



## **1. GENERAL TRANSPORT CONDITIONS**

These conditions indicate the rules to be applied for the transportation of passengers and their effects on the units belonging to the Alicost shipping company. These rules are intended to be accepted in full by the passenger at the time of purchase of the ticket which expressly refers to it. The contract relates to transportation as regulated by articles 396 and following of the navigation code and by European Regulation 1177/2010. The indication of the ship that will carry out the transport is merely indicative as it is possible to replace it with another ship. The carrier is not responsible for damage caused by delay or lack of or inexact transport if the event results from unforeseeable circumstances, force majeure, adverse weather and sea conditions, strikes and technical breakdowns constituting force majeure or other causes not attributable to it. In the presence of events that could compromise the safety of the ship and / or passengers, the Captain of the ship has the right to modify the itinerary. The advertised rates and conditions may be changed until the ticket is issued. For matters not covered by these conditions regarding the liability regime in relation to passenger transport, express reference is made to the current rules of the navigation code. Until disembarkation, passengers are responsible for their baggage and its contents. The crossing times are indicative and calculated on the basis of the distance between the ports, in favorable weather and sea conditions. The Company cannot be held responsible for delays due to port operations.

## **2. TICKETS**

A necessary condition for traveling on the Alicosts is that the passenger has a valid ticket (ticket) which can be purchased at all authorized sales points and also via the internet.

The ticket constitutes a transport contract and must be kept for the duration of the journey.

If the ticket indicates the name of the passenger as a must for particular routes or even if, in the absence of such indication, it cannot be transferred without the carrier's express consent.

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

The ticket is valid only for the journey indicated therein. Tickets not used by the departure date will lose their validity without reimbursement right.

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### **3. LOST OR STOLEN TICKETS**

In the event of theft, loss or loss of the ticket, the passenger must report it to the bodies of P.S. and promptly inform the Company. The passenger must hand over to the Company Office or Agency a copy of the report presented to the competent authority and pay the price of a new ticket. If the lost / stolen ticket is not used within six months of the departure date indicated therein, the Company will reimburse the price originally paid by the passenger.

### **4. PASSENGERS FREE OR NOT HAVING A RIGHT TO THE TRAVEL TITLE**

The passenger who is not able to show the ticket will be subject to the payment of the administrative penalties foreseen by the Regional Law n ° 13 of 13/08/1998 (the administrative sanction is equal to 100 times the amount of the ticket due and in any case not less than € 77.47). In the event of improper use of the ticket, the aforementioned penalty will be applied. Failure to communicate immediately the lack of the ticket, at the time of boarding, involves the administrative sanction due to the lack thereof.

### **5. RATES**

The rates applied by the Alicost Navigation Companies are shown on the company websites and are available at the Company's ticket offices and on-board controls. Children under the age of 18 cannot travel on Alicost units unless accompanied by an adult (eighteen).

For children under the age of 3, no fee is applied but the ticket is issued.

The 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 transport on board the Company's units.

The Company can accept the purchase of travel tickets even on the days preceding departure - through its sales outlets and via the internet - by applying the increase provided for at the rate that includes the booking fee.

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## **6. BOARDING**

Before boarding, passengers must show their valid identity documents to the personnel in charge. - Failing this, the authorities in charge of control will not be able to authorize boarding. To the minor passenger (even if accompanied) - NOTICE - of a valid identity document, boarding will be denied. The passenger is required to show up for boarding at least 15 'in advance of the time of departure, failure to respect the established times determines the possibility of the Company to prevent access on board of the user if the guaranteed safety conditions are not met from the same times, duly equipped with a travel ticket, for bookings purchased online and / or from a Call Center it is mandatory to show up for boarding with the ticket printed by the ticket office. He must also comply with the procedures and procedures required for transit on the quay and for access on board by slavishly observing the indications posted for the purpose and maintaining a civil and respectful behavior towards the other passengers, the crew and the assigned personnel to the wharf, as well as safety and public hygiene standards, avoiding the crossing of barriers and the throwing of objects on the ground or at sea or outside the special baskets prepared for waste collection. It is imperative that the boarding orders are complied with without overriding the rows on the approach routes to the accesses on board and that the indications provided by the staff operating on the quay are respected. Any breach will result if necessary, in addition to the eventual recall by the personnel in charge of controls in the boarding areas, the intervention of the Order Forces immediately summoned for the actions of competence.

## **7. BEHAVIOR PASSENGER**

The passenger is required to maintain a civil and respectful behavior avoiding any offensive or damaging attitude towards other travelers and navigating personnel as well as safety and public hygiene regulations. In particular, he must not soil the seats and furnishings or throw objects on the ground or at sea or outside the special containers designed for waste collection, he must use the toilets without causing clogging or soiling, he must observe the instructions given by the board during navigation. He also does not have to occupy more than one seat per single person taking into account that the purchase of the ticket does not constitute an automatic right with regard to the availability of a seat and being the capacity of the ship, in terms of maximum number of people transportable, determined according to the specific regulations in force. Any breach will result if necessary, in addition to the eventual call by the personnel in charge of the on-board controls, the intervention of the Forces of the Order that can be called for the actions of competence.

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## 8. LUGGAGE

Each passenger can carry on board a single free baggage having a maximum size of 50 x 35 x 20 (cm) and a weight not exceeding 9 Kg. For additional baggage and for excess baggage in size and / or weight those reported above additional tariffs will be applied, the amounts of which are determined according to the size and weight of the excess baggage. The user is responsible for checking and viewing the weight and size limit of the baggage and obtaining the relevant ticket. Such baggage will be duly registered with a special mark applied to the baggage with corresponding evidence to be delivered to the passenger upon ticketing. In the case of baggage that does not have a valid purchase ticket valid for embarkation and the related mark, an administrative sanction will be applied as indicated in point 4. The shipping company or the Command on board may at their discretion refuse to board baggage whose bulk or whose weight constitutes an impediment to good navigation. Any claim involving damage or loss of items of luggage attributable to the carrier will be treated in accordance with the provisions of articles 412, 413 and 414 of the Navigation Code, Chapter III, Section I (refund up to a maximum of 6.2 euros per kilogram of baggage). Complaints regarding loss or damage to baggage must be made at the time of disembarking and must be accompanied by the proofs relating to your declaration made at embarkation, as received from the point of sale. Complaints regarding losses or damage to luggage will not be accepted unless accompanied by proofs and advanced before disembarking with the Company personnel. On board personnel will be able, if necessary, to assist the passenger during the boarding and disembarkation phases of the baggage, it being understood that the portage service remains the responsibility of the latter. Any baggage left on board or in the embarkation area without custody and not claimed by any passenger having a collection title will be kept in a place deemed suitable by the Shipowner for a maximum period of 30 days (at Salerno Terminal) which has been unsuccessfully expired. The objects found and unclaimed will be delivered to the Mayor of the Municipality where the discovery occurred but will in any case be provided already at the time of the discovery, if required by the procedures relating to the prevention of illegal acts or even if deemed appropriate by the Commander of the unit or by the personnel in charge of supervising the boarding areas, to inform the Police Forces to enable them to implement the appropriate provisions.

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## **9. PETS**

On the Company's units, pets can be boarded under the following conditions:

- each passenger is allowed to board a single animal;
- the animal must be definable as a "domestic" in the sense used in the common sense; they are therefore intended as domestic animals such as dogs, cats, cage birds and the like;
- the animal must be small or medium in size; for particularly large animals can be denied boarding or accepted provided that the transport takes place under particular conditions such as not to cause discomfort or damage to passengers;
- dogs must be leashed and muzzled;
- the presence of the animal must be denounced in advance upon purchase of the ticket;
- a surcharge will be applied to the ticket;
- may be required, as necessary conditions for boarding, certifications health attesting the state of good health and vaccination of the animal; in this case the date of the release of these certifications must not be earlier than three months compared to that of the ticketing. In the case of animals without a valid purchase ticket valid for embarkation an administrative penalty will be applied as indicated in point 4.

## **10. DELAY OF DEPARTURE - INTERRUPTION OF TRAVEL - DELAY OF ARRIVAL TIME**

The cancellation, the delay of the departure and the interruption of the journey are regulated respectively in articles 403, 404 and 405 of the navigation code. Arrival times, where provided, are to be intended as indicative and may be subject to change as a result of the conditions meteo-marine, of port traffic, of limitations imposed by the competent authorities or other bodies not attributable to the Company.

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## **PREVENTION OF THE SHIP - CANCELLATION OF THE DEPARTURE - CHANGE OF ITINERARY**

In the event that the departure is suppressed on the initiative of the shipping company but for reasons other than a the latter attributable to the passenger is due to the return of the ticket price as already paid. In the case in which instead the suppression of the departure is determined by justified reasons attributable to the same shipping company and in which the journey cannot be made with other units made available to the passenger by the Company itself or if the passenger does not agrees to make the trip with departures subsequent to the scheduled one, to the latter will be due to the return of the ticket price. In this case, any compensation for damages attributable to the cancellation of departure - to the extent not exceeding twice the net price at the passage - it can take place only if such damages can be clearly proven. At the in the same way any changes in the itinerary or times determined by causes will be treated attributable to the carrier and for which the passenger refuses the passage.

## **12. REFUND**

The Company, notwithstanding the art. 400 cod. nav., grants the passenger who does not intend or can no longer leave the right to obtain the reimbursement of part of the passage price under the following conditions penalty: For tickets canceled up to 10 days before departure the refund will be 90%; For tickets canceled up to 2 days before departure the refund will be 50%; For tickets no refunds will be made within 48 hours before departure. Tickets issued with promotional rates are neither refundable nor modifiable.

The communication of the waiver by the passenger must be notified, in writing filling out the special form on the site, within 7 days from the date of departure. Refunds will be made by crediting the card used for the purchase, within the 15th day following the month in which the request is sent.

Alicost grants passengers the right to change the date / time / route after checking availability of places. In the event that following the changes there is a price difference between the original ticket and the one given as a replacement, depending on the case, the passenger will have the right to obtain or the obligation to pay this difference. Any type of refund can be requested, by completing the appropriate form, no later than 7 days from the date of departure, established on the title of travel.

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### **13. FAILURE TO DEPARTURE**

In case of missed departure due to unavailability or delay of the passenger to these is not due to the same some reimbursement of the travel document if already purchased. For delays or failures departures that the units of the Company may suffer as a result of the passenger will be applied the sanction measures against the latter according to the procedures and within the foreseen terms by the State Laws and Regulations in force.

### **14. PROMOTIONAL RATES**

All promotional rates are available subject to availability and places available automatically from the various booking systems. These rates cannot be changed or refunded.

### **15. PORT TAXES AND RESERVATION RIGHTS**

The rates in effect are net of the supplements due for any increases in the cost of the fuels, for taxes and port charges whose amounts are subject to change up to the moment of ticket issuance. In case of booking, through Call Center, ticket offices and Internet, a ticket booking fee applies to the ticket price per passenger. This right it is indicated before the final purchase of the ticket. For each passenger, where applicable they are also applied the supplements, tax and port fees. Booking fees are not refundable.

### **16. TRANSPORT OF DANGEROUS OBJECTS**

The transport of dangerous objects is not permitted on the units belonging to the Company. For some types of objects, special binding conditions may be required for their acceptance a board. In particular, the transport of weapons of any kind is prohibited, with the exception of those supplied personnel to the Armed Forces and the Forces of the Order, the transport of blunt objects, of substances that can be classified in the official lists of dangerous goods, of combustible liquids, of drugs, of other substances whose transport or possession are considered illegal based on State Laws and current regulations. In any case, for any doubt, it should be given communication to the Captain regarding the content of the baggage to be transported.

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## **17. PRIVACY POLICY**

In accordance with art. 13 of Legislative Decree 196/2003 ("Code regarding the protection of personal data"), Alicost Spa undertakes not to disclose the data you have provided to third parties, recording them and storing them on electronic media, protected with appropriate security measures. The data will be processed by Alicost Spa exclusively with the necessary procedures and procedures, in order to provide you with the services requested or perform internal statistical analysis. The provision of data is mandatory in order to allow you to access to the services offered and any refusal would make it impossible to fulfill them. Under art. 7 of the law 196/03 the Customer has the right to request the correction, the integration or the cancellation of own data by contacting the n. telephone 089871483 or by e-mail at [alicostspa@alicost.com](mailto:alicostspa@alicost.com) or by letter to Alicost S.p.A. Salita Sopramuro 2, 84011 Amalfi (SA). The data controller is Alicost Spa in the figure of his legal representative.

## **18. ABOUT PASSENGER INFORMATION**

In compliance with Law Decree n. 251 dated 13/10/1999 transposing EEC Directive 98/41 of 18/06/1998 (concerning the registration of persons on board passenger ships) to the regulations relating to the application of the ISPS code on anti-terrorism rules, the following is announced: all passengers on board are required to notify the carrier of any information regarding their need for special assistance in emergency situations. Passengers who need assistance with boarding (people with walking difficulties, etc., both by car or on foot) will have to communicate it during the booking, by contacting them to find out about the availability of suitable accommodation and / or ease of access on board, the Call center 089871483; they are also required to show up for boarding at least an hour in advance, highlighting this necessity to the dock personnel and / or the on-board personnel in order to allow the boarding of the vehicle near suitable accesses to the ship and any assistance during embarkation and disembarkation operations. Passengers are also required to communicate at the booking stage their personal details as: SURNAME, NAME or initial of the same, SEX, AGE CATEGORY (infant, child, adult) or the age or year of birth. For journeys of shorter distances the obligation of registered registration does not exist. In the event of changes to the data shown above between the time of booking and the time of boarding, passengers are obliged to communicate these changes. Personal data, collected pursuant to this article, is kept only for the time necessary for the purposes of the aforementioned decree and / or in compliance with the provisions of Legislative Decree n. 196/2003.

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