



## TERMS AND CONDITIONS OF THE TRANSPORT CONTRACT

These conditions are available to the interested parties all the company's outlets, ferry terminals and website ([www.trasmediterranea.es](http://www.trasmediterranea.es)).

- 1.- Tickets are personal and non-transferable. Passengers are responsible for the veracity of the data that they provide to obtain a ticket and which appear on it. Only people with a ticket and boarding card will board the ship.
- 2.- Passengers must have the documents required by the regulations in force; the Company staff may ask them to show these documents in order to verify compliance with the regulations.
- 3.- **BOARDING DEADLINE.**- The boarding deadline is the minimum time that passengers need to arrive before the official scheduled time stated on the ticket, before whose limit the passenger and/or vehicle must have been accepted for boarding, their luggage must be checked in, and they must have a boarding card. Once this deadline has passed, boarding will be closed. The company will not incur in any liability if it does not admit the passengers and/or vehicles if they arrive when boarding has been closed. **THE BOARDING DEADLINE IS: 30 MINUTES FOR PASSENGERS (except fast ships, which is 15 minutes) and 60 MINUTES FOR VEHICLES (except fast ships, which is 30 minutes).**
- 4.- Deck passengers can carry up to 40 kg of luggage for personal use free of charge, and seated passengers up to 20 kg; anything heavier in both cases will lead to an extra payment, up to a maximum of 75 kg for deck passengers and 30 kg for seated passengers. Luggage exemption: 40 kg for the deck and 20 kg for the seats. The company will not be responsible for any jewels, money or valuable objects owned by the passengers that have not been previously entrusted to the Captain for custody. Passengers cannot take illegal or hazardous goods on board (see warnings at the end).
- 5.- The company will not accept any claims that do not include the corresponding ticket used by the passenger. Claims for damage to, or loss of, luggage that was checked in must be formalised in writing to the Company or its Agent when it is delivered or when it should have been delivered.
- 6.- The timetables and itineraries may suffer changes due to accidents or force majeure. In this case, the Company will adopt the reasonable measures under its control to make sure that the affected passengers know about the changes.
- 7.- If need be, the carrier can be replaced by another one or use other company ships.
- 8.- Any liability exclusions or limitations for the carrier will be applied to and benefit its agents, employees and representatives and any person or entity whose ship uses the carrier for the transport and its agents, employees and representatives.

9.- No agents, employees or representatives of the carrier can modify or waive any of the terms and conditions of this contract.

10.- To exercise the actions arising from the maritime transport contract in international lines, the jurisdiction will be the courts resulting from applying the 1974 Athens Convention and/or the instruments that modify this and, in the national coastal navigation lines, the jurisdiction will be that resulting from applying the Civil Procedure Act in force.

11.- The carrier has arranged an insurance policy that covers the transport and is subject to the conditions of the Mandatory Travellers' Insurance.

12.- The transport of vehicles covered by this ticket is made in accordance with the regulations in force on this issue and with the international agreements signed by Spain, without them being included in the general average contribution if this occurs.

13.- In accordance with the applicable legal provisions, the transport of pets will be made solely in the spaces provided for this, except in the case of the visually deficient, who can be accompanied by their guide dogs, in accordance with the specific rules. The passenger must have the pet's certificates provided by the Health Authorities. They will be fed by their owners on board. The rules are available at our offices and ferry terminals.

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##### 14. - CONDITIONS FOR CANCELLING BOOKINGS AND TICKETS.

- Fast ships: if passengers cancel or postpone a booking or ticket issued for a certain date.