

Art. 1 – Overview

1.1 The object of this contract consists in the sea transport of passengers from the port of departure to the port of arrival as set forth by art. 396 and subsequent ones of the Navigation Code and subsequent amendments and additions, national and international legislation and EU Regulation 1177/2010.

1.2 For purposes of this contract, the following is specified:

- Passenger means any person who has a sea transport contract and is the holder of a travel pass issued by the transporter from its direct sale channels (ticket office, website or indirect sale channels (agencies travel authorized) and travels on Transport Company's vessels
- Carrier means company SNAV S.p.A., herein after referred to as "company" or "enterprise". The sea carrier is generally the contracting carrier. The ship used for transport may be part of SNAV's fleet or another actual carrier.
- The sea transport service of passengers means the commercial transport of passengers via sea, over the route indicated in the ticket, including on-board accommodation and embarkment of vehicle, at a set hour. The navigation times are indicative and calculated based on the distance between ports in favorable weather – marine conditions;
- The ticket represents the travel voucher or contract;
- Vessel means any type of watercraft part of SNAV's fleet consisting of high-speed crafts (hydrofoils and catamarans) and Ro-Ro cruise ferries.

1.3 The carrier undertakes to transport the passenger and, according to the type of vessel and route, embark his/her vehicle according to the methods set out in the transport conditions in force at the time of departure that the passenger undertakes to examine and observe in full, checking any updates published on the site www.snav.it and that, therefore, they are considered fully known and accepted by anyone who purchases or uses the company's travel tickets.

1.4 Any additional services offered by the carrier which are not explicitly indicated in the ticket do not constitute part of the contract.

1.5 This contract exclusively applies in case:

- SNAV is the contracting carrier and as such issues the travel ticket – for all our shipping lines except from and to islands of the Gulf of Naples: (Napoli – Procida – Casamicciola Terme) where the transport conditions of the Gulf of Naples are applied.

Art. 2 – Ticket

2.1 The travel ticket is personal, cannot be transferred and is valid only on the route specified in it. It must be kept throughout the journey and the passenger shall retain it to justify his right to travel and show it with a valid identity document, to any ship officer or ticket inspector who may request it. Should the passenger be found without the ticket/contract, he shall pay double the travel price granted refund of relative damages. Torn and/or altered tickets will be voided.

2.2 The passenger is liable whether the information and dates of his booking on line are correct. The Carrier shall not be liable for any liability not being able to contact passenger, in the event of necessity, if his personal details are missing or incorrect. If the passenger does not receive the ticket booked on line or by contact center he must contact immediately SNAV contact center.

2.3 Invoices – Tickets are not valid as invoices. Passenger who requires ticket issued as valid invoice must specifically request for it at the time of purchasing of ticket and must supply his/her personal and fiscal data, before the issuing of the ticket.

2.4 The price indicated in the travel ticket is the applicable rate on the date the same ticket is issued. Rates may be subject to increases or decreases until the ticket is issued. Discounts and particular price reductions are not retro-active on tickets that have already been issued.

2.5 Applicable rates are net of surcharges due to potential increases of fuel cost (bunker surcharge), which are subject to variation until the ticket is issued. Booking fees for passenger vehicles, based on the ticket price. The ticket price does not include on-board catering, for which the passenger remains responsible.

2.6 On ro-ro cruise ferries, the passenger can purchase an on-board menu with the ticket; in this case, the travel ticket will indicate the pre-purchased meal voucher. Partial or total non-consumption of meals will not entitle to any refund.

Art. 3 – Accommodation

3.1 The passenger acknowledges that various types of accommodation are available on-board the cruise ferries, that he can select until the moment of purchase (different types of cabins, accommodation in armchair and deck access). Once the ticket is issued, the passenger will accept the indicated fees per person, which are added to the ticket price. The Company, where necessary, has the option to designate the Passenger a different accommodation. Should the newly assigned accommodation be of a superior class, no payment for the tariff difference shall be required, while for any new accommodation of inferior class, the Passenger shall be refunded the difference in price, which does not affect the Passenger's right to terminate the agreement in compliance with the applicable law.

3.2 The accommodations (cabins and armchairs) must be vacated before the ship's arrival time to allow for safe disembarking operations. Methods and times of accommodations return, as well as indications of the muster stations in common areas, shall be announced by the Ship's Company.

3.3 During navigation on high-speed crafts, passengers should remain seated at their own place.

Art. 4 – Passengers' medical conditions

4.1 The Master has the right to refuse transport to anyone who is, in either the Master's or the Company's judgement, in such a physical or mental condition as not to be deemed able to undergo the voyage and/or to anyone who may be a danger to themselves or to the safety of other passengers and/or to anyone who has abused narcotic, hallucinogenic, alcohol or other substances that do not permit him/her to make the journey. In all the above cases the Passenger shall not be entitled to compensation and shall in turn be liable for damages caused to the ship, all of its fittings and equipment, and third parties and to the possessions of third parties. Acceptance of the Passenger on board by the Company shall not be considered as a waiver of any of its rights following potential violation of the conditions of the Passenger whether they were known or otherwise by the company on embarkation and/or departure of the ship.

4.2 The passengers with reduced mobility, disabled, sick or needing specific assistance (e.g. passengers who require to carry oxygen nozzle and bottle) are required to notify when booking in port ticket office or by the telephone number 081.42.85.555, or when booking on line flagging the field in the passengers data. The passenger who needs specific assistance, must submit documents attesting to the right, when requested, at least 48 hours prior the expected departure, in order to allow the Carrier to provide the necessary assistance and/or verify the feasibility of the transport itself. The carrier provides cabins for disabled, if available.

4.3 From the end of 6th month of pregnancy, pregnant women who are not experiencing any complications related to gestation must first issue a medical clearance issued not earlier than 7 days prior to departure and must present it to the officer of the vessel, pursor or staff on board on request. In all other cases, the pregnant women must always obtain a medical clearance, independent of the month of pregnancy. This applies without prejudice to the discretion of the Master to refuse embarkation if he believes that the pregnant woman is not capable of travel.

Art. 5 – Check-in

5.1 In application of international laws on safety (ISPS Code), the deadline for arriving at the check-in for passengers with vehicles should be before the expected ship departure time at SNAV ticket office:

- For Italy – Croatia line: check-in time is must report at least 3 hours before the ship departure time
- For Naples – Aeolian Islands and Pontine Islands: check-in time is at least 1 hour before the ship departure time

5.2 Embarking is not guaranteed after the aforementioned terms.

5.3 Passengers who have checked in must remain in the embarkation area.

5.4 Departures from and to the Aeolian Islands at established times, are operated by SNAV or other carrier on behalf of SNAV. No refund will

be acknowledged to the passenger who does not embark on-board the vessel, after checking in.

5.5 Before departure, the passenger shall check that no variations were made to the departure time indicated on the ticket. The name of the ship that will operate the transport, if indicated on the ticket, is merely indicative as another ship could be used, also of another carrier.

Art. 6 – Documents

6.1 National voyages: all passengers, adults and children, shall travel with a valid identification document.

6.2 Passenger under 14 years old: since May 2011 (Decree-Law 70/2011 converted in Law no. 106/2011), the ID card can be requested from birth. It is specified that the validity of the ID varies according to the age of the holder: 3 years for subjects under 3 years of age; 5 years for subjects of age between 3 and 18;

- Passengers aged less than 14 years may not travel alone. They must be continually supervised by parents and/or adults who have them in their care and may not move around the ship without being accompanied. In no event shall the Carrier be liable for damages occasioned to minors in violation of the above.

- Passengers aged between 14 and 18 inclusive may travel alone on the condition that they have written authorization of the parents or guardian, which releases the Carrier from any liability.

6.3 Connections to Croatia

- Passport/identity card valid for foreign travel: the passenger shall travel with a valid identity document (passport or identification card valid for foreign travel). The passport shall be at least valid for (90) days from the return date. The identity document shall be valid and suitable according to the selected destination (passport or identification card valid for foreign travel). Please note that during entries in Croatia, issues have been reported with regards to the acceptance of identity cards in paper format renewed with stamp and sometimes, holders of electronic identity cards renewed with a certificate released by the Municipality were denied entry. Therefore, in order to avoid any inconveniences, we recommend passengers with expiring document to renew it completely.

- Travels abroad for under-age subjects: all Italian under-age subjects who travel shall hold an individual document. Therefore minors, even if registered on the parents' passports before November 25th 2009, shall hold an individual passport or, in case the entered Countries acknowledge validity, an identification card suitable for foreign travel pursuant to Circular Letter no. 1 on January 27th 2012 of the Ministry of Foreign Affairs. The identification card for international travel released to minors under fourteen years old may indicate, upon request, the name of the parents or guardian. Should said indication not be present, a family status certificate must be obtained before travelling or extract of birth certificate of the minor, to show at customs upon request of the authorities.

- Up until 14 years of age, Italian minors can travel abroad provided that they are accompanied by at least a parent or guardian or provided the name of the person, body or transport company to which the minors are entrusted, are mentioned on the passport or accompanying declaration released by whom can grant consent or authorization pursuant to art. 3, letter a) of Law no. 1185 of 21st November 1967, stamped by an issuing authority (Police Department in Italy, Consular Office).

- Vehicles driver's licenses, vehicle registration document and Italian foreign insurance. Citizens with vehicles with foreign number plates are requested to present themselves at check-in with their car registration document.

- In order to drive a vehicle owned by a different subject, we suggest obtaining a written proxy, undersigned by the car owner and accompanied by the photocopy of an identification document of the latter. In Croatia, a driver's license of category A2 is required to drive vehicles with a maximum weight of 350kg and a maximum power of 11kw. Nonetheless, the company invites all passengers to obtain updated information at their local Police Department, and also at Embassies or Consulates of the destination Country accredited in Italy and/or their country of origin or their Travel Agent/Tour Operator. No refund will be issued upon check-in with expired or unsuitable document.

Art. 7 – Embarking and disembarking vehicles

7.1 On board of the vessel where it is possible to embark vehicles, these are embarked in the order instructed by the Master of the ship and/or his assistants and personnel. Vehicles are embarked, parked (with pulled hand brake, engaged gear, disengaged alarm and anti-theft devices, closed windows, open locks and ignition key hung to the dashboard) and disembarked by the passenger who shall abide to the instructions imparted by the crew present during operations. For safety reasons, it is prohibited to embark vehicles that carry dangerous or harmful goods, not allowed by applicable regulations, and containers that store flammable products. It must be notified whether the car is LPG/methane supplied when booking and also to the staff in charge of embarking operations, in order to park the car in suitable areas of the vessel. The ticket price must be used and paid upon check-in. 7.2 The lengths of the vehicle must be indicated overall, incl. tow bar, shaft or others. Campers, caravans, SUVs or vehicles higher than 1.80m (and/or wider than 1.85m even if no over-height surcharge was calculated) must be declared while booking. The vehicle is accepted as single loading unit without declaration of value. The Passenger who intends to declare the value of the vehicle embarked, shall formalize it in writing before the departure of the vessel. The value to be used to transport the vehicle will be calculated according to the declared value. Therefore, any value declarations presented after purchasing the ticket will not be accepted.

7.3 SNAV will be liable for the loss or damages to the vehicle embarked with the passenger, within the limits set forth by art. 422 and 423 of the Navigation Code, and exclusively in case the accident is ascribable to the company and related to the damage it occurs with consequent compilation of the claim report by the Master.

7.4 Should the vehicle's characteristics and sizes do not correspond to those declared by the passenger and indicated in the ticket, loading will be allowed only after checking availability by the crew and upon payment of any price differences. Failure to comply with the above-cited rules will result in the voidance of the ticket.

Art. 8 – Baggage

8.1 Will be considered "Luggage": Suitcases, Travel bags, Rock sacks and similar containing personal effects carried along on board by passengers. Sale agents' samples are allowed as luggage, granted the obligation to render suitable contents' declarations.

8.2 Passengers are entitled to an allowance of one only free hand luggage with max dimensions of 60x35x20cm and not exceeding maximum weight of 9 Kg. The ticket price does not include the fee for the porter services. The luggage must exclusively contain the passenger's personal effects, orderly stored in luggage, travel bags, boxes, cases and similar. Excluding the provisions set forth in art. 8.5, luggage handling is always carried out at the Passenger's sole risk and liability.

8.3 On cruise ferries passenger can carry his luggage inside the cabin. The passenger can deposit fee at the Purser's Office all items of value, jewellery, cash provided they are not bulky. The navigation company reserves the right to offer the luggage storage service on some ships, upon payment.

8.4 On high-speed vessels each passenger can carry his luggage (within the limits set forth by point 8.2) to the assigned place. No luggage of any sort can be placed on top of seats or in any other position which might create disturbance or obstruction to other passengers. If luggage cannot be stored at the assigned seat due to its sizes, the passenger shall store it in the areas indicated by the crew (upon showing the ticket indicating luggage).

8.5 On the Naples – Aeolian Islands route, upon check-in, the Company will hand out a label to the passenger indicating the place of destination, that the latter shall affix to the luggage. Luggage will be delivered to the crew and stored in the suitable luggage area. In this case, luggage can be picked-up upon landing, by showing the label slip that remains with the passenger.

8.6 Every complaint regarding luggage damages or losses, caused by the ship, will be treated as specified in art. 412 of the Navigation Code, the refund is for a maximum of Euro 6,19 each luggage for each kg and only in case the crew verifies the damages and this is recorded in the log book second section, by the Master. The passenger has the duty to immediately notify the crew, before or upon landing, any loss or damages to luggage and carried objects. Failure to report visible damages to luggage will void the rights set forth by art. 412, 435 of the Navigation Code and EC Regulation 392/2009.

8.7 Only in case of not visible damages or luggage loss, the passenger shall prevent a written claim within seven days from the landing date or from the date the luggage was returned or expected to be returned (art.

15 of EC Regulation 392/2009).

8.8 Lost & Found – The Carrier shall not be liable for losses of personal effects or luggage left on board of the ship unless the Passenger can prove that they were caused by the Carrier. The Carrier has set up a lost property service which can be contacted using the electronic contact form by selecting the heading "complaints and suggestions" on the website www.snav.it. The unattended luggage are shielded by the Company for a maximum period of 30 days. When the period of 30 days ends, the lost luggage are given to the Mayor of the district where the recovery has taken place.

Art. 9 – Pets

9.1 Granted otherwise the provisions set forth by law, pets are allowed on the cruise ferries (e.g. cats, dogs, etc.). In order to be allowed on-board, in general all pets shall hold a ticket, veterinary certification stating they are in good health and they must have undergone the prophylaxis for external parasites. Dogs must be registered with the Canine Registry.

9.2 In order to comply with hygienic-health provisions, pets shall travel in the kennel or specific cabins (in the maximum number of 2 pets per cabin).

9.3 In pet-friendly cabins, in case the owner is not present, the dog must be transferred to the kennel or cage, since Passengers are prohibited to leave them inside the cabin and common areas. An external area is available to walk dogs, which must be kept on the leash and with muzzle. In partial derogation of the above, guide dogs that accompany sight-impaired passengers are allowed in the ship's areas, as well as dogs of the National Civil Defence, accompanied by a suitable certification and in service.

9.4 Pets travel at the passenger's care and responsibility. In compliance with the Order of the Ministry of Health of 27 August 2004, owners shall apply the muzzle and leash on their dogs when walking in public areas and means of transportation. Passengers are liable for any damage caused to objects or third parties, related to their pets. The carrier declines any liability for the potential seizure or euthanization of pets by the Medical Authorities of the embarkment/landing port and also for accidents to pets, their escape, loss or death occurred during transport or during embarkment or landing, granted any cases of malice and/or fault ascribable to the carrier.

Art. 10 – Failed departure

10.1 The Passenger who does not arrive at check-in within the established times (art. 5) or fails to embark on-board the ferry, will not be entitled to any refund of the paid price, not even partially. No refund will be acknowledged in the following cases:

- denied embarkment due to safety reasons, even if the passenger checks-in within the established times;
- if the passenger holds documentation which is unsuitable for disembarking at the destination port (e.g.: the non-production or expired ID, or ID not suitable for travelling);
- if the passenger does not embark in time after checking-in;
- if the passenger name is not indicated on the ticket.

Art. 11 – Travel cancellation, delay, interruption, changes to the times or itinerary

11.1 In the cases foreseen by the Navigation Code and in cases of objective need and/or force majeure, the Carrier has the faculty to cancel the scheduled departure, change the itinerary (adding or omitting ports of call) and change the departure port.

11.2 In case departure is delayed, the passenger will be informed and assisted pursuant to art. 16, 17 and will be granted the protections set forth by art. 18 of EU Regulation no. 1177/2010, without prejudice to the exemptions set forth by art. 20 of the same Regulation. In case of delayed arrival to the destination port, without prejudice to the exemptions set forth by art. 20 of EU Regulation no. 1177/2010, if eligible, the passenger will be entitled to an indemnity as set forth by art. 19 of the same Regulation.

11.3 The Master, in the cases foreseen by the Navigation Code and in cases of objective need and/or force majeure, is fully entitled to proceed without pilot, tow and assist other ships in any circumstance, deviate from the ordinary route in any direction, for any distance and scope related to its duties of Master, as set forth by the Navigation Code and International Conventions. In said hypothesis, he can change the ship's itinerary, also in the opposite direction or over the usual route, transfer passengers and vehicles on any other ship or means of transportation whether belonging to the carrier or not, directed to the destination port.

11.4 The carrier is not liable for damages caused by delay or non-execution or non-compliant execution of the transport should the event be linked to a fortuitous case, force majeure, bad weather-marine conditions, strikes and/or other causes constituting force majeure or other causes not ascribable to it, as set forth by art. 402, 403, 404 and 408 of the Navigation Code and cases foreseen by art. 20 of EU Regulation no. 1177/2010.

11.5 Under no circumstance the carrier shall be deemed liable for delays due to port operations.

Art. 12 – Refunds

12.1 Once concluded, the agreement cannot be resolved by the contracting parties. However to the passenger who purchased the ticket by contact center or on web site and does no longer intend to or cannot depart, SNAV, in derogation of art. 400 of the Navigation Code, grants the faculty to be refunded of the partial ticket price. 80% of the ticket price will be refunded provided the written notice to callcenter@snav.it is received within 48 hours before the date of departure. 50% in case the written notice to callcenter@snav.it is received between 48 hours and 4 hours prior to departure. No refund will be acknowledged to the passenger who transmits the cancellation request between 4 hours prior to the departure up to departure and in case of no-show for any reason (no show). As set forth by following article the discounted tickets or subject to promotional rates indicated from time to time in information brochures, websites or travel agencies, are totally non-refundable.

12.2 Tickets issued in the name of the passenger cannot be transferred. All the tickets are exclusively valid for the date, route and time indicated on it. In derogation to the above, SNAV grants to passenger the right to modify the date, route and/or time, upon checking availability.

12.3 Up to 48 hours before departure variations to tickets are charged with a fee of Euros 20,00 per route, where the change is to the same or lesser than the original. Any change to tickets issued gives no entitlement to refund. Where the change is to a tariff greater than the original passenger shall have to pay Euro 20,00, per change, and/or payment of difference of price. For the only change of name in the passenger list the modification cost is € 10,00 per reservation. No variations to the ticket are allowed 48 hours before departure. Tickets containing special rates are accepted, as set forth by following article, or subject to rates promoted through all information and sale channels for which, granted the amount already paid, the total price of the new booked ticket shall have to be paid.

Art. 12-bis – Refunds and changes during the Covid-19 emergency valid until 31 July 2020

1. Once concluded, the agreement cannot be terminated by the contracting parties. However, notwithstanding Art. 400 of the Naval Code, SNAV grants the passenger, who bought the ticket online or via call center who has a departure until 30 Sept 2020 and who does not intend to leave or cannot leave, a voucher whose value is 100% equal to the amount of the cancelled ticket and that can be used until 31 Jan 2022, to purchase tickets for the 2020, 2021 and 2022 seasons if the written request to the email callcenter@snav.it is received no later than 31 July 2020 within at least 4 hours before the scheduled departure. The voucher will be issued within 14 days from the request and will be registered to the reservation holder, it is transferable to third parties paying € 10,00 per reservation; it is refundable after twelve months if it can be used on any departure on the date of departure (as served by the company with the same type of naval unit in a single travel solution. Fungibility on the Gulf of Naples is always excluded. In accordance with Art. 88 bis of the law dated 24 April 2020, conversion in law, with amendments, of the decree-law of 17 March 2020, containing measures to strengthen the National Health Service and provide economic support for families, workers and businesses contacted with the epidemiological emergency caused by COVID-19 as modified by art. 182 of the law n. 77/2020, the voucher discharges the corresponding obligations of refund and does not involve any form of acceptance by the beneficiary. No refund or voucher will be issued to the passenger who makes the request during the last 4 hours before the scheduled departure or after the check-in and/or after having collected the boarding pass or in case

the passenger fails to reach the gate for any reason (i.e. no show) after the expiry date of 18 months.

2. Tickets are personal and non-transferable to third parties. Tickets are valid only for the date, the route and the time indicated thereon. Notwithstanding the previously stated, SNAV grants the passengers the possibility to change the date, the route and/or the time of departure according to availability no later than 31 Dec 2020 within at least 4 hours before the scheduled departure.

3. Any change in the issued ticket does not entitle to refund. If, as a result of the change, the new ticket exceeds the amount of the original ticket, the passenger will be required to pay the fare difference as well as the tax adjustment and the bunker surcharge. No changes can be made in the last 4 hours before the departure. Tickets issued at reduced rates or special rates are subject to an exception to the previously mentioned indications, for which, without prejudice to the already paid cost, the total price of the new ticket must be paid.

Art. 13 – Special rates

All special and/or promotional rates are subject to space availability and are proposed automatically by the various booking systems. Happy Price application: the application of the "Happy Price" rate varies according to the booking and/or departure date, number of passengers, selected accommodation, booking system used and is subject to space availability upon booking.

Art. 14 – Passenger claims and notices

14.1 In virtue of the principle of good faith in executing the contract, the passenger shall have to notify immediately the crew about any issue so that the company can promptly solve it. The passenger can report to the pursor any issue concerning the on-board accommodation on ro-ro cruise ferries, granted the provision set forth by point 3.

14.2 Suitable comment forms are available to the passenger in order to leave remarks and feedbacks on the request.

14.3 To present a claim or indemnity request, the passenger, holder of the ticket, can send claims and/or suggestions by filling out the relative form "complaints and suggestions" available on our website www.snav.it. Alternatively, the passenger, holder of the ticket, can send a registered letter with return receipt to SNAV S.p.A. Legal Office, Stazione Marittima, Molo Angeio 80113 Naples. The applicant shall provide their name, surname, contact information, enclose a copy of the ticket and/or boarding-pass in their name and the reason for dissatisfaction. The passenger authorizes the Carrier to use personal data. To submit a claim or request for compensation the person submitting the claim must be one of the passengers. Claims for compensation may only concern the persons booked upon express delegation of themselves.

14.4 Passenger rights with reference to a delay and/or indemnity request if they are not made and/or presented to the Company Legal Office, through the form "complaints and suggestions" or sending a registered letter with return receipt or writing a pec to ufficioclienti@snav.it within two months from the date on which the service was provided or should have been provided.

14.5 Accidents or damages suffered by people or things must be reported immediately to board officials on the ship where they occurred.

Art. 15 – Passengers information and protection of personal data

15.1 In compliance with Ministerial Decree of 13th October 1999 enacting Directive (EU) 41 of 18 Jun 1998 modified by Directive (EU) 2017/2109 of 15 Nov 2017 and provisions concerning the application of ISPS Code on anti-terrorist laws, all passengers shall notify the Company, among others, their surname, name, gender, age category (new-born, children, adult) or age or year of birth and, upon request of the passenger, information concerning the need of particular attentions and/or assistance in emergency situations, e-mail and mobile phone number in order to allow the Carrier to send the ticket purchased online and/or contact them in case of necessity concerning the execution of the contract.

15.2 Where required the Carrier has the right to use the personal data, provided by the Passengers solely for the execution of the contract in compliance with the aforementioned legislation and the EU Regulation no. 679/2016 art. 6. Passengers agree to the processing of personal details available on www.snav.it/privacy.

15.3 During check-in, alongside inspections and on-board, the carrier may execute security checks and request the passenger to show identification documents to verify the accuracy of the information.

15.4 SNAV shall not be liable in case of videos and/or photos published on the web made by passengers portraying other people on board.

Art. 16 – Safety information and ISPS costs

16.1 In compliance with the provisions set forth by ISPS international code concerning anti-terrorist laws, passengers shall present the ticket and identification document upon request of a ship's officer. They shall also allow potential inspections on their baggage, if required. Said checks may also be carried out by port authorities. Please be advised that a minimum distance of 50 metres must be kept from ships and high-speed vessels when the latter are moored at the port. Moreover, the Company informs that port authorities may have additional requests and charge additional taxes, which have not been previously quoted.

16.2 The ISPS applies to ships on international and national voyages of class A. The Code does not apply to national maritime transport for short-distance journeys but in it but in specific cases (the route from Naples to Eolian Islands and vice) limited security measures are applied in application of the provisions of national law.

16.3 It is strictly prohibited to carry on board any kind of ammunition, explosives, fuels or any sort of dangerous or health hazardous material.

16.4 It is strictly prohibited to carry on board dangerous waste like drugs, combustible liquids or other wastes which are considered illegal according to the local laws.

16.5 Passengers found carrying arms or causing problems or danger to themselves or to other passengers because of their physical condition (illness or drunkenness etc) can be refused boarding by the Captain or responsible crew members and can be taken against them all precautions as prescribed by law.

16.6 It is strictly prohibited unauthorized use of drones on board.

Art. 17 – Prescription

The rights derived from the transport contract of people, baggage and vehicles are prescribed on the terms set forth by art. 418 and 438 Navigation Code, are elapsed.

Art. 18 – Applicable law and competent court

This contract is regulated by Italian laws and interpreted in accordance to the same. Any dispute shall be exclusively devolved to the Court of Naples. Nonetheless, if the passenger resides in Italy and is considered a consumer pursuant to applicable Italian law, competence will be ascribed to the court of residence or domicile of the latter.

SNAV S.p.A.
Call Center 081 42 85 555
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