



GENERAL CONDITIONS OF CARRIAGE

These conditions indicate the rules to be applied for the carriage of passengers and their effects on the units belonging to the Lauro Group. These rules are understood to be accepted in full, by the passenger, upon purchase of the ticket that expressly refers to them. The contract has as its object the transport as governed by articles 396 et seq. of the Code of Navigation and European Regulation 1177/2010.

The indication of the vessel that will perform the carriage is merely indicative, since it is possible to substitute with another vessel. The carrier is not liable for damage caused by delay or non-execution or inexact performance of the carriage if the event results from unforeseeable circumstances, force majeure, adverse weather conditions, strikes and technical failures constituting force majeure or other causes attributable to it.

In the event of events that may compromise the safety of the ship and/or passengers, the Master of the ship has the right to change the itinerary.

The advertised fares and conditions may be subject to change up to the time of issue of the ticket. With regard to matters not provided for in these conditions concerning the liability regime in relation to the carriage of passengers, express reference is made to the current regulations of the Code of Code and European Regulation 1177/2010.

Until disembarkation, passengers are responsible for their baggage and its contents, animals, bicycles and/or the like.

Crossing times are indicative and calculated on the basis of the distance between ports, in favourable weather and sea conditions.

The company cannot be held responsible for delays due to port operations.

1. TICKETS

A necessary condition for travelling on the Alilauro fleet is that the passenger is in possession of a regular ticket (ticket) that can be purchased at all authorised points of sale and on online channels.

The ticket constitutes a contract of carriage and must be kept for the entire duration of the trip.

If the ticket indicates the passenger's name, as is compulsory for particular routes, or for tickets issued under season tickets, or even in the absence of such indication, it may never be transferred.

In the event of violation of this indication, the company will immediately block the season ticket itself and activate verification procedures.

Resident tickets, or tickets issued on the basis of reduced and/or concessionary fares, and/or season tickets are strictly personal and valid only if presented to the on-board staff at the time of boarding together with a valid identity document and/or the relevant season ticket.

Holders of a concessionary ticket may be subject to joint checks of ticket and identification document by authorised personnel throughout the journey.

The presentation of the ticket entitles the passenger to embarkation and transport to the destination of arrival; in the event that, in the unquestionable judgement of the Captain of the Navigation Company or of the competent Authorities, there are security reasons such as to prevent embarkation, the passenger will be denied.

The ticket is valid only for the journey indicated on it.

Ticketing is permitted:

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Sede Sociale e direzione amm.va: Molo Beverello – Palazzina “Volaviamare” s.n.c. 80133 Napoli
– Cap. Sociale € 4.316.000,00 – i.v.
Tel. 081/497.22.22/01 – Fax 081.497.22.28
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Head office and administrative management: Molo Beverello - Palazzina "Volaviamare" s.n.c.
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- for online purchases up to two hours before departure;

- for tour operators up to one hour before departure;

- at the Call Centre and at airport ticket offices until the last useful moment to allow safe boarding.

2. LOST OR STOLEN TICKETS

In the event of theft, loss or misplacement of a ticket, the passenger must report it to the Police and promptly inform the Company. The passenger shall deliver to the Company Office or Agency a copy of the report submitted to the competent authorities and pay for a new ticket

3. PASSENGERS WITHOUT OR NOT ENTITLED TO A TICKET

Passengers who are not able to show their ticket, holders of concessionary fare tickets who are not entitled to them will be denied boarding and will be subject to the payment of the administrative penalties provided for by Regional Law no. 13 of 13/08/19

4. TARIFFS

The fares applied by the Shipping Companies belonging to the Lauro Group can be found on the company websites and are available at the Company's ticket offices.

Children under the age of 4 are granted free passage, with the issue of an "infant ticket", but without the right to a seat; if they occupy a seat, payment of the ticket is due.

A child fare is payable for children aged between 4 and 12 years. On reaching the age of 12, users are required to pay the full fare.

The age of children must always be documented and proven at the time of boarding.

Passengers who are unable to show their ticket, holders of concessionary fare tickets who are not entitled to do so will be subject to payment of the administrative penalties set out in articles 1 and 3 of these General Conditions of Carriage.

Minors under 18 years of age may not travel on Alilauro spa's vessels unless accompanied by a person over 18 years of age.

Residents on the islands served by the connections are granted concessionary fares as provided by regional regulations. The issuing of the ticket as conceived may only take place upon presentation, for each individual ticket, of the Identity Card or Resident

Card - the only documents issued by Alilauro spa considered valid for the purposes of proof of residence. The

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ticket and the relative document must be shown to the staff in charge whenever requested at the time of purchase, check-in, boarding, during the journey and/or when disembarking.

Possession of the ticket in any way acquired does not exempt the passenger from complying with the rules indicated in these Regulations nor from complying with the Laws and Government Acts as applicable during carriage on board the Company's vessels.

The Company allows the purchase of tickets also on the days preceding the day of departure by applying the surcharge envisaged for the booking fee.

6. PRESENTATION AT EMBARKATION

Passengers are required to present themselves for boarding at least 30 minutes before the scheduled departure time; failure to comply with the established times shall result in the Company's right to deny boarding to the passenger, even if duly provided with a ticket, - with no possibility of obtaining a refund - if the safety conditions guaranteed by the times are not met.

Passengers must also comply with the methods and procedures provided for transit on the quayside and for access on board, slavishly observing the signs posted for this purpose and maintaining a civilised and respectful behaviour towards other passengers, on-board staff and the pier staff, as well as safety and public hygiene regulations, avoiding climbing over barriers and throwing objects on the ground or into the sea or outside the baskets provided for waste collection.

It is imperative that boarding orders are respected without climbing over the queues on the approach routes to the accesses on board and that the instructions given by the personnel operating at the quayside are respected.

Any non-compliance will lead, if necessary, in addition to the possible reprimand by the personnel in charge of controls in the boarding areas, to the intervention of the Police Force immediately summoned for action.

7. PASSENGER BEHAVIOUR ON BOARD

Passengers are required to behave in a civil and respectful manner, avoiding any offensive or detrimental behaviour towards other travellers and navigation personnel as well as towards safety and public hygiene regulations.

In particular, he/she must not defile the seats and furnishings or throw objects on the ground or in the sea or outside the special containers provided for the collection of waste, must use the toilets without causing them to become clogged or soiled and must comply with the instructions given on board during navigation, in particular, he/she is under an absolute obligation to remain seated until the mooring operations are completed. Furthermore, he/she shall not occupy more than one seat per individual person, bearing in mind that the purchase of a ticket does not constitute an automatic right with regard to the availability of seats and that the capacity of the vessel, in terms of maximum number

8. CARRIAGE OF LUGGAGE, BICYCLES AND/OR SIMILAR

Each passenger may take on board a single item of baggage with maximum dimensions of 50x35x20 (cm) and weight not exceeding 9 kg. For additional baggage and for baggage exceeding the dimensions and/or weight listed above, the fares in force shall apply. It is the user's obligation to check and take note of the baggage weight and size limit and obtain the relevant ticket. In the case of luggage without a valid ticket for boarding, an administrative penalty will be applied as indicated

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in art. 3. The shipping company or the ship's Master may, at their discretion, refuse to allow boarding of luggage whose bulk or weight constitutes an impediment to good navigation.

Any claim involving damage to or loss of luggage will be dealt with in accordance with the provisions of articles 412-413 and 414 of the Code of Navigation, chapter III, section I (reimbursement up to a maximum limit of 6.2 euros per kilogram of luggage). Claims regarding loss of or damage to baggage must be made before disembarking from the ship and must be accompanied by proof. Claims concerning loss of or damage to baggage will not be accepted unless proven and made before disembarkation in contradiction with the Company's personnel; the description of the damage will be noted on a special form signed by the passenger and by the ship's command.

The on-board staff may, if not engaged in other operations, provide occasional assistance to the passenger during the embarkation and disembarkation of baggage, it being understood that the porter service remains the responsibility of the latter. Any baggage left on board or in the boarding station without custody and not claimed by any eligible passenger will be kept in a place deemed suitable by the Shipping Company for a maximum period of 30 days (at the company's registered office). After this period, the objects found and not claimed will be handed over to the mayor of the municipality where they were found, but in any case, when they are found, if provided for by the procedures relating to the prevention of unlawful acts or even if considered appropriate by the Captain of the unit or by the staff in charge of supervising the boarding areas, the police will be informed so that they can implement the appropriate measures.

Bicycles, scooters and/or the like are allowed on Company units under the following conditions:

- Subject to the availability of space on board and the consequent consent of the Captain, who, for reasons of space, may deny the boarding of the aforementioned means of transport.

A ticket will be issued in addition to the passenger ticket for the carriage of a bicycle and/or similar. It is also specified that the transport, stowage and stowage of the aforementioned vehicles must take place as necessary.

10. MINORS ACCOMPANYING SERVICE

The "unaccompanied minors" service allows children between 4 and 12 years of age - who are unable to be accompanied by a parent or guardian - to travel using the service provided by the company, which allows the child to be accompanied by company personnel - for the route chosen - from the port of departure to the port of destination. Please note that up to the age of 12, it is absolutely forbidden for children to travel alone.

From the age of 12 until the child reaches the age of majority, the accompanying service is optional and granted upon explicit request.

Minors between the ages of 12 and 17 are permitted to travel alone, subject to written permission from their parents or guardians and the relevant documents. In this release, the parent or guardian shall assume all liability for any damage caused to property or persons, relieving the carrier of such liability.

The service is only available subject to booking within 48 hours prior to departure - subject to payment of the service - at least 30 minutes in advance, in order to entrust the child to the hostess in charge and hand over the original documentation already prepared, i.e:

- A photocopy of the identification document of the parent or person exercising parental authority;
- A document from the minor valid for the journey

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- The duly completed Unaccompanied Minor form

The service will only be guaranteed on the Naples-Ischia-Forio route and vice versa, Naples-Sorrento route and vice versa.

The cost, in addition to the ticket price for the minor (plus any extra services) will be to Direction and Coordination by Lauro.it S.p.A.

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10 euros for resident children and 20 euros for non-resident children. Upon arrival, the child will be entrusted to the person designated on the form upon presentation of his/her identity document.

If there is no one waiting for the child at the port of destination, the competent authorities will be contacted. During the entire period of the child's custody, the child shall carry a copy of the documentation with him/her.

11. DELAY OF DEPARTURE-INTERRUPTION OF THE VOYAGE-DELAY OF THE ARRIVAL TIME

Cancellation, delayed departure and interruption of the voyage are governed respectively by Articles 403, 404 and 405 of the Navigation Code.

Arrival times, where foreseen, are to be understood as indicative and may be subject to change as a consequence of weather and sea conditions, port traffic, limitations imposed by the competent authorities or other parties not attributable to the Company. In the event that the carrier is proven to be responsible for the delay in arrival, the difference between the cost of the hydrofoil ticket and the cost of the ferry ticket will be reimbursed.

12. SHIP IMPEDIMENT - CANCELLATION OF DEPARTURE - CHANGE OF ITINERARY

In the event of cancellation of departure for reasons not attributable to the shipping company, the passenger will be refunded the ticket price.

Reimbursement for missed departure or cancellation must in any case be requested within 10 days of the date of missed departure.

13. REFUNDS AND COMPLAINTS

The contract, once concluded, cannot be terminated by the contracting parties. The company, however, by way of derogation from article 400 of the Nav. Code, grants passengers who do not wish to or can no longer depart the right to obtain a refund of the passage price under the following penalty conditions:

I. For tickets cancelled up to 10 days before departure, the refund shall be 90%;

II. For tickets cancelled up to 2 days prior to departure the refund will be 50%;

III. For tickets cancelled within 24 hours prior to departure there is no refund;

IV. Tickets issued with special fares are not refundable but only changeable at a cost of €3.00 per person plus fare supplement.

V. Booking fees are never refundable

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Notification of the cancellation by the passenger must be notified, in writing, to the booking centre for tickets purchased online by sending an email to reservation@alilauro.it.

Refunds will be made in the same manner as the collection within 30 days from the date of the request net of bank charges and presale fees in accordance with art. 24. of EU Regulation 1177/2010.

In the event of a claim, the passenger must send his or her reasoned request to the e-MAIL. In the event of a complaint, the passenger is obliged to send a reasoned request to the e-mail address reservation@alilauro.it within the time limits set out in Article 24 of EU Regulation 1177/2010, without any possibility of recognising any exceptions.

14. TICKET VARIATIONS

Variations of date and time of tickets are permitted subject to the company's verification of seat availability provided that they are requested within two hours of the booked departure time and limited to telephone booking service times.

Changes to tickets are also permitted at stopover ticket offices within one hour of departure.

For the Aeolian route, the change of the ticket is only permitted upon request by email to reservation@alilauro.it and subject to availability within 6 hours of departure, subject to a surcharge of € 3.00 for the change plus fare adjustment if applicable.

Modification of the ticket shall entail payment of the change fee of €3.00. The passenger is also required to pay any surcharges where applicable. The change is only permitted within the scope of departures published in the timetable and is not permitted for extraordinary journeys.

15. MISSED DEPARTURE ATTRIBUTABLE TO THE PASSENGER

In the event of a missed departure due to the passenger's unavailability or delay, no refund of the ticket is due.

In the event of delays or missed departures due to conduct contrary to the passenger's civil and safety regulations, penalties shall be imposed on the passenger in the manner and within the terms provided for by state laws and regulations in force.

16. SPECIAL FARES

All special and/or promotional fares are available while seats last and are automatically proposed by the various booking systems. Special fares, unless otherwise provided for, cannot be combined with other promotional fares. These rates are only modifiable and non-refundable.

17. PORT TAXES AND BOOKING FEES

The fares in force are net of surcharges due to possible increases in fuel costs, for taxes and port fees, the amounts of which are subject to change until the ticket is issued.

In case of booking, through Call Centres, stopover ticket offices and websites, a booking fee per passenger per route is applied to the ticket price.

This fee is indicated before the final purchase of the ticket.

Booking fees are non-refundable.

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18. CARRIAGE OF DANGEROUS OBJECTS

The carriage of dangerous goods is not permitted on the units belonging to the Company. For certain types of objects may be subject to special binding conditions for their acceptance on board. In particular, the carriage of weapons of any kind is forbidden, with the exception of those in the personal possession of the Armed Forces and the Police, as well as the carriage of blunt objects, substances included in the official lists of dangerous goods, combustible liquids, narcotics, and other substances whose carriage or possession is considered illegal according to the laws of the State and current regulations.

In any case of doubt, the Captain must be informed of the contents of the baggage to be carried. The carriage of substances prohibited by law is strictly forbidden.

19. PRM ASSISTANCE

Passengers who require assistance for boarding (people with mobility difficulties, etc., whether by car or on foot) must communicate this when booking, contacting Customer Service to find out about the availability of suitable accommodation and/or ease of access on board. Such passengers are required to present themselves for boarding at least two hours in advance, pointing out this need to the dock staff and/or on-board personnel.

20. PASSENGER INFORMATION

For pregnant women in an uncomplicated gestational state after the 6th month of pregnancy, the pregnant woman is required to present a suitable medical certificate issued no more than 7 days prior to departure to be presented when boarding.

In all other cases, a certificate authorising travel is required regardless of the month of pregnancy.

Failure to declare and present the required certificate remains the responsibility of the pregnant woman.

Certification of fitness to travel is also required for passengers with health problems.

With regard to the declaration of personal data, in compliance with Decree Law No. 251 of 13/10/1999 implementing EEC Directive 98/41 of 18/06/1998 (relating to the registration of persons on board passenger ships) and the regulations relating to the application of the ISPS code for routes covered by the aforementioned discipline, passengers are required to communicate their personal data at the time of booking, understood as : SURNAME-NAME or initials thereof, SEX CATEGORY OF AGE (infant, child, adult) or age or year of birth.

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