

EXTRACT OF GENERAL CONDITIONS OF CARRIAGE ISSUED ON MARCH 17TH 2014

TICKET VALIDITY: All one-way tickets, fast service tickets or extra charges are valid for the issue day only.

ADMISSION TO TRANSPORT: To be admitted to transport, the traveller must have a travel document issued by an authorized sales point.

At the moment of ticket withdrawal, travellers must check that it corresponds to the requested route and sort, that the price matches to the current fare and that the total cash amount has been correctly exchanged. In this regard, no claims can be lodged but immediately. Any error in the application of due amount or in the computation of transport taxes and additional charges, whether to Navigazione Lago Maggiore's detriment or the passenger's, entitles to correction. By purchasing a ticket, the passenger unconditionally accepts all the legal effects of the Company's Conditions of Transport

TICKET VALIDITY ON FAST SERVICE (Sr/AI): To travel on Fast Service trips identified on the Official Timetable with the indication "AL" or "SR", passengers - other than provide the normal ticket and book the place - are charged with the Additional Fast Service Fare No. 5.00

Additional Fast Service Fare No. 5.00 is due for non-free luggage and for all passengers, those with free tickets included, apart kids under 2 years of age. Dogs and other pets are excluded.

FEE FOR ON-BOARD EXACTION: Tickets must be purchased at the ticket offices ashore. In case of tickets issued on board of boats leaving from docks provided with ticket offices in service, a 1.00 Euro fixed surcharge will be applied to every passenger, luggage or vehicle. This surcharge will also be inflicted to any other kind of ticket issued on board owing to the passengers' needs (i.e. extending trips, balancing rates, a.s.o.).

LOST, DESTROYED OR STOLEN TICKETS: Travellers have no right to be refunded for lost, destroyed or stolen tickets.

CHILDREN: Children up to four years (but not yet turned) can travel free of charge, on condition that they do not use a seat on their own and are accompanied by an adult (an adult can accompany a maximum of four children). Children from 4 to 12 (not yet turned) will pay the reduced fare [**1.50, 2.50 or 3.50**].

SENIOR CITIZEN REDUCTIONS (MOTORSHIP RUNS): every day except Saturdays, Sundays and holidays all nationalities seniors +65 age benefit favourable price conditions: reduced fare [**1.20**] for one way / return tickets or reduced fare [**3.20**] for unrestricted journey pass.

To obtain this reduction, passengers are asked to show any valid identity card or document in order to prove their age.

DISABLED AND SERIOUSLY HANDICAPPED PEOPLE: Special travel conditions are granted to persons with disability belonging to the following categories after presenting a proper documentation stating the requirements: 1) civil and worker invalids with disability rated from 70% to 100%, blinds and deaf-mutes included; 2) persons with disability whose gravity connotation is equal to the 70% - 100% rates, namely those with single or multiple disabilities involving own autonomy or else relationship reduction, even age-related, that implies a permanent, continuous, comprehensive assistance need;

The benefits apply to ordinary boat journeys only. Travelling on *Fast Service runs* marked "AL" or "SR" on the *Official Timetable* involves the payment of the full surcharge (*Additional Fast Service Fare No. 5.00*).

Guide dogs for the blind or for the deaf and wheelchairs for disabled are transported free of charge, even on *Fast Service runs* marked "AL" or "SR" and even when the passenger has own disability assistant.

So the following reduced individual fares are applied to the disable and to the optional disability assistant for internal Italian waters travels: Reduced fare No. [**1.50**], no intermediate stops, single or return (round) trip, or Special fare No. [**3.50**] for unrestricted journeys. Provided that has own disability assistant, the younger than 12 years of age with the above disability requirements travels freely.

Mentioned benefits cannot be combined with other reductions (group fares, etc.).

GROUPS REDUCTIONS:

- **ADULT GROUPS:** groups composed by at least 15 passengers; rate [**1.20, 2.20 or 3.20**]. One free adult ticket every 25 paying passengers.

- **SCHOOLS:** groups composed by at least 10 students, Italian and foreign schools (from nursery to high school): rate [**1.50, 2.50 or 3.50**]. Free tickets: one teacher every 10 paying students. To obtain the benefits, a list number of the school group components has to be presented, signed and stamped by the Headmaster, to the ticket office. Attendants must not exceed the number of students.

EMBARKING PETS: for the transport of pet animals in general should be taken as reference, per unrestrained animal or pet container, prices at the following rates: [**1.50**] for one way or return journey or [**3.50**] for free-circulation pass. Are instead allowed to free transport the "small size" dogs with height at the withers not exceeding 50 cm., kept in a bag or basket or possibly held on owner's lap. Also are allowed to free transport other pet animals arranged in a bin, container or bag with the longest side not exceeding 60 cm. in length (one free container per passenger). All dogs must be conducted on ships muzzle worn (except those of very small size which still have to be provided for possible need) and kept on a short leash so as not to create damage to passengers and to the ship as to avoid occasional contacts with other animals. Every dog owner has a responsibility to ensure that their pet does not cause a nuisance to others and that behaves properly with people and animals carried on ship. The transport of animals (except guide dogs for the blind and deaf and dogs supplied to police and emergency services, all these not subject to taxation and specific limitations) may be limited or excluded in any case, to shipmaster's judgment, particularly in situations of overcrowding ship or in case of passengers safety risk. Animal can not occupy seats and must be arranged so as not to disturb other passengers. Its owner is obliged to removal of any excretion. Special conditions apply to animal carried on board of fast vessels.

BOARDING BICYCLES: Boarding bicycles is allowed according to the type of motorship in service and to incoming traffic. Passengers are therefore kindly invited to ask in advance at on-shore ticket offices or phoning the free customer service number 800-551801 (within Italy boundaries only).

EMBARKING LUGGAGE: Regarding the carriage of goods allowed on board, on the basis of the available space and in accordance with safety rules, all baggage, cargo and vehicles are accepted on board any vessel at the sole discretion of the captain. Special conditions may apply for boarding hydrofoils and catamarans. For more details, please refer to the current Conditions of Transport.

REFUNDS: A traveller can request a total refund of the ticket, except for the deductions and limitations mentioned in the next paragraph, if the passenger has renounced the journey in the following cases:

a) if the departure is late at least sixty minutes on its scheduled time or if the route has been eliminated;

b) if the traveller cannot depart by order of the competent authorities;

c) if there isn't any room and/or embarkation is not possible;

d) if the traveller cannot or does not intend to use the ticket, and cancels the trip within 30 minutes from the issue time, quoted on the ticket or on the travel document; in case of any ticket not showing the issue time, the passenger can ask for a refund directly at the ticket office that issued it.

A deduction as penalty will be applied (calculated on the ordinary rate per single traveller); the amount is proportional to the full-fare ticket value, up to a maximum of €/Chf 3.00 per passenger. The only competent authority on this subject is the Direzione di Esercizio Navigazione sul Lago Maggiore, Via F. Baracca, 1 - ITALY 28041 ARONA (NO), to which a written request for refund must be addressed, with the original tickets attached.

GENERAL ADVICE: Missed train connections, the omission of landings and stops as well as interruptions owing to force majeure, do not enable to complain against Navigazione for any reimbursement. In case of case of fog, pitch dark, snowstorm, tempest and so on, on captain's own free judgement, runs may be totally or in part cancelled, suspended or interrupted, not entitling the travellers to claim for any reimbursement against Navigazione. Any complaint can be lodged on the shipboard complaints register or in writing to the Management, otherwise to the headquarters of the Governmental Management's General Direction in Milan, clearly quoting the name and the complete address of the complainant.