

## **GOLDEN STAR FERRIES**

### **Commercial Policy**

#### **1. Booking**

Tickets are personal, non-transferable and are issued in the passenger's name. They are valid only for the itinerary, date and seat for which they are issued.

Tickets can be booked in all travel agencies cooperating with our Company, in the company's central offices or via our website on the internet.

Ticket issuing on board is prohibited; to avoid any inconvenience, all passengers are requested to book their tickets and have them before departure.

Complying to EU Directive 98/41, for safety reasons, a name list of the passengers is mandatory for all itineraries; name of passenger, gender (male, female), age range (adult, child, infant), Type and Plate number of the vehicle, if there is one, are mandatory to be registered on the ticket.

We strongly suggest our passengers to notify the travel agency on their phone number (preferably a mobile one) upon the issue of their ticket; they will be notified in case of change on scheduled itineraries e.g. detention of ship due to adverse weather conditions, etc.

You are kindly requested to notify the travel agency upon the issuing of your ticket on any passengers than need special care.

For children up to 5 years old issuing of a zero fare ticket is mandatory.

#### **2. Embarkation**

Complying with P.D 3 709/2008 of the Greek state, passengers should be on the embarkation area 30 minutes, or 1 hour if they travel with a vehicle, before departure.

#### **3. Ticket issue due date**

Tickets should be issued before due date as specified by your travel agent when booking you ticket. In any other case, your reservation will be cancelled automatically.

#### **4. Open date tickets**

Open date tickets are valid for one year from the issuing date. Open date tickets are not valid for embarkation unless replaced by new tickets with the date of departure.

#### **5. Cancellations and refund**

Tickets can be cancelled only in the travel agencies where they were issued, providing the original tickets. No ticket cancellation can be made by phone.

#### **Terms of cancellation according to cancellation time**

Up to 6 days before departure: 100% refund or change to open date ticket.

From 6 days up to 12 hours before departure: 50% refund or change to open date ticket.

From 12 hours before departure to upon departure time: 50% cancellation fee.

Tickets cannot be cancelled or changed to open date after vessel's departure.

**During Orthodox Easter period, Holly spirit's days and the whole August month** , tickets are refunded without cancellation fee or they change to open date tickets 14 days before departure. **14 days to 6 days before departure there is a 25% cancellation fee.** 6 days before departure, the same term applies as on the paragraph above.

**Open date tickets:** Open date tickets are refunded without cancellation fee only if issued originally as open date tickets. If they have been converted to open date ticket, there is a 50% cancellation fee.

#### **6. Delay or cancellation of an itinerary due to force majeure (e.g. adverse weather conditions)**

**Delay of departure:** Passengers and vehicles can embark with the same tickets.

**Cancellation of itinerary:** in case of cancellation, tickets are no longer valid and should be replaced with new for the next scheduled departure with available seats.

**Important:** Passengers are kindly requested to contact the company's offices in case of delay due to adverse weather conditions in order to stay updated on the new time of departure.

#### **7. Ticket Loss**

In the event of ticket loss, passengers need to purchase a new ticket in order to travel and then notify in writing the company providing lost ticket's data (date of departure, itinerary, no. of ticket), no. of new ticket purchased and a copy of that ticket. If the lost ticket is not found by the revenue department of the company to be changed to open date ticket or utilized within 3 months, it will be replaced by a ticket of the same type

for the same itinerary. Lost ticket's data can be found at the issuing agency and should be sent by fax to the company's central offices.

#### **8. Timetables**

The Company makes all effort to ensure that timetables are kept but reserves the right to make changes without prior notice if necessary.

#### **9. Control on board**

Check-in of tickets upon embarkation and during the trip is conducted by the ship's inspecting officers. During check-in, passengers are responsible for displaying their tickets and other documentation that justifies a ticket with discount, if that is the case.

#### **10. Luggage**

Luggage should be placed on special locations of the ship, complying with the crew's indications. Valuables should not be left in luggage. Valuables should be handed to the Purser's office for safekeeping.

#### **11. Passengers with special needs**

Specially designed cabins and other facilities are available to passengers with special needs. Due to limited availability it is advisable to book early.

#### **12. Pets**

Pets travel in specially designated cabins and kennels. As the number of cabins is limited, you are kindly requested to reserve ahead.

For health reasons, pets are not allowed in indoor public areas or cabins others than those designated for them. Dogs should always be on a leash and wear a muzzle when circulating on the ship.

Passengers travelling with their pets are required to have their pet's valid health documents with them and are responsible for their pet's health, safety and hygiene. Unattended pets are not accepted on board.

#### **13. Lost and found**

Please notify the ship's Reception on any item lost or found as early as possible and prior to disembarkation. For any information after disembarkation, please contact the Company's central offices.

#### **14. Safety**

For safety reasons, all passengers and their belongings are liable to control. In case of non-compliance, the passenger will not be allowed to embark and the port authorities will be notified on the event.

Passengers are expected to present their ticket, passport or other identification documents to the ship's authorized personnel. The Company reserves the right not to allow embarkation to passengers that fail to present their travel and identification documents.

After embarkation, disembarkation is only allowed under permission of the ship's authorized personnel.

In case a passenger wishes to disembark, they need to remove their luggage and/or vehicle.

Passengers who carry a weapon have to declare it upon embarkation.

#### **15. Service Phone Line**

For any questions or comments, please contact us on 30 212-2224000 or via e-mail: [general@goldenstarferries.gr](mailto:general@goldenstarferries.gr)

#### **16. No Smoking Law 3730**

Complying with the National Law 3730 of the Greek Ministry of Health, as from 1<sup>st</sup> July 2009 smoking is strictly prohibited in all enclosed public areas, as well as the vessel's cabins. Passengers may smoke in the designated areas on the open outer decks