

KNOW YOUR RIGHTS



Extract of the “European Parliament and Council REGULATION (EU) N.1177/2010 concerning the rights of passengers travelling by sea and inland waterways”, Full copy of the “REGULATION (EU) N.1177/2010” is available at the ticket offices, on the official web site www.libertylines.it and on board our high speed craft.

RIGHTS OF PASSENGERS IN THE EVENT OF CANCELLED OR DELAYED DEPARTURES – REGULATION (EU) N.1177/2010




TRAVEL CANCELLATION

- The cancellation is caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances:
 - Passenger chooses a new trip= 1 the next departure available – 2 Information and Assistance (a)
 - Passenger chooses the reimbursement = 1 reimbursement of the ticket price – 2 Information and Assistance (a)
- The cancellation not caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances:
 - Passenger chooses a new trip = 1 re-routing to the final destination, under comparable conditions – 2 Information and Assistance (a) – 3 Adequate accommodation and transport to and from the port terminal and place of accommodation (b)
 - Cancellation of the trip by the Passenger = 1 reimbursement of the ticket price – 2 Information and Assistance (a).




DELAYED DEPARTURE


- Delayed in departure from a port terminal for more than 90 minute:
 - Passenger chooses a new trip = - 1 re-routing to the final destination, under comparable conditions – 2 Information and Assistance (a) – 3 Adequate accommodation and transport to and from the port terminal and place of accommodation (b)
 - Cancellation of the trip by the Passenger = 1 reimbursement of the ticket price – 2 Information and Assistance (a).
- A delay in arrival at the final destination for more than 1 hour not caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances
 - The passenger is entitled to the minimum level of compensation (c)

- a) Information and Assistance, Regulation EU  N.1177/2010 Art.16 p.1-2-3 e Art.17 p.1-3:

Passengers shall be informed by the carrier or, where appropriate, by the terminal operator, of the situation as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, and of the estimated departure time and estimated arrival time as soon as that information is available. Passengers shall be offered free snacks, meals or refreshments in reasonable relation to the waiting time, provided they are available or can reasonably be supplied.

- b) Adequate accommodation and transport  to and from the port terminal and place of accommodation, Regulation EU N.1177/2010 Art.17 p.2:

The carrier shall offer passengers, free of charge, adequate accommodation and transport to and from the port terminal and place of accommodation. For each passenger, the carrier may limit the total cost of accommodation ashore, not including transport to and from the port terminal and place of accommodation, to EURO 80 per night, for a maximum of three nights.

- c) Minimum level of compensation for delay in arrival, Regulation EU N.1177/2010  Art.19:

The minimum level of compensation shall be 25 % of the ticket price for a delay of at least:

- 1 hour in the case of a scheduled journey of up to 4 hours;
- 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;
- 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;
- 6 hours in the case of a scheduled journey of more than 24 hours.

If the delay exceeds double the time set out in points, the compensation shall be 50 % of the ticket price.

The compensation shall be paid within 1 month after the submission of the request for compensation. The minimum threshold under which payments for compensation will not be paid is EURO 6.

RIGHTS OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY – REGULATION (EU) N.1177/2010

For assistance, the passenger with a disability or reduced mobility (PRM) must inform the carrier or the terminal operator at least 48 hours before departure; also must notify at the time of purchase or reservation, the specific requirements for the services required or their need to bring medical equipment.

The disabled person or person with reduced mobility comes personally at the port or the place designated at least 30 min. before departure. If a PMR is accompanied by a recognized assistance dog, the dog shall be accommodated together with that person, provided that notification is given to the carrier, travel agent or tour operator in accordance with applicable national rules.

Carriers, travel agents and tour operators shall not refuse to accept a reservation, to issue a ticket or to embark persons on the grounds of disability or of reduced mobility. Reservations and tickets shall be offered to disabled persons at no additional cost under the same conditions that apply to all other passengers.

Carriers, travel agents and tour operators may refuse to accept a reservation, to issue a ticket or to embark a person with reduced mobility only for security reasons or if the design of the ship or port infrastructure and equipment precludes the loading, unloading or transport of the person in terms of safety. In this case, the Company must immediately inform the Passenger about the reasons for the refusal and, on request of the same, has the obligation to formalize in writing within 5 working days. PMR who has been denied embarkation must be offered reimbursement of the ticket or alternative transport.

If the PMR is not independent in relation to the security obligations, the Company may require it to be accompanied by a person able to provide the appropriate assistance, the leader will be carried free of charge.

Carriers and terminal operators provide assistance to persons with disabilities or the PMR free of charge and in ports, during the embarkation and disembarkation, and on board ships.

The access conditions shall be made publicly available by carriers and terminal operators physically or on the Internet, in accessible formats and in the same languages in which it is provided to all passengers.

Carriers and terminal operators shall ensure that their staff providing direct assistance to PMR are trained or instructed.

The carrier or the terminal operator is responsible for the damage resulting from the loss or damage to mobility equipment or other specific equipment if the incident is attributable to the fault or neglect of the carrier or operator. The compensation shall correspond to the replacement value of the equipment in question or to repair costs and shall also be made every effort to rapidly provide temporary replacement equipment.

COMPLAINTS - REGULATION (EU) N.1177/2010

The passenger, if noticing deficiency or irregularity in the services provided by the Company, may apply in writing to the Company either by e-mail to relazionicientela@libertylines.it or by regular mail to Liberty Lines S.p.A. – Via G.S. Vulpitta, 5 – 91100 Trapani.

Complaints will be processed according to the times and procedures provided by art. 24 of the EU Regulation no. 1177/2011: within 1 month of receiving the complaint, the carrier or terminal operator shall give notice to the passenger that his complaint has been substantiated, rejected or is still under investigation. The time needed to answer definitely does not exceed 2 months from receipt of a complaint.

According article 3 of the Regulations on the enforcement proceedings for violations of the provisions of EU Regulation n.1177 / 2010, the Authority for Transport Regulation (ART) proceeds to the establishment of violations and the imposition of sanctions within its competence motion or following a complaint lodged by passengers by filling the complaint form on <http://www.autorita-trasporti.it> site in the "Forms" channel. The complaint to ART must be submitted, under penalty of inadmissibility, by certified mail (pec) at pec@pec.autorita-trasporti.it, or via regular email at art@autorita-trasporti.it.

The complaint is the ART declined jurisdiction:

- If it is not already submitted a complaint to the company or, if presented, if not unnecessarily once the period of 60 days. the presentation;
- If the complaint has been submitted to the company within 60 days from the date on which it was paid, or should have been performed, the service.

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