

## **NEL LINES COMMERCIAL POLICY**

### **Discounts for Passengers**

**100% discount for children up to 5-year old** in Deck / Economy class

**50% discount for:**

- Children aged 5 to 10-year old in all classes ( excluding LUX cabins),
- Disabled passengers and their escorts, in all classes (excluding LUX cabins) ,
- Students of Aegean University, in all classes (excluding LUX cabins)

**30% discount for:**

- Students in all classes (excluding LUX cabins)
- Military personnel in all classes (excluding LUX cabins)

### **Cancellation Policy**

**High season:** From 01/07 to 30/09

- A ticket may be transformed to "open" up to 12 hours prior to the scheduled departure.
- 100% refund up to 12 days prior to the scheduled departure.
- 50% refund between 12 days prior to departure and until the departure.

**Low season:** From 01/01 to 30/06 and from 01/10 to 31/12

- A ticket may be transformed to "open" up to 3 hours prior to the scheduled departure.
- 100% refund up to 5 days prior to the scheduled departure.
- 50% refund between 5 days prior to departure and until the departure.

### **DELAY OR CANCELLATION OF TRIP DUE TO ADVERSE WEATHER CONDITIONS:**

Passengers and their vehicles can board the vessel without changing their tickets.

**CANCELLATION:** Tickets for the cancelled voyage are not valid for embarkation and must be changed for the next scheduled departure where there is availability, by replacing the ticket. In case the voyage is delayed or cancelled, passengers are kindly requested to contact the offices of the company in order to be informed about the new time of departure of the vessel.

### **LOSS OF TICKET**

In case of loss of a ticket, the passenger must buy a new ticket in order to board the vessel. The passenger must then notify the company about the loss in writing stating the date of travel, the itinerary, the number of the lost ticket, the number of the new ticket which is purchased and a photocopy of the latter. If it results from the company's archives that the lost ticket has not been used within a period of one year after the date of travel, the company shall issue a ticket for this itinerary without any additional fare charge. You can find all the data regarding a lost ticket at the company's central offices (Tel. 0030 210 411 5015 / e-mail: [neltravel@nel.gr](mailto:neltravel@nel.gr) ).