

3. You are always obliged to follow ship rules and crew directions, so that you can enjoy a safe and peaceful journey.

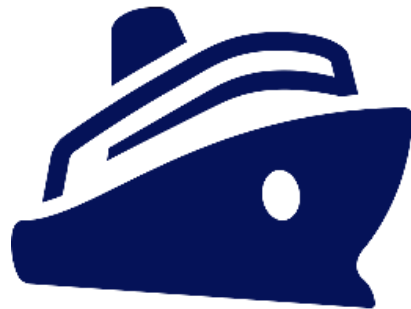
4. Any complaints you might have can be suitably addressed to the officer appointed by the captain.



After the travel

1. Within two months from the end of your journey, you can submit your complaints against the carrier, the ticket issuer or the port terminal operator, by making use of the relevant complaint form that can be found on the ship premises, in travel agents and port authorities. If your complaint is not satisfactorily resolved, you can address yourself to the port authorities or to the Ministry of Maritime Affairs and Insular Policy / Sea Transportation Directorate. In any case, you can submit your complaint to the Hellenic Consumer Ombudsman or the European Consumer Centre of Greece, depending on competence.

2. In case you claim refund or compensation, you will be requested to return your ticket to the carrier or travel agent up to 7 days after the scheduled departure of the ship. Retain all receipts for expenses made, due to problems in your journey caused by carrier's liability, in case you request compensation later.



The European Consumer Centre of Greece is at your disposal for further information, advice and assistance regarding consumer disputes in 30 European countries (28 EU member states, Norway and Iceland). If you are encountering disputes with traders based in Greece, you can contact the Independent Authority "Hellenic Consumer Ombudsman" for an amicable settlement.

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TRAVELING BY SHIP? KNOW YOUR RIGHTS AND CLAIM THEM!

**HELLENIC
CONSUMER OMBUDSMAN**
Independent Authority



In Greece, traveling by ship can be as engaging as much as an advantageous option, whether it is for pleasure or business. However, how well aware are we of our rights and obligations as passengers, in order to get the maximum out of maritime travel?

The Independent Authority “Hellenic Consumer Ombudsman” and the European Consumer Centre of Greece advise you:



During the ticket-booking process

1. The ticket issuer has an obligation to inform you about the total price, including any discounts you might be eligible of.
2. In case of e-booking, make sure that all terms and information match exactly those on the printed version of the ticket.
3. No price changes are allowed for tickets that have been booked electronically until the agreed date for the payment or the delivery of tickets.
4. No extra cost is incurred for the use of means of payment, such as credit or debit cards.
5. If you are a disabled person or a person with reduced mobility (with a disability rate of more than 80%), you are entitled to a 50% discount on the price of your ticket as a passenger, including the transport cost of your car.
6. You can provide your contact details, if you wish, in order to ensure that you will be notified by the carrier of any unfortunate incident (delay or cancellation of your journey).



Before departure

1. You should be at the embarkation area on time, ie at least half an hour before the ship's departure (1 hour, in case that you have a car to transport).
2. If you are a valid ticket holder, you cannot be denied embarkation. If embarkation is denied, you are entitled to: (a) compensation, equal to triple the value of the ticket, or (b) transport on a new date of your choice, or (c) transport to your destination at first opportunity, in combination with compensation equal to the value of the ticket, plus meals and accommodation, if necessary.
3. If the carrier is liable for the cancellation of your travel, you are entitled to choose between a full refund or other countervailing provisions, unless (a) you have been notified at least a week before scheduled departure and, also, refunded for the price of the ticket, or (b) you have been notified at least 12 hours before departure and, also, got alternative transport to your destination within 12 hours from the scheduled departure.
4. If departure is delayed because of ship damage or any sort of carrier's liability, you have the right to withdraw from the ticket sale contract and receive additional compensation equal to the ticket price of passenger and vehicle, unless the delay is less than 90 minutes. If you don't opt for withdrawal, the carrier has an obligation to (a) let you stay in the ship, offering you light snacks and refreshments, as well as free transport to your destination, (b) offer you meals and, if necessary, accommodation either on the ship or in a hotel (up to three overnights with a cost of no more than 80 euros per night), as well as free transport to/from the port, if the delay exceeds 4 hours, (c) compensation proportionate to the length of your journey and the duration of the delay, (d) any other countervailing provisions, based on prior agreement.
5. If the delay, interruption, cancellation or amendment of your journey is imposed by reasons of public order, safety (eg. bad weather conditions), compliance to law or orders issued by competent authorities, no compensation can be claimed.
6. Issuing a ticket gives you the right to carry luggage up to 50 kg. for free. If you are a disabled person or a person with reduced mobility, you are entitled to carry for free all your necessary mobility equipment. Additional luggage incurs additional charges, therefore make sure you are well aware of the cost.



7. You should drop your luggage to designated areas in the ship and ask for a corresponding receipt. That way, it would be easier to seek compensation later, in case of luggage loss, theft or destruction.
8. Any ticket amendments are allowed up to 48 hours prior departure and only if there are seats available.
9. In case you wish to cancel your ticket, you are entitled to a full refund on its price, including all legal surcharges (eg. VAT), if cancellation is decided up to 14 days before the travel date or for extraordinary circumstances. If cancellation is decided between 7 days before the travel date and up to 12 hours prior to departure, compensation is limited to the 50% of the price of the ticket.



During the travel

1. You are entitled to the exact type of seat or cabin that is written on your ticket. Alternatively, you are entitled to (a) withdraw from the ticket sale contract and receive compensation equal to double the price of the ticket, (b) travel in a lower class and receive compensation equal to the price difference between the two classes with a 100% increment, (c) travel in an upper class, following an agreement with the carrier, in which case you pay the price difference between the two classes with a 50% discount. If you are offered to travel in an upper class on the carrier's initiative, you don't have to pay the above price difference.
2. You have a combination of rights in various unfortunate situations. For example, you may be entitled to compensation, free accommodation or alternative transport to your destination, depending on case. The choice is yours and you should claim your rights by making use of the relevant complaint form, which you can be given by the carrier on request.