

BLUE STAR FERRIES COMMERCIAL POLICY

1. PASSENGER NAME LIST

- According to EU Directive 98/41 it is mandatory, for safety reasons, to list by name all passengers on every sailing
- To make that possible, tickets are issued **BY NAME** and specifically must include:

- **PASSENGER'S FIRST AND LAST NAME**
- **GENDER: MALE/FEMALE**
- **AGE: ADULT-CHILD-INFANT**

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

- It is strictly forbidden to issue tickets on board; therefore for their convenience, passengers must contact their travel agent on time to book and issue their tickets.
- **Children up to 5 years old: it is obligatory to issue a Free of Charge ticket.**

2. NUMBERED SEATS

Use is only allowed to the holders of numbered seat tickets.

3. TICKET OPTION DATE

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.

4. 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 indefinitely.
- Upon embarkation, the original ticket and issued boarding card must be handed over to the ship's Purser for ticket control.

5. TICKET CANCELLATION

- Tickets can only be invalidated by the issuing agency.
- Tickets cannot be invalidated over the phone. Passengers wishing to invalidate their tickets must hand them over to the issuing agency.
- The refund for the invalidated tickets can be made by the issuing agency and is valid for up to 2 years after the date of invalidation.

6. CANCELLATION FEES

HIGH SEASON: 03/04/15-19/04/15, 28/05/15-02/06/15 & 12/06/15-13/09/15⁽¹⁾

- **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 4 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.
- **4 hours prior and up to the departure:** 50% cancellation fees must be paid.
- **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.

(1)

For the period 03/04/15-11/04/15 & from 28/05/15-30/05/15 for all departures **from Piraeus or Rafina** and for the period **12/04/15-19/04/15 & 01/06/15-02/06/15** for all departures **to Piraeus or Rafina**, tickets are cancelled without charge or converted to open date tickets or for another departure date, **14 days prior to departure. From 14 days and up to 7 days prior to departure**, a 25% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date.

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

- **3 days prior to departure:** Tickets are cancelled without charge or can be converted to open date tickets.
- **From 3 days and up to 1 hour prior to departure:** A 50% cancellation charge is applied or alternatively tickets can be converted to open date tickets or for another departure date
- **1 hour prior and up to the departure:** 50% cancellation fees must be paid.
- **After departure:** Tickets cannot be cancelled or converted to open date tickets or to travel another date.

OPEN DATE TICKETS: Open date tickets are cancelled without charge when they have been originally issued as open date. If they have been converted to open date, a 50% cancellation fee applies.

7. 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 company's port agencies in order to be informed about the new departure time.

8. LOSS OF TICKET(S)

When a ticket is lost, a new ticket must be bought. Passengers must declare in writing the ticket(s) loss, indicating the departure date, the itinerary and the number of the lost ticket as well as the number of the new ticket bought. The declaration and a photocopy of the new ticket bought must be sent to Blue Star Ferries central offices: 123-125, Syngrou Avenue & 3, Torva Street, 11745 Athens, Greece or can be sent by fax to Customer Services & Loyalty Dept., +30-210-8919019. If the lost ticket has not been used within 1 month after the departure date, the company shall grant a ticket, for exactly the same value, free of charge. The number of the ticket lost as well as other details can be traced through company's central offices (tel. +30-210-8919800).

9. PASSENGER'S PHONE NUMBER

Passengers are advised to provide their travel agency with a telephone number (preferably a mobile phone number) so they can be contacted in case of emergency e.g. cancellation of departure due to bad weather conditions etc.

10. SCHEDULES

- The company will endeavour to adhere to the itineraries that are mentioned in the brochure. However, it maintains the right for their modification if it is absolutely necessary.
- 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. TICKET CONTROL ON BOARD

Purser's Office staff carries out ticket controls at embarkation and during the journey. Passengers are obliged to show their tickets on demand and proof of discount, if applicable.

12. LUGGAGE

Luggage should be placed in the designated areas of the vessels as per the crew's instructions. Luggage must not contain valuable items. These items can be handed over to the Chief Purser for safe-keeping.

13. PASSENGERS WITH SPECIAL NEEDS

On board our vessels there are specially designed cabins with easy access and operation to accommodate passengers with special needs. Due to a limited number of cabins it is necessary to reserve in advance. For further assistance: Customer Services & Loyalty Dept., tel.: +30-210-8919010, e-mail: cs.domestic@attica-group.com

14. PET ACCOMMODATION

A limited number of Pet cabins are available on board. It is necessary to reserve these cabins in advance. Should these be fully booked, a small number of kennels are also available. For reasons of public hygiene, pets are not allowed in cabins (other than the specially designated pet cabins), bars, restaurants and the ship's indoor public areas. When walking on the open deck, they are required to wear muzzle and be on a leash, accompanied by a guardian. Passengers traveling with a pet should hold updated health documents for their pet and are responsible for the pet's care, safety and hygiene.

Special areas for the pets' daily hygiene are available on board. Unaccompanied pets are not accepted for embarkation.

15. LOST AND FOUND SERVICE

Passengers, who have lost or found a lost 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 Company's Head Offices, Customer Services & Loyalty Dept., tel.: +30-210-8919010, e-mail: cs.domestic@attica-group.com

16. CUSTOMER SERVICE DIRECT LINE

For any Customer Service inquiries, comments or suggestions, please call, tel.: +30-210-8919010 or send an e-mail: cs.domestic@attica-group.com

17. SECURITY NOTICE

For security reasons, all persons and all items brought on board the vessel are liable to be searched. Persons refusing to comply with this demand shall be denied access on board and will be reported to the appropriate port authorities. All passengers are required to present their ticket, identity card or any other official documents to the vessel's authorized personnel. 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. Once a passenger has boarded the vessel, they are not allowed to disembark prior to departure, unless approved by vessel's Officers. Passengers who wish to disembark must take with them all their luggage and/or vehicle (if possible). Any weapons carried must be declared upon embarkation.

18. NO SMOKING LAW 3730

As per the National Law 3730 of the Greek Ministry of Health, as from 1st July 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.