

GENERAL TERMS

(*) For “Events on board”, the General Terms and Conditions apply, as shown at www.scandroholding.com and/or www.topkinis.com

Top Kinisis act as agent for the carrier Scandro Holding Ltd. The Carrier for the sea leg travelled is indicated on the ticket. Passengers, their luggage and accompanying vehicles are carried according to the Carrier’s Terms and Conditions. By purchasing a ticket, the passenger accepts the following Covenants and Conditions. Similarly, at the time of booking and/or purchasing the ticket, the passenger authorises the processing of personal data in the manner specified in the privacy policy terms of Top Kinisis.

DEFINITIONS.

Carrier: the operator that performs the maritime transport service; Accompanying vehicle: the motor vehicle (including any towed vehicle) embarked with a passenger, used for the carriage of persons and goods not intended for sale, owned by or legally at the disposal of the passenger named on the ticket; PRM: person whose mobility is reduced, in the use of transport, due to physical disability (sensory or locomotory, permanent or temporary), mental disability or impairment, or any other cause of disability, or due to age, whose condition requires appropriate attention and adaptation of the service to meet specific needs; Service Contract: Concession contract for the public service of maritime transport of passengers and vehicles between Limassol and Piraeus and vice versa.

SHIP.

The ship in service is the Ro/Pax Daleela

.

APPLICABLE RULES.

The contract of carriage of passengers, their luggage and accompanying vehicles is governed by Regulation (EU) no. 1177/2010, Regulation (EC) no. 392/2009, the Athens Convention of 13/12/1974 as amended by the London Protocol of 01/11/2002 and the applicable Cyprus law and regulations and any subsequent amendments to the above legislation and/or any new sector regulations.

POWER OF THE MASTER.

The Master of the vessel has full authority to proceed without a pilot, to tow and assist other vessels under any circumstances, to deviate from the ordinary route, to call at any port (whether or not on the ship’s itinerary), to transfer passengers and their luggage to another vessel in order to continue the voyage. The carrier and, on its behalf, the Master of the ship, have the right to refuse boarding to anyone who, in their sole discretion, is not healthy enough to undertake the journey. If the Master refuses to embark the passenger for a justified reason, the Carrier will only be required to refund the cost of the ticket. Furthermore, the Carrier and, on its behalf, the Master of the ship, have the right to disembark during the voyage, in any intermediate port, any passenger who is not healthy enough to continue the voyage or who causes danger or disturbance to other passengers or the crew. The passenger is subject to the disciplinary powers of the Master of the ship for all matters relating to the safety of the ship and navigation. The Carrier and the Master of the ship will be entitled to execute any order or directive given by Governments and Authorities of any State or by subjects acting or declaring that they are acting on behalf of or with the consent of such Governments or Authorities or any other subject who, according to the terms of the war risk

insurance cover of the ship, have the right to give such orders or directives. All actions and omissions made by the Carrier or the Master, in execution or as a consequence of such orders or directives, shall not be considered as breaches of contract. The disembarkation of passengers, luggage and the accompanying vehicle in accordance with such orders or directives releases the Carrier from any liability for the continuation of the journey or the repatriation of passengers.

LIMITS OF LIABILITY.

The Carrier's liability for loss of life, bodily injury and/or loss of or damage to baggage, accompanying vehicle, valuables, personal effects and/or other passenger property may in no case exceed the limits provided for by the Athens Convention of 13/12/1974 as amended by the London Protocol of 01/11/2002 and/or other Cyprus and international sector regulations that may be applicable.

RULES ON BOARD.

Passengers must strictly observe the rules on board and to comply with the regulations in force for maritime transport and, in particular, those relating to safety at sea. Smoking is forbidden on board in all covered areas. The crew is legitimately responsible for ensuring that this prohibition is observed and for reporting any non-compliance to the competent authorities in accordance with Cyprus laws and its implementing agreement. Failure to comply with a provision of the law, the ship's rules, orders or regulations of the Authorities relating to safety is punishable in accordance with the civil and criminal laws in force. In accordance with the applicable anti-terrorist regulations (ISPS), passengers may at any time have their luggage and/or vehicle inspected and/or be asked to produce identity documents by the ship's officers.

BOOKING, PURCHASE AND ISSUE OF TICKETS.

Tickets can be purchased on www.topkinisis.com and www.scandroholding.com. Tickets are issued upon payment of the total amount due. In accordance with safety regulations, when booking or purchasing a ticket, you must provide: name and surname, date of birth and document number and expiry date for each passenger, including children of any age; make, model and licence plate of the accompanying vehicle. The data entered on the ticket must match the passengers and vehicles travelling; otherwise, access may be denied. Tickets (the transport contract) may be issued in paper or electronic form. When checking in, passengers must show their ticket or provide their booking number to receive their boarding pass.

FARES.

The fares for the services offered can be found on the website www.topkinisis.com and www.scandroholding.com in the purchase form. Any increase or decrease in fares does not affect bookings that have already been made or opted for. For online purchases, once the passenger selects the quoted price, the fare cannot change during the ticket purchase process.

TRAVEL DOCUMENTS.

All passengers, including children and infants, must be in possession of a valid identity document when checking in at the port. Otherwise boarding will be denied, with no right

to a refund. Under no circumstances will boarding be permitted with mere self-certification. Before embarking on the journey, passengers must ensure that they are in possession of all documentation required to disembark at the port of destination. The Carrier will not be liable for any refusal by local authorities.

CHECK-IN AND BOARDING.

Passengers must arrive at check-in three hours prior to departure except in exceptional cases, as promptly communicated by the Company. If passengers fail to arrive within the said time limit, they lose their right to board, even if they have a ticket. The order in which vehicles are boarded is determined by the Master of the Ship and/or his/her subordinates and officers, as well as the place where the vehicle is to be parked.

BOARDING MINOR PASSENGERS.

Minor passengers must be in possession of a valid individual identity document. Passengers under 18 years of age may only travel when accompanied by a person of legal age. If this person is not a parent (or guardian), a declaration signed by the parents/guardians must be handed over to the Master of the ship or the Commissioner, whereby they entrust the child to the designated accompanying person, who will be responsible for the child for all legal purposes. This declaration must be accompanied by the valid identity documents of both parents/guardians and, in the case of non-EU nationals, the residence permit where the child is registered. Under no circumstances shall the Master of the ship and/or any other member of the crew take custody of, and be responsible for, the child on board the ship. It is understood that passengers will be responsible for providing all necessary documentation required by the country of destination and the Carrier assumes no responsibility if such documentation is deemed insufficient by the authorities at the port of destination.

BOARDING PREGNANT WOMEN.

Women who are over 6 months pregnant may only travel if they have a medical certificate authorising them to travel, issued no more than 7 days before departure. In cases of high-risk pregnancy, the pregnant passenger must have a medical certificate authorising travel regardless of the months of pregnancy. In any case, the passenger will not be allowed to embark if the birth is due in the 7 days following departure or has taken place in the 7 days preceding departure. This is without prejudice to the right of the Master of the ship to refuse to allow the passenger to embark if her condition or other circumstances, in his/her sole discretion, do not allow her to undertake the journey in complete safety.

BOARDING PERSONS WITH REDUCED MOBILITY.

Reservations and tickets are offered to PRMs under the same conditions as all other passengers, at no extra cost. The Carrier and the terminal operators will make all reasonable efforts to ensure adequate assistance to PRMs during embarkation and disembarkation and on board the ship. It is the responsibility of PRMs to communicate in writing, at the time of ticket purchase or at least forty-eight hours before the assistance is needed (24 hours in advance for Convention Lines), their specific requirements for accommodation, seating, services requested or the need to carry medical equipment. The PRM must be present at the port at the agreed time, and in any case three hours before the departure time. If it is strictly necessary pursuant to Article 8 of European Regulation no. 1177/2010, the Carrier may require the PRM to be accompanied by another person capable of providing the necessary

assistance. If for justified safety reasons and/or due to the design of the ship or the port infrastructure and equipment (including port terminals) it is absolutely impossible to allow the safe or feasible embarkation, disembarkation or transport of a PRM, the Carrier may refuse to accept the reservation and/or issue the ticket and/or deny embarkation, giving immediate notice of the reasons. PRMs who are denied boarding for the above reasons have the right to reimbursement. In accordance with the applicable legislation and in particular with Regulation (EU) No. 1177/2010 and Regulation (EU) No. 392/2009, the Carrier will provide compensation for damage resulting from the loss of or damage to mobility equipment or other specific equipment used by PRMs, if the damaging event is attributable to its fault or negligence. If needed, the Carrier will make every effort to swiftly provide suitable temporary replacement equipment. On board, assistance to PRMs is provided by the person appointed by the carrier. Crew members chosen to assist PRMs must always wear a white/blue armband with the word ASSISTANCE on their arm so that they can be easily recognised by passengers. In case of emergency, the person appointed helps the PRM to reach the meeting point and the boarding points. Access to the ship's decks is facilitated by the presence of lifts fitted with a luminous keypad, audio and appropriate keys for blind passengers. Cabins equipped for PRMs are available on board the ship, in accordance with the relevant regulations. In public areas, routes leading to the main on-board services are highlighted with tactile guides. There are also dedicated and equipped toilets for PRMs. On board the ship there are places reserved for PRMs, marked with identification plates and equipped for fixing wheelchairs.

ACCOMPANYING VEHICLES.

Only one accompanying vehicle per passenger is permitted. The accompanying vehicle is embarked and disembarked by the passenger, who, once it is parked in the place indicated by the on-board representative, is obliged to switch off the engine, engage the gear, pull the handbrake and lock the vehicle. Access to the garage area remains closed during the entire crossing. Non-running vehicles may not be boarded with passengers. The passenger must be in possession of all the documents required for disembarkation and customs clearance of the vehicle at the port of destination. In the event of co-ownership with a Bank, an original authorization of the Bank allowing the co-owner to take car abroad is required. The carrier declines all liability in the event of incomplete documentation. All costs and expenses arising from the embarkation, disembarkation and customs clearance of the vehicle are the responsibility of the passenger. Any damage caused by the vehicle to the ship and/or third parties must be paid for directly by the passenger who caused it, or through his or her insurance company. However, the passenger may at any time be asked to sign a damage liability declaration before disembarking from the ship. We recommend taking out an insurance policy to cover any damage that may occur during maritime transport for which the Carrier cannot be held liable. The Carrier shall only be liable for damages resulting from its direct responsibility and within the limits provided for by Cyprus Law and the applicable International Conventions.

LUGGAGE.

Only items containing personal effects are allowed as luggage. Dangerous and harmful goods are not allowed, without prejudice to current safety regulations. Passengers are kindly requested to take with them at all times the luggage necessary for the crossing, as the garage decks are closed while sailing. The Carrier's liability for luggage cannot exceed the limits provided for by the Athens Convention of 13/12/1974 as amended by the London Protocol of

01/11/2002 and/or by Cyprus laws and international regulations in this sector that may be applicable, and always within the limits of 30 kg per person per item of unregistered luggage, including any luggage placed in or on the accompanying vehicle or deposited in the ship's baggage compartment where existing. The Carrier is in no way liable for any theft, loss or damage to jewellery, money, documents, manuscripts, securities and valuables, wherever they are kept on board. If passengers discover that they have lost any of their personal belongings while still on board the ship, they can report the loss directly to Reception. The loss report must be sent within one week from the date the passenger disembarked. Under no circumstances will the Carrier be obliged to pay any compensation in the event of failure to find the item(s).

PETS (Cats and Dogs only)

The ship has a certain number of places in cages; alternatively, it will be possible to bring the pet in the cabin with the owner, by purchasing a separate pet ticket. Animals that are not in a pet carrier or in a special case are not allowed to enter the lounge or common rooms, only on the outside decks of the ship. Dogs must be kept on a leash and muzzled at all times; otherwise, boarding may be denied. Animals are not allowed inside accompanying vehicles while sailing. Passengers must provide food for their pet, while water is offered on board. The passenger must look after the animal personally and is obliged to remove excrement, or anything else, produced by the animal. Any damage to the ship, persons or property caused by the animal must be paid for on the spot by its owner. The passenger is responsible for vaccinations and all necessary documentation for travelling and disembarking in the country of destination. For domestic journeys, registration in the canine registry (registered microchip) and a certificate of good health issued by a veterinarian are required. A European Pet Passport is required. The documentation to be presented at the time of embarkation is as follows: health certificate in accordance with Annex IV of the Implementing Regulation (EU) No. 577/2013, copy of the certificate with the animal's electronic identification data, copy of the certificate with the rabies vaccination data. In addition to the rabies vaccination, these animals have to undergo what is known as 'antibody titration'. For up-to-date information on the transport of pets, we recommend consulting the Cyprus Ministry of Health website and the European Union website before purchasing and before travelling. If passengers arrive at check-in with an animal not mentioned on the ticket, the port agent will check the availability of places on board and collect the fare, issuing a ticket. Blind passengers may travel accompanied by a guide dog, in accordance with national international and EU regulations (article 11.5 of EU Regulation no. 1177/2010) at no additional cost. The guide dog may travel in the cabin with the passenger. The presence of the guide dog must be reported at the time of embarkation.

CURRENCY.

The currency on board is the Euro. There is no currency exchange. Cheques are not accepted.

INSURANCE.

The ship owner and the Carrier have insurance issued by the P&I Club solely in respect of their liability towards third parties.

CANCELLATION OF THE TICKET BY THE PASSENGER.

Cancellation of the entire ticket must be communicated in writing to the Carrier at support@scandroholding.com directly or through the intermediary from which the ticket was purchased 72 hours before departure and will be entitled to a full refund of the fare and applicable taxes. Cancellations will be subject to a charge of 10 euros per person.

CHANGE OF TICKET BY THE PASSENGER.

Within the limits and conditions set out below, tickets may be modified at the passenger's request by writing to the Carrier at the e-mail address support@scandroholding.com directly or through the intermediary from which the ticket was. Change of departure date and change and/or addition of passengers, vehicles, accommodation, pets or services is allowed within the limits of passenger seats and garage spaces available on board (varying according to date). It is not possible to change the fare level chosen at the time of purchase. If the change results in an increase in the original fare, the passenger must pay the difference. **Change of departure date.** All tickets issued may be subject to a change by the passenger of the date (of departure and/or arrival), provided that the change is requested within 72 from the departure date indicated on the ticket to be changed and only in the event of simultaneous purchase of a journey already available for sale. **Change of product** (name, accommodation, vehicle). These types of change can be requested up to 72 hours before departure and will be subject any fare adjustment (if the new product costs more than the previous one) must be paid. The change is subject to availability of the requested product. **Addition of passenger (adult/child/infant), vehicle, pet, service** . These types of changes can be requested up to 72 hours before departure subject to payment of the cost of the additional passenger, new vehicle (and any fixed fees), animal or service at the rate in force at the time of the change. The change is subject to the availability of seats on board, or of the service requested. All above changes are subject to a 50% of the initial ticket cost.

DELAY OR CANCELLATION OF A TRIP.

In the event of cancellations or delays, the Carrier guarantees full compliance with all obligations deriving from current legislation and, in particular, Regulation (EU) no. 1177/2010. In particular, in the event of a delay, the Carrier will inform passengers of the situation and the estimated time of departure and arrival as soon as possible and, in any case, no later than 30 minutes after the scheduled departure time. If a journey is cancelled the Carrier offers appropriate assistance and passengers will be entitled to reimbursement of the ticket price and, where appropriate, return, free of charge, to the first point of departure indicated in the transport contract.

COMPLAINTS.

Passengers wishing to lodge a complaint with the Carrier in accordance with Regulation (EU) No. 1177/2010 may submit it within two months of the date on which the service was performed or should have been performed. Within one month of receiving the complaint, the Carrier must notify the passenger that the complaint has been accepted, rejected or is still under consideration. The time taken to provide a definitive response to the complaint will not exceed two months from receipt thereof. Complaints can be sent in Greek and/or English by e-mail to support@scandroholding.com

The complainant should send a communication containing at least:

1. the user's identification details (name, surname, address), enclosing a copy of his or her identity document, and the identification details of their representative (if any), enclosing the power of attorney;
2. identification information for the journey (date, time of departure, origin and destination) and for the transport contract (reservation code or ticket number);
3. a description of the inconsistency of the service with requirements defined by European or national legislation and general conditions of carriage.

(Directive (EU) 2017/2109 amending Directive 98/41/EC on the registration of persons sailing on board passenger ships). When making a reservation or purchase, the customer must provide the following data: surname, first name, nationality, date of birth, gender, identity document number (only for non-Schengen routes), mobile phone number, e-mail address. In addition, the passenger may indicate a contact number in case of emergency and any of his or her own needs for special care and/or assistance in emergency situations. The data provided will be processed in accordance with Cyprus Law.