept in luggage and were not delivered to the ship's Officers for safekeeping.

12.4. If the passenger has retained the safekeeping of his luggage, the company is not responsible for any damage or loss.

12.5. In case a passenger lost or found an object during the trip, he is kindly requested to inform the ship's Officers immediately and before disembarkation. After disembarkation, please inform the Company's Customer Service Department at tel. 210 412 62 26 or send an e-mail to: info@slf.gr.

13. PETS

13.1 For hygiene reasons, pets are not allowed in all public indoor areas of the ship.

13.2 Dogs circulating (always on a leash and accompanying person) must wear a muzzle.

13.3. Passengers travelling with a pet must always carry its recently updated health booklet, a transport cage for a pet up to 10kg or a muzzle for a pet over 10kg, and are responsible for its care, safety and hygiene.

13.4. Unaccompanied pets are not accepted.

14. ABOUT SECURITY

Passengers are prohibited from carrying weapons, cartridges, explosives, flammable, incendiary and generally dangerous materials. For security reasons, all passengers and items carried on board are likely to be screened. Persons who refuse to comply will be denied entry to the ship and will be reported to the Port Authorities. Passengers must present to the authorized personnel of the ship, their ticket, passport or identity card or other valid travel documents. The company reserves the right to refuse boarding if the passenger does not have the required travel documents and cannot prove beyond any doubt his identity. After boarding, disembarkation is not allowed without the permission of the responsible Officers of the ship.

15. NO SMOKING

According to Law 3730/2008 smoking is prohibited in all enclosed public areas of the ship. Passengers may smoke only in the designated areas of the open decks. 16. CUSTOMER SERVICE For any comment or remark, passengers can contact by phone at 210 412 62 26 or by e-mail at info@slf.gr