

Service Charter

Liberty Lines S.p.A. is proud to publish its Service Charter, a document that describes the activities and services offered by the company and outlines its objectives in terms of quality, with a view to continuous improvement. The Service Charter constitutes a major commitment to the company's customers to ensure implementation under the best possible conditions of mobility rights as enshrined in law. Liberty Lines S.p.A considers the Charter to be a stimulus to persevere in improving the quality of the services offered to customers by respecting the underlying principles. It is also the result of the company's focus on quality which led to it obtaining the UNI EN ISO 9001:2015 certification.





1. The fundamental principles of the Charter

In the provision of its services, Liberty Lines is committed to respecting fundamental principles, such as:

EQUALITY AND IMPARTIALITY

Every citizen has equal rights regarding access to and use of the maritime services offered and it is up to the company to remove those obstacles that hinder effective compliance with those rights.

All services provided by the company are in fact for the benefit of the customers without any distinction being made with regards to race, nationality, language, sex, religion or political views. Supply practices are those provided for by Italian state legislation and are based on criteria of objectivity and impartiality.

The company guarantees reduced fares (where envisaged and applicable) for passengers residing on the smaller islands of Sicily. To take advantage of the resident fare, passengers must present valid documentation from the Registry Office of the municipality of the island concerned. The document must be produced both at the time of ticket purchase and at the time of boarding, together with a valid ticket. Residence in Sicily does not offer the right to the reduction.

CONTINUITY

Liberty Lines is committed to ensuring the regularity and continuity of the provision of its services. In the event that a *force majeure* event, where justified, results in an irregular service or even its cancellation, the contract is rescinded and the company is obliged to refund the customer **only the price paid**.

PARTICIPATION

Passengers have access to information through the company's website, the ticket office and the company offices, where information and variations on the services offered are published.

The company encourages customer participation in the protection of their right to the fair provision of services.

To achieve this objective it will periodically seek user opinions on the quality of the service provided, including through sample surveys whose primary objective is to discover if there is a difference between the intended quality, the customer's expectation of quality, their perception of the quality provided, and the actual quality.

The company undertakes to convey information about the services, recognising and facilitating the customer's right to obtain information that concerns them, to present documents, make suggestions and place complaints.

Where passengers detect a deficiency or irregularity in the service provided, they may apply to the company in writing:

- via the call centre on + 39 0923 87 38 13 and +39 0923 022 022; every day from 08:30 to 19:00, and during the summer months and holidays, every day from 08:30 to 20:00.
- via e-mail: relazionicientela@libertylines.it
- via post to Liberty lines S.p.A. Via G. S. Vulpitta, 5, 91100 Trapani. Complaints will be handled in accordance with the times and procedures set out in article 24 of EU Regulation no. 1177/2010.

EFFICIENCY AND EFFECTIVENESS

The aim is to guarantee the daily operation of maritime services, based on contractual commitments (in line with the rules and regulations of passenger ships and respecting the times shown) to and from the islands served, and to react as quickly as possible to events that are beyond control but which may interfere with the scheduling of the service.

Liberty Lines constantly monitors the services provided and assesses, in cooperation with the relevant authorities, all evidence related to requests for adaptations to the service based on mobility needs that are directly or indirectly received by the company. The Charter is available on board, at the Liberty Lines' offices, the ticket booths, in the waiting rooms and on the official website www.libertylines.it.

2. Liberty Lines

Liberty Lines is "**a high-speed maritime passenger transport company, a world leader in its field**" with:

- 30 FAST VESSELS,
- 30 DESTINATIONS
(TRAPANI, MARSALA, FAVIGNANA, USTICA, MARETTIMO, LEVANZO, ALICUDI, FILICUDI, PALERMO, PANTELLERIA, PORTO EMPEDOCLE, MILAZZO, MESSINA, REGGIO CALABRIA, SALINA S. MARINA, SALINA RINELLA, VULCANO, LIPARI, STROMBOLI, GINOSTRA, PANAREA, LAMPEDUSA, LINOSA, TRIESTE, PIRANO, ROVIGNO, POLA, MALI LOŠINJ, POREČ, VIBO VALENTIA MARINA)
- 3,300,000 PASSENGERS IN 2018
- 1,000,000 MILES TRAVELLED IN 2018
- A SHIPYARD IN CONTINUOUS PRODUCTION, BOASTING THE CONSTRUCTION OF THE BIGGEST HYDROFOIL IN THE WORLD IN 2015, THE 'GIANNI M.'.

A company in constant growth, orientated towards:

- *innovation in the form of cutting-edge vessels, the best service and increased comfort of travel;*
- *harmonisation of services;*
- *trustworthiness in terms of safety, reliability and punctuality.*

Liberty Lines S.p.A. represents the fast transport services previously undertaken by Ustica Lines S.p.A., where it has its roots, and by the acquisition of the former Siremar.

Liberty Lines was established in 1993 and with one rented hydrofoil began to sail the seas on the first routes of Naples – Ustica – Favignana – Trapani and Trapani – Pantelleria – Kelibia.

Within a few years, and thanks to a constant commitment to both reinforcing the fleet and ensuring efficiency, precision, innovation and high standards of quality and safety, Liberty Lines has become the largest company in its sector for high-speed passenger transport. Attention to standards of quality and security have enabled Liberty Lines S.p.A to obtain the UNI EN-ISO 9901:2015 certification for the control, understanding and improvement of business processes designed to meet the needs and expectations of our passengers and other interested parties. It has also optimised its performance and the effectiveness of control over its Safety Management System units.

Liberty Lines S.p.A. is the first Sicilian company to have obtained, through RINA Services, the UNI ISO 45001:2018 certification that replaces the previous OHSAS 18001/2007 certification, designed to provide a safe working environment on board our ships by establishing and maintaining appropriate safety measures to protect workers, passengers and other interested parties.

All certifications obtained include the design, construction, maintenance and repair of naval units in the company's shipyard.

On 23/11/2018 Liberty Lines adopted an Organisation, Management and Control Model, as provided for by Legislative Decree no. 231/2001, which establishes a system of administrative liability for legal persons, in addition to the liability for the natural person who is the material perpetrator of the crime, and which aims to attribute responsibility for the offence committed also to the Institutions in whose interest or to whose advantage the offence was committed.

The aim of the Model, which consists of a "General Section" containing the key principles of the same and a "Special Section", which itself is divided into Parts according to the different categories of offences provided for by the above-mentioned Legislative Decree 231/01, is to:

- prepare a prevention and control system aimed at reducing the risk of commission of offences connected to company activities;

- to make all those who operate in the name and on behalf of the Company, and in particular those engaged in "risk activity areas", aware that if they violate the provisions contained therein, they may commit an offence that renders not only to them but also the Company punishable through penal and administrative penalties;

- inform all those who work with the Company that the violation of the provisions contained in the Model will entail the application of appropriate sanctions or the termination of the contractual relationship;

- confirm that Liberty Lines does not tolerate unlawful conduct of any kind and for any purpose whatsoever and that such conduct is in any case contrary to the principles underlying the Company's business activities;

The Company, in compliance with the provisions of Article 6, paragraph 1, letter (b) of the Legislative Decree 231/01, has conferred powers of supervision and control over the observance, correct application and actual efficiency of the Model and the Code of Ethics to a Supervisory Body composed of persons with the requisites of honour, professionalism, autonomy and absolute independence.

Today our fleet consists of 30 hydrofoils, cutting-edge vessels that connect the Egadi Islands, the Aeolian Islands, Pantelleria and the Pelagie Islands. They also connect Reggio Calabria and Vibo Valentia with Sicily, and Trieste with Croatia and Slovenia.

3. Liberty Lines and "QUALITY FACTORS" and "SECURITY"

Liberty Lines is committed to the quality standards contained in the grid attached to page 11 of this document and to an annual survey on whether the service offered conforms to the quality level promised, in order to verify and adjust those levels that fall too close to the minimum quality and quantity standards promised.

With this in mind, Liberty Lines is committed to achieving the quality standards expected for the following aspects:

- travel safety
- personal safety of the traveller and their property
- regularity of service and punctuality of the vessels, except in cases that are not attributable to the company
- hygiene and cleanliness on board
- travel comfort
- additional services on board
- services for travellers with disabilities and/or reduced mobility
- access to information and optimisation of the customer information service
- speed and security when purchasing
- continuous attention to and training in communicative and relational skills for staff in contact with the user
- speed and efficiency of the complaints service and reimbursement procedures
- level of service in counter operations and passenger assistance for boarding/disembarkation
- modal integration
- care for the environment
- regard for customer satisfaction as shown by:
 - Distribution of Customer Satisfaction questionnaires on board our vessels, at the company's ticket offices and at proxy agencies;
 - Evaluation and analysis, including statistics of complaints received;
 - Sectoral statistics;
 - "Quality in the Port" scheme

Liberty Lines S.p.A. is subject to periodic visits regarding the maintenance of the Quality Certification ISO 9001:2015.

3.1 Travel safety

Liberty Lines S.p.A. has adopted the "Safety Management System" (SMS) by establishing a management-procedural system that complies with the requirements of the International Safety Management Code for vessels. In order to ensure the validity of the OHSAS 45001:2018 certification, periodic checks are carried out by RINA Services.

Safety, understood as both safety and security, is also guaranteed by the training and development of the crew members as well as all administrative and engineering personnel.

3.2 Personal safety of the traveller and their property

Liberty Lines S.p.A. is committed to implementing all possible measures aimed at the personal safety of the traveller and their property. To this end it:

- **Forbids** passenger access to areas on board that are not for their use;

- **Ensures** appropriate behaviour of travellers during the journey via the on-board crew;

The company intends to guarantee its users a safe transport service both in terms of personal safety and in terms of the safety of their personal belongings present on the same vessels. Any personal items found on the vessels are delivered to the relevant ticket office. This ticket office, where possible, will contact the user to arrange delivery.

3.3 Service regularity and punctuality

Liberty Lines S.p.A services are structured to facilitate the movement of citizens to and from the islands in order to meet the mobility needs of the island populations – which both the Region and the State have decided to guarantee through Liberty Lines – as well as those of tourists, via a continuous and regular service throughout the year, except for a handful of routes that are seasonal.

Detailed schedules are available on the company website, www.libertylines.it, at Liberty Lines ticket offices, on board the vessels and through the distribution of informative material, brochures, flyers and boards publicising the timetables and routes.

The operational organization and technical characteristics of the fleet ensure maximum punctuality in maritime transport, even guaranteeing crossings in unfavourable weather conditions where possible.

Liberty Lines S.p.A. is committed to guaranteeing the absolute punctuality of its services, with the aim of ensuring a 100% performance rate of scheduled trips, except in cases of *force majeure*, such as:

- ADVERSE MARINE WEATHER CONDITIONS that are not attributable to the company,
- UNEXPECTED TECHNICAL FAILURES that are not dependent on the correct routine maintenance of the vessels,
- SHORTCOMINGS / INEFFICIENCY attributable to the ports that prolong the mooring actions and/or the boarding/disembarking procedures, within the limits of tolerance typical of journeys by sea.
- EXTRAORDINARY EVENTS that are not attributable to the vessel, such as:
 - Delays or reductions in speed in the outer harbour due to harbour viability, which is managed by the port authorities;
 - Ordinances issued by the harbour office responsible for that area;
 - Emergency assistance for other vessels in distress;

In cases of the irregular operation or interruption of services due to *force majeure* events, unforeseeable circumstances or circumstances independent of the will of the company, this latter will publish the appropriate information on the dedicated section of its website and via notices displayed at their ticket offices, in order to cause as little inconvenience as possible to its users.

3.4 Cleanliness and hygiene of the vessels

To always ensure the best hygienic conditions on their vessels, Liberty Lines S.p.A trains its crew members on how to carry out the cleaning of the vessels. Normal cleaning of public spaces and bathrooms are carried out daily and the frequency throughout the day depends on the type and duration of the trip and the number of passengers. There are also quick access waste containers available. All work, except in emergencies that require timely intervention, is carried out without passengers on board.

Those in charge ensure compliance with corporate directives. The Italian maritime health offices and the harbour offices also carry out periodic inspections, ensuring compliance and recording the results.

3.5 Travel comfort and facilities on board

Liberty Lines S.p.A. pays a great deal of attention to the comfort of its customers during the journey in order to make it agreeable and pleasant. All vessels in the fleet are equipped with comfortable chairs and air conditioning. Some company vessels are equipped with reclining seats, wheelchair accessible toilets, a bar and Wi-Fi. Moreover, the presence of electronic stabilization systems minimizes the roll movement (which causes seasickness) and improves the stability of the vessels, thus providing psychophysical benefit to the traveller.

3.6 Services for travellers with disabilities and/or reduced mobility

Liberty Lines is attentive to the needs of persons with disabilities and/or reduced mobility who wish to travel on their vessels.

Assistance is aimed at people with disabilities and/or persons with reduced mobility, which may include:

- those on wheelchairs due to illness or disability;
- people with problems with their limbs or with walking;
- pregnant women;
- the blind or visually-impaired;
- the deaf or hearing-impaired;
- those travelling with babies/children.

Once the existence of these conditions have been verified at the time of ticket purchase, and in order to facilitate the mobility of those passengers with disabilities, Liberty Lines S.p.A has procedures in place that specially-trained staff must apply for the safety and protection of such passengers.

In compliance with the Transport Ministry circular 10/SM and the EU Regulation No. 1177/2010 of the European Parliament and Council dated 24 November 2010, please be advised that LIBERTY LINES' HIGH-SPEED PASSENGER VESSELS:

- Have dedicated spaces inside the main passenger saloon, easily identified through specific signage;
- On some high-speed passenger vessels there are two places inside the passenger lounge with anchor points for wheelchairs;
- Emergency security information is circulated through the audio and video system as well as via pamphlets;
- There are call buttons in the passenger lounges that are accessible to all those with disabilities to use in an emergency;
- The escape routes for evacuation of the vessel in an emergency are marked with special photo-luminescent signs;

- Access on board is ensured by means of special walkways and with the aid of the cabin crew. There are also warning signs posted regarding danger due to motion of the waves;
- The crew dedicated to assisting those with disabilities and reduced mobility is specifically trained to provide assistance, both under normal operating conditions and in any emergencies.
These crew members are easily identified by the initials "PMR" on their identification tags;
- Some high-speed passenger vessels are equipped with a toilet specifically dedicated to those in wheelchairs, and they are marked with a special sign;
- Guide dogs are allowed on board free of charge.
- Those accompanying persons with 100% disability are also allowed on board free of charge.

For assistance:

People with disabilities must notify the company at the time of reservation or advance purchase of the ticket of their specific needs for accommodation, seating, the services required, the need for assistance or the need to carry medical equipment.

Tickets can be purchased by calling the call centre on either + 39 0923 873813 or +39 0923 022022, and following the instructions or directly at the ticket office at the port of departure.

The call centre is available for information and assistance every day from 08:30 to 19:00, and during the summer months, every day from 08:30 to 20:00.

Passengers will receive confirmation of the notification as required at the time of booking.

Conditions under which assistance is provided

Passengers must arrive at the designated location at least 30 minutes prior to the boarding time posted.

They must indicate their specific needs at the time of reservation or advance purchase of the ticket.

If the passenger is accompanied by a recognised assistance dog it is accommodated together with the person, provided the company had been given prior notification.

3.7 Customer information

The company ensures, through all means available, that users have as much information as possible on the different aspects of the services offered. Customers, or potential customers, can obtain information on services, routes, schedules and fares, as well as make reservations, on the official website www.libertylines.it.

Schedules and routes can also be found in leaflets, on board and on posters published by the company and available online under "SCHEDULES & FARES".

Users can also get information about services at landing ports during the ticket booth opening hours or by contacting the call centre on either + 39 0923 873813 or +39 0923 022022, which is also available for information and reservations. The call centre is available every day from 08:30 to 19:00, and during the summer months, every day from 08:30 to 20:00.

Information about planned strikes and minimum guaranteed services is published in the press and on the website, in compliance with the relevant legislation.

All travel information can be accessed in two languages, Italian and English.

Behavioural and relational aspects

The staff at Liberty Lines in contact with the public, whether on board, ashore, or at ticket offices, comply with the following requirements:

Identifiability:

- Each staff member can be identified by the uniform and the clearly visible identification tag which has the company logo, surname, first name and job title. Those working at the call centre must identify themselves.

Presentation:

- Each staff member is responsible for their own cleanliness and presentability;
- each is required to wear the company uniform.

Behaviour:

- Each staff member is obliged to treat passengers with respect and courtesy, provide all requested information, facilitate the rights of the traveller, and ensure compliance with obligations;
- each is required to listen to the travel needs expressed by the passenger;
- each is required to use clear and comprehensible language and behave in a way that establishes a relationship of trust and collaboration between the company and its customers;
- each is obliged to show willingness and promptness in resolving any problems that may arise.

Level of service at the counter and during boarding and disembarkation

The ticket operator must pay attention to travel needs, show willingness in solving problems, and be able to demonstrate a genuine interest in the passenger.

They must also provide the following upon the request of the passenger:

- Information about the trip that they will take, dealing with and/or anticipating their needs.
- Further useful information (for example the duration of the crossing, including the various stops, and the boarding and disembarkation procedures), especially in case of missed departures or delay.
- Information not directly related to the service provided but useful to the organization of the passenger's journey: for example the presence of parking lots in the vicinity of the port area, tourist attractions on the islands, how to rent of means of transport, etc. The staff must always show courtesy and helpfulness, and answer questions whenever possible. When they do not have the requested information, they should indicate the local information points.

The ticket operator must make announcements close to the time of departure through the means provided (speaker, megaphone ...), providing passengers with all the information they need regarding the boarding / disembarkation procedures.

Liberty Lines S.p.A. has adopted a computerized procedure for the issuance of tickets. This gives the ticket offices at the various stopovers:

- Immediate visualisation on the monitor and the possibility to access bookings,

- The possibility to emit tickets quickly, thus reducing queue times.

Operator Service Quality at the Quay: Customer Assistance (SEASONAL SERVICE)

Since 2011, interaction between the company and the traveller has been enhanced by the new Passenger Information and Assistance Service. The most significant project improving the relationship with those travelling is called "Quality at the Quay".

This is an initiative that means there are many Customer Assistants present during the boarding procedures at the busier stopovers (Trapani, Favignana, Milazzo, Lipari, Vulcano and Salina SM), with the aim of assisting passengers. These assistants, who are all able to speak up to four languages, follow the boarding and disembarking procedures, providing assistance and ensuring the orderly management of the crowd, with the result that queues and delays are reduced or eliminated.

Through Quality Operators the ticketing procedures, emergency management and comfort of travel are also optimised. In fact, these operators also collect data about any problems or failures, giving the company the opportunity to implement corrective or preventative actions for the following season.

The Quality Operators ensure the maintenance of qualitative standards in order to reduce complaints and negative reports from passengers.

3.8 CARE FOR THE ENVIRONMENT

In the development and improvement of its facilities, Liberty Lines S.p.A. pays particular attention to the protection of the environment, as specified below:

- **Marine pollution**

For the protection of the marine environment, the high-speed vessels are equipped with waste water treatment plants. Related certification and periodic validation controls ensure that such installations comply with regulations aimed at preventing the discharge of oil, sludge and muddy and/or solid residues into the sea.

Ordinary waste management is entrusted to authorised companies. The vessels are equipped with liquid sewage treatment plants.

- **Air pollution**

The motors are powered by low sulphur diesel. Great care – management and maintenance – is given to the proper functioning of the engines to prevent the emission of combustion gases rich in unburned particles.

- or **Noise pollution**

Noise levels are linked to the type of vessel. In order to protect against noise pollution, the vessels boast the latest technology in terms of design and use of sound-absorbing materials, aimed at achieving the best possible sound insulation and to ensure that noise levels do not exceed the limit of normal tolerance.

3.9 MODAL INTEGRATION

As a "maritime carrier", Liberty Lines S.p.A. is part of the mobility sector.

Knowing that the citizens' journey neither begins nor ends with the crossing, the services entrusted to the company are structured with the aim of avoiding serious interruptions or problems in the passenger's journey. For this reason, the selection of stopovers and choice of timetables for the connections is aimed – among other things – at facilitating possible integration with other modes of transport.

Liberty Lines S.p.A. hopes to optimize the integration of different types of transport despite not being able to guarantee the necessary connections.

3.10 MONITORING OF QUALITY STANDARDS

In order to evaluate the service provided and maintain high quality standards, the company carries out relevant verifications and monitoring actions regarding the perceived quality and the efficiency of the services provided. In particular, with the objective of ensuring the provision of services that are ever more efficient and tailored to customer expectations, Liberty Lines S.p.A. periodically distributes on their vessels questionnaires directed at detecting both the user profile in order to provide for their needs, and the level of passenger satisfaction succinctly expressed in the awarding of a rating.

The questionnaires distributed by the company propose qualitative criteria such as in the grid below.

Graphic 1: Quality Indicators (Comparison between 2017 and 2018)

Quality Indicators	AVERAGE SATISFACTION 2017 SURVEY (VALUE EXPRESSED IN %)	AVERAGE SATISFACTION 2018 SURVEY (VALUE EXPRESSED IN %)
QUALITY OF THE INFORMATION SERVICE AND WEB SALES	88%	91%
QUALITY OF THE CALL CENTRE INFORMATION SERVICE	80%	93%
QUALITY OF THE TICKET OFFICE INFORMATION SERVICE	89%	93%
QUALITY OF SERVICE FOR RECEIVING REFUNDS	81%	95%
QUALITY OF THE COMPLAINT HANDLING SERVICE	84%	96%
QUALITY OF BOARDING MANAGEMENT	90%	91%
PERCEPTION OF CLEANLINESS ON BOARD THE VESSELS	86%	89%
QUALITY OF ON-BOARD ASSISTANCE	95%	96%
QUALITY OF THE AIR CONDITIONING SERVICE	88%	88%
LEVEL OF CUSTOMER LOYALTY TO THE COMPANY	96%	96%
SPACE FOR ANY SUGGESTIONS AND COMMENTS	EMPTY FIELD	EMPTY FIELD
PERCENTAGE OF COMPLAINTS RECEIVED AS A PROPORTION OF TOTAL PASSENGERS TRANSPORTED	1%	1%

Graphic 2: Safety Indicators – Data for the year 2018

SAFETY INDICATORS	% STATISTICS 2018
HIGH-SPEED CRAFT REGULATORY COMPLIANCE	100%
INFRASTRUCTURE REGULATORY COMPLIANCE	100%
PERSONNEL TRAINED AND INFORMED	100%
PERSONNEL TRAINED FOR REDUCED MOBILITY ASSISTANCE ON BOARD	100%
SECURITY PROCEDURES COMMUNICATED ON BOARD	100%

4. Liberty Lines and the protection of the customer/traveller

GENERAL CONDITIONS OF TRANSPORT

The general conditions of Transport and the EU Regulation No. 1177/2010 which enshrines the rights of passengers travelling by sea or inland waterway routes, regulate Liberty Lines S.p.A's passenger transport service and are available at:

- The ticket offices
- Aboard the vessels
- The company offices
- The company website www.libertylines.it

When the passenger buys their paper ticket or e-ticket, they undertake to accept and comply with the general terms and conditions of transport as set forth in Art. 2¹.

4.1 COMPLAINTS PROCEDURE

With the aim of a continuous improvement of its transport service and in accordance with the requirements of the quality management system that it has chosen to adopt, Liberty Lines S.p.A has given customer reports/suggestions a fundamental importance in order to raise its qualitative standard.

¹ GENERAL CONDITIONS OF TRANSPORT - ART. 2 - USING THE SERVICE

"... The company undertakes the transportation of passengers and their baggage according to the conditions the passenger has acknowledged, accepted and agreed to observe at the time of purchase of the paper ticket or e-ticket. The conditions are available for consultation on board, at the ticket offices, the

company's registered office and on the website www.libertylines.it (in the event of a discrepancy between the text on the back of the ticket and the conditions listed on board, at the ticket offices, at the company's registered office or on the website www.libertylines.it , those freely available on the company's website, www.libertylines.it, prevail)."



Complaints from users regarding problems during transport are an extraordinarily important tool to identify any critical issues, and ad hoc statistics are processed for this purpose. The customer can send communications, reports, proposals and suggestions to the company, directing them to:

- relazionicientela@libertylines.it
- via postal mail to Liberty lines S.p.A. – Via G. S. Vulpitta, 5 – 91100 Trapani
- by filling in the suggestions and complaints form on the website, on the vessels and at the authorized ticket offices, and in the case of a complaint, providing, in addition their name and address, any other useful information that can help identify with precision the terms and the circumstances of any incident.

Any report or complaint received will be given an immediate response where possible.

Complaints will be handled in accordance with the timings and procedures set out in article 24 of the EU Regulation no. 1177/2010².

4.2 REFUNDS AND PENALTIES

Liberty Lines S.p.A., consistent with the conditions outlined in the rules of transportation, recognizes the right to a **full refund** of the ticket in the following cases:

- For the cancellation of the service due to adverse marine weather conditions;
- Failure to depart due to a malfunction.

If a **journey is cancelled** due to the passenger's own problems, the following penalties will be incurred:

- 10% of the amount paid, if the cancellation is communicated any time up until 24 hours before departure at any of the travel agencies authorised by the company to sell tickets, through the call centre or at the ticket office;
- 25% of the amount paid, if the cancellation is communicated:
 - Up to two hours before departure at any of the travel agencies authorised by the company to sell tickets, through the call centre or at the ticket office;
 - Up to 30 minutes before at the ticket office of the port of departure mentioned on the ticket.

If the passenger needs to **replace their ticket** with another for the same journey but with a different date and/or time of departure, then, subject to availability and upon delivery of the originally purchased paper ticket/e-ticket, the following penalties will be incurred:

- in the case of a request for a replacement ticket up to 24 hours before departure, the passenger shall pay the company an amount equal to 5% of the fare;
- in case of a request for a replacement received by the company on the same day as the date of departure, but still before the scheduled time of departure indicated on the paper ticket/e-ticket, the passenger shall pay the company an amount equal to 12% of the fare.

No refund will be due to the passenger for changes requested beyond the terms indicated above.

² ARTICLE 24 of (EU) Regulation No 1177/2010

“... 1. Carriers and terminal operators must set up or already have an accessible mechanism for handling complaints concerning the rights and obligations covered by this regulation.

2. If a passenger that falls within the scope of this regulation wishes to lodge a complaint to the carrier or the terminal operator, they must send it within two months from the date on which the service was provided or should have been provided. Within one month of receiving the complaint the carrier or terminal

operator must notify the passenger that the claim has been accepted, rejected or is still under investigation. The time taken to respond definitively must not exceed two months from the receipt of a complaint..."



The paper ticket/e-ticket cannot in any case be replaced with other ticket with a different destination.

For delays in departures that are attributable to the company, the reimbursement due from the company to the passenger shall be calculated in relation to the price paid for the ticket and is guaranteed by the minimum level outlined in Art. 19 of the EU Regulation No. 1177/2010³.

4.3 Refund procedure:

Passengers who have booked their trip through the call centre or online at the official website www.libertilines.it should send their request for a refund to rimborsi@libertylines.it enclosing the correct form downloaded from the official website in the *Contacts* section. The request must include the reservation number, the reason for the claim and the bank details in order to make the payment. Refunds will be paid within a maximum of 2 months. Claims of less than 6 Euros will not be accepted. Passengers who have purchased their ticket at a ticket office can request reimbursement of the same at any Liberty Lines ticket office and they will be repaid at the time of the request.

4.4 TRANSPORT OF LUGGAGE AND BICYCLES

LUGGAGE

Passengers may carry only one piece of hand luggage free of charge provided that it does not exceed 60x40x20 cm in size. In all other cases they must buy a ticket for each piece of luggage.

BICYCLES

Liberty Lines S.p.A. does not allow bicycles on their vessels except for routes from Trieste to the Istrian Coast and vice versa. Transporting bicycles incurs a surcharge and a ticket must be bought. Only one bicycle per passenger is allowed on board. A maximum of five bicycles per journey leg is allowed.

³ ARTICLE 19 of the EU Regulation No. 1177/2010 Right to financial compensation linked to the ticket price in the event of a delay in arrival 1. Without prejudice to the right of transport, passengers can ask the carrier economic compensation in the case of late arrival at the final destination, as indicated in the transport contract. The minimum level of compensation shall be equal to 25% of the ticket price for a delay of at least: a) an hour in a regular service of up to four hours; b) two hours in a regular service of more than four hours but not exceeding eight hours; c) three hours in a regular service of more than eight hours but not more than twenty-four hours; or d) six hours in a regular service greater than 24 hours. If the delay exceeds double the time indicated in (a) to (d), economic compensation shall be equal to 50% of the ticket price. L 334/10 IT Official journal of the European Union 17.12.2010 2. Passengers with a ticket or a season pass that suffer recurring delays in arrival times during the period of validity of the pass may request adequate economic compensation in accordance with the carrier's compensation procedures. These procedures set out the criteria for determining the delay in arrival and the calculation of compensation. 3. Financial compensation shall be calculated in relation to the price actually paid by the passenger for the delayed passenger service. 4. Where the transport contract relates to a return journey, compensation in the case of the late arrival of either the outbound or return journey shall be calculated on the basis of half of the transport price through that passenger service. 5. The financial compensation shall be made within one month of the submission of the relevant application. Economic compensation can be given through vouchers and/or other services if the terms are flexible, in particular regarding the validity period and the destination. Financial compensation can be made in cash at the request of the passenger. 6. Economic compensation related to the ticket price shall not be subject to reduction due to financial transaction costs such as fees, telephone costs or stamps. Carriers may introduce a minimum threshold below which economic compensation is not given. This threshold cannot exceed 6 EUR.

The rules laid down in the Italian code of navigation apply with regards to the responsibilities of the company and the passengers. Items lost or found on board will be kept in accordance with Articles 927 onward of the civil code.

4.5 TRANSPORT OF ANIMALS

Due to their characteristics, the vessels are only intended for "fast passenger transportation". They do not have cages or places specifically intended for the carriage of pets.

Therefore, a domestic animal is allowed if accompanied by a passenger upon the purchase of the relevant ticket, subject to the following conditions:

- during the whole length of the journey, dogs must be muzzled and leashed or, in the case of small dogs, kept within a suitable carrier; cats must be kept in a suitable carrier, as must birds in special cages.
- the animals must be transported in such a way that they cannot harm or inconvenience other passengers or the vessel.

The company reserves the right to request, before boarding, certification attesting to the good health and evidencing up to date vaccination of the animal. Maintenance, custody and care of the animals during the journey is at the expense and risk of the passenger, who is obliged to comply with the health requirements dictated by the relevant authorities. The passenger shall indemnify the company against all liability and/or burden that may arise as a consequence of or due to the non-observance of the above-mentioned regulations and relevant existing laws.

Guide dogs may travel free of charge.

5. Passenger rights and responsibilities

The company aims to protect, as much as possible, the following passenger **rights**:

- Travel safety;
- Continuity of service;
- Transparency on the routes offered and fees charged;
- Respect for the scheduled times in favourable weather and sea conditions, except in cases beyond the control of the company;
- Hygiene and cleanliness of the vessels;
- Easy identification of the staff that is in direct contact with the public;
- Compliance with the ban on smoking on the vessel;

Passengers are also required to honour the following **responsibilities**:

- To have a valid ticket;
- To occupy just one seat;
- To not occupy the seats reserved for people with disabilities;
- To observe the smoking ban on vessels;
- To not cause damage of any kind or nature to the vessels or business premises;
- To not disturb fellow travellers through misconduct;
- To not carry objects considered harmful and dangerous;

- To not improperly use the alarm systems or any emergency device;
- To not compromise in any way the security of the journey and the service levels;
- To comply with the provisions of the general conditions of transport and security regulations.

6. Destinations and the Fleet

Connections to the smaller islands of Sicily and the Istrian Coast are fulfilled in accordance with the contracts awarded to Liberty Lines S.p.A. by Regione Sicilia, Regione Friuli Venezia Giulia and the Ministry of Infrastructure and Transport.

The Company undertakes to highlight the nature of the contracts through suitable wording:

- Journey of regional interest – Regione Siciliana
- Journey of regional interest – Regione Friuli Venezia Giulia
- * Journey of national interest
- Private connection

Liberty Lines S.p.A offers the following connections:

LINE	JOURNEY FREQUENCY
• * Trapani/Aegadian Islands and vice versa.	Year-round with multiple daily departures
• *Milazzo/Aeolian Islands and vice versa	Year-round with multiple daily departures
• *Ustica – Palermo and vice versa	Year-round with multiple daily departures
• Marsala/Aegadian Islands and vice versa.	Year-round with multiple daily departures
• Messina/Aeolian Islands and vice versa	Year-round with daily departures (from 22/07/2019 to 15/09/2019) except Saturdays for the period 01/01/2019 to 19/06/2019 and 16/09/2019 to 31/12/2019
• Palermo/Aeolian Islands/Milazzo	Seasonal duration with daily departures from 20/06 to 03/09
• Lampedusa/Linosa and vice versa	Seasonal duration – From 01/05 to 30/09: every day except Mondays.
• Lampedusa/Linosa/Porto Empedocle and vice versa.	<ul style="list-style-type: none"> • Seasonal duration – From 20/06 to 30/09 • From 20/06 to 31/07 and from 01/09 to 30/09, Mondays, Wednesdays, Fridays and Saturdays • From 01/08 to 31/08, every day except Tuesdays and Thursdays
• Trieste – Pirano – Rovigno – Pola - Poreč - Mali Lošinj	<u>Seasonal duration*</u>
• Trapani/Pantelleria and vice versa	Seasonal duration – From 10/06 to 30/09
- Trapani/Favignana/Ustica/Naples and vice versa.	<u>Seasonal with weekly departures*</u>

* Seasonal route awaiting approval

7. The fleet

VESSEL	TYPE	YEAR BUILT	NO. OF PASSENGERS
AMMARI'	ADMIRAL HYDSROFOIL HSC	2015	249
GIANNI M.	ADMIRAL HYDSROFOIL HSC	2016	350
CARMEN M.	ADMIRAL HYDSROFOIL HSC	2017	249
CARLO M.	ADMIRAL HYDSROFOIL HSC	2014	230
MIRELLA M.	HSC FOILMASTER HYDROFOIL	2006	232
ETTORE M.	HSC FOILMASTER HYDROFOIL	2003	222
NATALIE M.	HSC FOILMASTER HYDROFOIL	2002	225
ADRIANA M.	HSC FOILMASTER HYDROFOIL	1999	227
EDUARDO M.	HSC FOILMASTER HYDROFOIL	1996	208
ANTIOCO	HSC FOILMASTER HYDROFOIL	2005	229
CALYPSO	HSC FOILMASTER HYDROFOIL	2005	229
ERACLIDE	HSC FOILMASTER HYDROFOIL	2005	226
ESCHILO	HSC FOILMASTER HYDROFOIL	2006	230
PLATONE	HSC FOILMASTER HYDROFOIL	2006	229
TIZIANO	HSC FOILMASTER HYDROFOIL	1994	236
FIAMMETTA M.	RHS 160 F DSC HYDROFOIL	1989	203
ALIJUMBOMESSINA	RHS 160 F DSC HYDROFOIL	1992	200
ALIJUMBO ZIBIBBO	RHS 160 F DSC HYDROFOIL	1991	200
MANTEGNA	RHS 160 F DSC HYDROFOIL	1988	200
EMMA M.	SINGLE-HULLED HSC	2014	205
MARCO M.	SINGLE-HULLED HSC	2012	205
SOFIA M.	SINGLE-HULLED HSC	2010	204
CARLOTTA M.	SINGLE-HULLED HSC	2011	206
GIANLUCA M.	SINGLE-HULLED HSC	2003	210
VITTORIA M.	HSC CATAMARAN	2001	350
ALE M.	HSC CATAMARAN	1997	265
GARAGONAY	HSC CATAMARAN	1997	267
FEDERICA M.	HSC CATAMARAN	1996	351
GABRIELE M.	HSC CATAMARAN	1997	272
SNAV AQUARIUS	HSC CATAMARAN	1991	350