



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 required by 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 obtain the UNI EN ISO 9001:2015 certification.



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1. THE FUNDAMENTAL PRINCIPLES OF THE CHARTER

In the provision of its services, Liberty Lines is committed to respect 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 according to the Italian state legislation and are based on criteria of objectivity and impartiality. The company assures 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 ensure the regularity and continuity of the provision of its services. In case of a force majeure event, where justified, if it results in an irregular service or even its cancellation, the contract is rescinded, and the company is obliged to refund the customer only the ticket's price.

✓ PARTICIPATION

Passengers have access to information through the company's website, ticket offices, 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 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 address complaints.

Where passengers detect a deficiency or irregularity in the service provided, they may submit the complaint by following one or more of the following options:

via our customer care by calling at +39 0923 022 022; every day from 08:00 to 22.00

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 in accordance with EU Regulation no. 1177/2010.

✓ EFFICIENCY AND EFFECTIVENESS



The aim is to ensure 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 offices, in the waiting areas and on our 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:

- 29 FAST UNITS,

- 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, Piran, Rovinj, Lussinpiccolo, Parenzo, Vibo Valentia Marina)

- 2.547.912 passengers carried in the year 2022
- 839.738,60 MILES TRAVELLED IN THE YEAR 2022

- A shipyard in continuous production that boasts, in 2015, the construction of the world's largest hydrofoil, the 'Gianni M'.

- Liberty Lines has also signed a contract with the Spanish shipyard 'Armon' to build 9 high-speed hybrid vessels with low-emission engines that will be in service between 2023 and 2026.

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 of 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 within the 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.

In July 2020, the Company also achieved Iso 37001: 2016 'Management Systems for the Prevention of Corruption' certification, which identifies a management standard to help organisations fight corruption by establishing a culture of integrity, transparency, and compliance. Liberty Lines S.p.A. upholds the principle of 'zero tolerance' expressed in its corporate policy.

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 complies with the quality level promised, to verify and adjust those levels that fall too close to the minimum quality and quantity standards promised.

According to this, Liberty Lines is committed to achieve the quality standards expected for each of 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:
 - Evaluation and analysis, including statistics, of complaints received;
 - Sectoral statistics;
 - Customer Service

Liberty Lines S.p.A. is also subject to periodic visits to ensure the continuous compliance with the Quality Certification ISO9001:2015 and Safety Iso 45001:2018.

3.1 Travel safety

As far as the Company's Naval sector is concerned, Liberty Lines S.p.A. has adopted the "Safety Management System" (SMS), which enables the Company to operate in compliance with its safety and environmental protection policy, in accordance with the ISM Code - "International Safety Management - adopted by the IMO with resolution A.741[2].

This code, of international standing, aims to manage the safety of ship operations and prevent pollution. With a view to continuous improvement, the Company, as mentioned, has achieved ISO 45001:2018 certification. Liberty Lines is compliant with the International Standard, which defines minimum standards of good practice for the protection of workers worldwide and establishes a framework for improving safety, by reducing risks in the workplace and enhancing the health and well-being of workers, thereby increasing the Company's health and safety performance.

Safety, understood as both 'Safety' and 'Security', is also granted by the training and education of crews and all administrative and engineering personnel.

FOR THE PURPOSES OF THE VALIDITY OF ISO 45001:2018 CERTIFICATION, PERIODIC AUDITS ARE CARRIED OUT BY THE RINA ORGANISATION.

3.2 Personal safety of the traveller and their property

Liberty Lines S.p.A is committed to implement all possible measures in order to ensure the personal safety of the traveller and their property. For this reason, 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 intent is to ensure 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 organised 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 ensure through Liberty Lines – as well as those of tourists, via a continuous and regular service throughout the year, except for specific routes that are seasonal.

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

The operational organization and technical characteristics of the fleet ensure maximum punctuality in maritime transport, even ensuring crossings in unfavourable weather conditions where possible in compliance with security of passengers and the ship itself.

Liberty Lines S.p.A. is committed to ensure the absolute punctuality of its services, with the aim of reaching a 100% performance rate of scheduled trips, except in cases of *force majeure events*, 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

In order to continuously 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 these procedures, except in emergencies that require timely intervention, are carried out without passengers on board.

Those in charge of ensuring compliance with corporate directives, such as the Italian maritime health offices and the harbour offices also carry out periodic inspections, to ascertain compliance and record 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 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 service.

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 focused on 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 has 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 anchorpoints for wheelchairs;
- Emergency security information is circulated through the audio and video system as well as viapamphlets;
- 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 assist those with disabilities and reduced mobility is specifically trained to provide assistance, both under normal operating conditions and during 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 in 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 either by calling Customer Care at +39 0923 022022 or directly at the ticket office at the port of departure.



Customer Care is available for information and assistance, every day from 05:30 to 21:00 from June to September and from 05:30 to 20:00 for the remaining months.

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 recognized assistance dog it is accommodated together with the person, provided the company had been given prior notification.

Disabled persons, in order to take advantage of the fare facilitation, may request the "CARTA BLU " in digital format by attaching a certificate issued by the competent ASL Medical Commissions or the civil invalidity assessment report sent by INPS, certifying that the person is recognized as falling into the categories referred to in Article 1 of Law 18/80 and subsequent amendments and additions, in particular Law no°508/1988, or other suitable certification attesting to such entitlement: a copy of the court ruling, in the case of recognition due to a judgement, of the right to an accompaniment allowance by INPS. This will allow them to provide their personal data only once, during their registration and easily access our discounts.

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 obtain information about the services at the embarkation stations during the service hours of the ticket offices or by calling our Customer Service at +39 0923 022022, which is also available for information and ticket purchases. Information about planned strikes and minimum secured services is published by the press and on the website, in compliance with the relevant legislation.

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

3.8 SALES INNOVATION

Liberty Lines introduces the new e-ticket system via SMS. A revolution in habits, a more modern and environmental-friendly process (no need to print a paper copy), which aims to be closer to the traveller. A new



telematic method that will surely increase the efficiency of the service in terms of speed and will eliminate long queues at the counter plus ensure our passengers an additional quality service.

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 when answering the phone.

✓ 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 office 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 electronic procedure for the issuance of tickets.

This allows ticket office operators:

- Immediate display of issued tickets
- The issuance of tickets within short terms resulting in fast queue clearance.

Check-in Operators 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 on place. These operators, who are all able to speak up to four languages, assist the boarding and disembarking procedures, and ensure the orderly management of the crowd, with the result that queues, and delays are reduced or even 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 to reduce complaints and negative reports from passengers.

3.9 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, our high-speed vessels are equipped with wastewater 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**

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

- **Noise pollution**

Noise levels are related 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.

Liberty Lines has signed a contract with the Spanish shipyard 'Armon' for the construction of 9 high-speed hybrid vessels with low-emission engines that will be put in service between 2023 and 2026.

There is also an option to purchase 9 ships more in the following two years.

These ships will be in line with the international green Imo Tier III standard, which is not yet scheduled to come into force in the Mediterranean, even in the years to come.

The adoption of new generation engine equipment will bring an 80% reduction in polluting fumes compared to the current situation.

The new vessels will also be the first hybrid high-speed passenger vessels that will be able to enter, stop and leave ports with completely zero exhaust and noise emissions, and are equipped to connect to the electricity grids in ports so as to keep engines at a standstill completely switched off.

3.10 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 to avoid serious interruptions or problems in the passenger's journey. For this reason, the selection of stopovers and the choice of timetables for the connections is aiming – among other things– to facilitate any possible integration with other modes of transport.

Liberty Lines S.p.A. has recently signed a Memorandum of Understanding to establish, on an experimental basis, an integrated ticketing system in the Strait area, valid for certain types of travel tickets with ATM and ATAM.

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



3.11 MONITORING OF QUALITY STANDARDS

In order to evaluate the service provided and maintain high quality standards, the company carries out relevant inspections 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. deemed it appropriate to switch from a system of hand-to-hand distribution of service satisfaction questionnaires to a digital system.

Given the health emergency due to Covid-19, the Company therefore did not deem it appropriate to distribute the service appreciation questionnaires in paper format, therefore, the questionnaire was placed on the company website giving passengers the opportunity to express their evaluations in digital format.

In addition, to implement the feedback received from customers, signs containing a QR code referring to the service appreciation questionnaire received on board were affixed to each unit and sample interviews were conducted by our customer care operators.

With a view to continuous improvement, in the course of 2022, customer experience surveys will be managed in a totally automatic and digital form with the forwarding in near time (i.e. at the end of the travel experience) of the satisfaction ratings via email and SMSs and processed in special dashboards that allow the continuous monitoring of the satisfaction of the service offered. To do this, Liberty lines relied on Qualtrics.

Qualtrics is the leading Experience Management (XM) platform, a global company with a presence in 20 countries across 5 continents with the goal of developing technology that bridges gaps in experiences. The platform is designed to optimise research around customer, employees, products, and brand experiences.

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:

- 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 accept and comply with the general terms and conditions of transport as set forth in Art. 2.

4.1 Complaints Procedure

Liberty Lines Spa, aiming at the continuous improvement of its transport service and in compliance with the requirements of the Quality Management System that it has decided to adopt, has decided to assign fundamental importance to customer reports/proposals to raise the own quality standard. Complaints from users relating to disservices during transport represent an extremely important tool for identifying any critical issues; for this purpose, ad hoc statistics are developed. The Customer can send communications, reports, proposals and suggestions to the company by addressing them to: - ordiniclientela@libertylines.it - via certified mail to the address: libertylines@pec.it - via ordinary mail to Liberty Lines S.p.A. – Via G. S. Vulpitta, 5 – 91100 Trapani by filling out the Suggestions and complaints form on the website, on the naval units and in the authorized ticket offices, specifying in addition to your personal details and address, any other useful details, in the event of a complaint, to precisely identify the terms and circumstances of any event that occurred. For every report or complaint received, where possible, an immediate response will be made to the user. Complaints will be handled according to the times and methods established by art.24 of EU Regulation no. 1177/2010. In the event of failure to respond to the complaint within the above deadlines, where the complaint has been submitted completely and in the manner indicated above, or in the event of a response deemed unsatisfactory, the passenger may submit a second instance complaint to the Authority. of Transport Regulation by e-mail to one of the following e-mail addresses:

- pec@pec.autorita-trasporti.it;
- art@autorita-trasporti.it

Or by registered mail to the address Via Nizza n. 230, 10126 – Turin

New: Conciliation service ART

With resolution no. 21/2023, the Transport Regulatory Authority has adopted the Rules for the non-judicial resolution of disputes between economic operators who manage transport networks, infrastructures and services and users or consumers pursuant to Article 10 of the law 5 August 2022, n. 118.

This Regulation * (Annex-A-resolution-n.-21_2023_signed) allows disputes relating to travel by train, ship, bus and plane to be resolved - in a conciliatory manner, via the ConciliaWeb platform - by asserting one's requests, also economical.

Before requesting a conciliation, you must have contacted the economic operator with a complaint or a request for reimbursement or compensation and have waited for the response for at least 30 days.

The conciliation request must be presented within one year of the complaint or request for reimbursement or compensation.



In the event of no response or an unsatisfactory response from the economic operator, the conciliation request must be submitted within one year from the presentation of the complaint or the request for reimbursement or compensation already sent to the economic operator.

As an alternative to the ART Conciliation Service, it is always possible to contact any Alternative Dispute Resolution ADR body that complies with the requirements of the Consumer Code.

However, the conciliation request is not admissible if the dispute can be resolved in front of another conciliation body* which complies with the requirements of the Consumer Code and which does not provide for any charges to be borne by the user."

In the event of a delay in responding to the complaint by the Carrier, if the port of departure is located in Italy (or the port of destination if the port of departure is located in a country not belonging to the European Union), the passenger will have the right to automatic compensation as provided for by measure no. 5 of the resolution of the Transport Regulatory Authority no. 83/2019 available on the Authority's website, at the following link: https://www.autorita-trasporti.it/wp-content/uploads/2019/07/All.-A-delibera-n.-83_2019.pdf

4.2 Ticket Refund Procedure:

The cancellation of the entire ticket or certain items on the ticket (reduction in the number of passengers, cancellation of travel) must be notified in writing to rimborsi@libertylines.it directly or via the intermediary from which it was purchased (e.g. travel agency).

For tickets purchased at ticket offices and paid for in cash, reimbursement will be made by bank transfer by clicking on the following link <https://www.libertylines.it/info-utili/richiedi-il-tuo-rimborso/>.

The Company may also issue a Coupon, subject to the Passenger's consent, in any case in which the Passenger is owed, by law and/or in application of the GTC, - in whole or in part - of the price of the Ticket, as an alternative to payment in cash. The value of the Coupon is, therefore, equal to the amount that would have been paid in cash by the Company to the Passenger for the reimbursement of the Ticket, to the extent provided by law and the GTC.

For WEB practices, the reimbursement can be made from all Company Ticket Offices, Customer Service and the refund office, on the same credit card used at the time of payment.

For payment by physical POS at the ticket office, the passenger must send his/her refund request choosing between re-crediting by bank transfer or by re-crediting to the same card used at the time of purchase by clicking on the following link <https://www.libertylines.it/info-utili/richiedi-il-tuo-rimborso/>

For tickets purchased through an Agency, having concluded a contract of sale through a third party and not directly with Liberty Lines S.p.A., it will be necessary to forward the request to the latter, specifying E-Ticket and route not used.

4.3 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.

The possibility of communicating the cancellation also to parties other than those indicated above will be set out in the illustrative material distributed by the Company. The right to reimbursement for journeys cancelled within the abovementioned terms expires - in any case - six months after the departure date indicated on the ticket.

No refund is due for journeys not cancelled within the abovementioned terms.

If the passenger is forced to interrupt the journey for reasons not attributable to him/her, the fare is payable in proportion to the part of the journey that has been usefully made. If the trip is interrupted due to the passenger's fault, the Company is not obliged to refund the difference in the passage price relative to the unused section (Article 406 of the Navigation Code).

Should the passenger request a replacement of his/her ticket with another ticket for the same journey, but with a different date and/or time of departure, subject to availability of seats on board and upon delivery of the ticket originally purchased, the following penalties will be applied:

- 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 and after these terms no change can be made.

For special fare tickets, cancellation does not entitle the Passenger to any refund unless otherwise provided for in the conditions of applicability of the special offer.

4.4 Information in the event of cancellations or late departures (Article 16 REGULATION (EU) No. 1177/2010)

1. In the case of a cancellation or a delay in departure of a passenger service or a cruise, the carrier or, where appropriate, the terminal operator shall inform passengers departing from port terminals or, if possible,



passengers departing from ports, as soon as possible and in any event no later than 30 minutes after the scheduled time of departure, of the situation, the estimated departure time, and the estimated arrival time as soon as this information is available.

2. Where passengers miss a connecting service due to a cancellation or delay, the carrier and, where appropriate, the terminal operator shall make reasonable efforts to inform the passengers concerned of alternative connections.
3. The carrier or, where appropriate, the terminal operator shall ensure that disabled persons or persons with reduced mobility

4.5 Assistance in the event of cancelled or delayed departures (Article 17 REGULATION (EU) No. 1177/2010)

1. Where a carrier reasonably expects the departure of a passenger service or a cruise to be cancelled or delayed for more than 90 minutes beyond its scheduled time of departure, it shall offer passengers departing from port terminals free of charge snacks, meals, or refreshments in reasonable relation to the waiting time, provided they are available or can reasonably be supplied.
2. In the case of a cancellation or a delay in departure where a stay of one or more nights or a stay additional to that intended by the passenger becomes necessary, the carrier shall, when and where physically possible, offer passengers departing from port terminals adequate accommodation free of charge on board or ashore and transport between the port terminal and place of accommodation in addition to the snacks, meals or refreshments provided for in paragraph 1. For each passenger, the carrier may limit the total cost of the shore accommodation, excluding transport between the port terminal and place of accommodation, to EUR 80 per night and up to a maximum of three nights.
3. In applying paragraphs 1 and 2, the carrier shall pay particular attention to the needs of disabled persons and persons with reduced mobility and any accompanying persons.

4.6 Re-routing and reimbursement in the event of cancelled or delayed departures (Article 18 REGULATION (EU) No 1177/2010).

1. Where a carrier reasonably expects a passenger service to be cancelled or delayed in departure from a port terminal for more than 90 minutes, the passenger shall immediately be offered the choice between:
 - (a) re-routing to the final destination, under comparable conditions, as set out in the transport contract, at the earliest opportunity and at no additional cost;
 - (b) reimbursement of the ticket price and, where relevant, a return service free of charge to the first point of departure, as set out in the transport contract, at the earliest opportunity.
2. Where a passenger service is cancelled or delayed in departure from a port for more than 90 minutes, passengers shall have the right to such re-routing or reimbursement of the ticket price from the carrier.



3. The payment of the reimbursement provided for in paragraphs 1(b) and 2 shall be made within 7 days, by electronic bank transfer or on the same credit card used for the purchase, of the full cost of the ticket at the price at which it was purchased, for the part or parts of the journey not made, and for the part or parts already made where the journey no longer serves any purpose in relation to the passenger's original travel plan. Where the passenger agrees, the full reimbursement may also be paid in the form of vouchers and/or other services in an amount equivalent to the price for which the ticket was purchased, provided that the conditions are flexible, particularly regarding the period of validity and the destination.

4.7 Right to financial compensation related to the ticket price in case of delay in arrival. (Article 19 REGULATION (EU) No 1177/2010).

Compensation of the ticket price in the event of delay in arrival

1. Without losing the right to transport, passengers may request compensation from the carrier if they are facing a delay in arrival at the final destination as set out in the transport contract. The minimum level of compensation shall be 25 % of the ticket price for a delay of at least:

- (a) 1 hour in the case of a scheduled journey of up to 4 hours;
- (b) 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;
- (c) 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours; or
- (d) 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 (a) to (d), the compensation shall be 50 % of the ticket price.

2. Passengers who hold a travel pass or a season ticket and who encounter recurrent delays in arrival during its period of validity may request adequate compensation in accordance with the carrier's compensation arrangements. These arrangements shall state the criteria for determining delay in arrival and for calculation of compensation.

3. Compensation shall be calculated in relation to the price which the passenger actually paid for the delayed passenger service.

4. Where the transport is for a return journey, compensation for delay in arrival on either the outward or the return leg shall be calculated in relation to half of the price paid for the transport by that passenger service.

5. The compensation shall be paid within 1 month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services, provided that the conditions are flexible, particularly regarding the period of validity and the destination. The compensation shall be paid in money at the request of the passenger.

6. The compensation of the ticket price shall not be reduced by financial transaction costs such as fees, telephone costs or stamps. Carriers may introduce a minimum threshold under which payments for compensation will not be paid. This threshold shall not exceed EUR 6.



4.8 Exemptions (Article 20 REGULATION (EU) No 1177/2010).

1. Articles 17, 18 and 19 shall not apply to passengers with open tickets as long as the time of departure is not specified, except for passengers holding a travel pass or a season ticket.
2. Articles 17 and 19 shall not apply if the passenger is informed of the cancellation or delay before the purchase of the ticket or if the cancellation or delay is caused by the fault of the passenger.
3. Article 17(2) shall not apply where the carrier proves that the cancellation or delay is caused by weather conditions endangering the safe operation of the ship.
4. Article 19 shall not apply where the carrier proves that the cancellation or delay is caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances hindering the performance of the passenger service which could not have been avoided even if all reasonable measures had been taken.

4.9 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 the carriage of bicycles on its vessels except for connections from Trieste to the Istrian Coast and vice versa. A supplement is charged for the embarkation of bicycles and must be settled by purchasing a ticket. Only one bicycle per passenger is permitted. A maximum of five bicycles may be transported per route.

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.

KICK SCOOTER

With Liberty Lines S.p.A. kick scooters are allowed on board only if they are stowed in special bags and, therefore, embarked as additional baggage following payment of the extra baggage ticket.

4.10 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 for birds in special cages.



- the animals must be transported in such a way that they cannot harm other passengers or the vessel
- When purchasing the animal ticket, the company will provide the passenger with an absorbent crossbar; the placement and removal of the crossbar is the responsibility of the passenger.

The company owns the right to request, before boarding, certification attesting 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 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 Italian 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 – MIT

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

LINEA	FREQUENZA DI VIAGGI
●* Trapani/ Aegadian Islands v.v.	Year-round with multiple daily departures
●*Milazzo/ Aeolian Islands v.v	Year-round with multiple daily departures
●*Ustica – Palermo e v.v	Year-round with multiple daily departures
●Marsala/ Aegadian Islands v.v.	Year-round with multiple daily departures
●Messina/ Aeolian Islands e v.v. ●Messina/ Reggio Calabria/ Aeolian Islands v.v.	Year-round with daily departures High season from 01/06 to 30/09
●Palermo/ Aeolian Islands /Milazzo	Seasonal duration Low season 1/04 - 31/05 e 1/10 - 31/10 (Mon and Fri) High season (every day) from 1/06 - 30/09
●Lampedusa/Linosa e v.v.	Seasonal duration Low season (Tue/Tur/Sat) from 01/11 to 31/03 Mid season (M/W/Tur/F/S/) from 01/04 to 31/05 / from 01/10 to 31/10 High season (every day) from 01/06 to 30/09
●Lampedusa/Linosa/Porto Empedocle v.v.	Seasonal Duration- Mid season (TU/D/F/S/D) from 01/10 to 15/10 High season (TU/D/F/S/D) from 01/06 to 30/09
● Trieste -Piran - Rovigno - Poreč - Mali Lošinj	<u>Seasonal duration*</u>
●Trapani/Pantelleria e v.v.	Seasonal duration – From 10/06 to 30/09
* Messina/ Reggio Calabria e v.v.	Year-round with multiple daily departures



7. THE FLEET

SHIP	TYPE	YEAR COSTRUCTION	N° PASSENGERS
ADRIANA M	Aliscafo Foilmaster HSC	1999	207
ALE M	Catamarano HSC	1997	262
ALIJUMBO MESSINA	Aliscafo RHS 160 F DSC	1992	181
ALIJUMBO ZIBIBBO	Aliscafo RHS 160 F DSC	1991	182
AMMARI'	Aliscafo Admiral HSC	2015	250
ANTIOCO	Aliscafo Foilmaster HSC	2005	220
CALYPSO	Aliscafo Foilmaster HSC	2005	220
CARLO Morace	Aliscafo Admiral HSC	2014	216
CARLOTTA M	Monocarena HSC	2011	200
CARMEN M	Aliscafo Admiral HSC	2017	209
CARMINE	Aliscafo Admiral HSC	2018	215
EDUARDO M	Aliscafo Foilmaster HSC	1996	207
EMMA M	Monocarena HSC	2014	200
ERACLIDE	Aliscafo Foilmaster HSC	2005	220
ESCHILO	Aliscafo Foilmaster HSC	2006	222
ETTORE M	Aliscafo Foilmaster HSC	2003	204
FEDERICA M	Catamarano HSC	1996	341
FIAMMETTA M	Aliscafo RHS 160 F DSC	1989	179
GARAGONAY	Catamarano HSC	1997	262
GIANLUCA M	Monocarena HSC	2003	200
GIANNI M	Aliscafo Admiral HSC	2016	325
MARCO M	Monocarena HSC	2012	200
MIRELLA Morace	Aliscafo Foilmaster HSC	2006	220
NATALIE M	Aliscafo Foilmaster HSC	2002	207
PLATONE	Aliscafo Foilmaster HSC	2006	218
SNAV AQUARIUS	Catamarano HSC	1991	340
SOFIA M	Monocarena HSC	2010	200
TIZIANO	Aliscafo Foilmaster DSC	1994	200
VITTORIA M	Catamarano HSC	2001	330



8. INNOVATION

Liberty Lines has signed a contract with the Spanish shipyard Armon for the construction of 9 hybrid high-speed vessels that will be put in service between 2023 and 2026.

The agreement also includes an option to build 9 more vessels to be delivered between 2027 and 2030. The innovative technical features of the vessels are the result of more than 2 years of intensive collaboration between Liberty Lines' technical departments, the Armon shipyard, Rolls Royce Group for the propulsion part, RINA and Australian designers Incat Crowther. The new vessels will represent the first HSC hybrid high-speed craft to achieve RINA Green Plus class status. They will be equipped with two MTU-Rolls Royce main engines, powered by both conventional and electric propulsion, which will allow them to enter, stop and leave ports with zero emissions, enabling the vessels to cruise at up to 8 knots in full electric mode and over 30 knots in cruise mode. The new engines will also be compatible for hydrogen use, making Liberty Lines the first fast shipping company in the world with an H2 ready fleet. The hybrid design of the new ships will allow them to exceed the standards imposed by current regulations governing emissions at sea. The hybrid propulsion will allow our fleet to use electric motors powered by special batteries when operating at low speed for mooring manoeuvres. In this way, the use of internal combustion engines will be excluded, both for the propulsion part and for the electrical generation part of the ship's services, eliminating exhaust and noise emissions when the ship is stationary in port.

