

MOBY – GENERAL TERMS AND CONDITIONS OF CARRIAGE FOR PASSENGERS AND VEHICLES – VALID FROM 16 MARCH 2026

The following general terms and conditions of carriage are available at all offices of Moby S.p.A., Moby Lines Europe GmbH, and travel agencies. The term "passenger" refers to any person transported in accordance with these General Terms and Conditions of Carriage for Passengers and Accompanying Vehicles. The passenger is obliged to comply with the provisions of Italian and foreign law, as well as the regulations of the carrier (both the commissioning and the operating carrier) and the instructions of the ship's crew. If the carrier (commissioning and/or actual carrier) is "Moby S.p.A.", notifications or complaints should be submitted using the form on the website www.moby.com or the corresponding form (available for download on the website www.moby.com) to MOBY Lines Europe GmbH, Philipp-Försch-Str. Please send your refund to 9b, 55257 Budenheim, Germany, or to Moby S.p.A. - Via Larga, 26 - 20122 Milan, Italy. Any refunds of the ticket price after the departure date and/or any applicable compensation will be credited to the passenger's account via bank transfer. Alternatively, with the passengers' explicit consent, the company may issue a travel voucher for the same amount, which can be used on any departure operated by Moby. Refunds to the credit card used for ticket payment are not possible. Before traveling, passengers are required to check the carrier's official website (www.moby.com), either during the booking process or in their personal account, for any changes to the timetable shown on the ticket.

1) CONDITIONS OF CARRIAGE

The subject of this contract is the carriage of persons, vehicles, and luggage in accordance with these General Terms and Conditions, Articles 396 et seq. of the Italian Maritime Code, and, since December 31, 2012, Regulation (EC) No. 392/2009. A summary of the provisions of the Regulation concerning passenger rights is available on the website www.moby.com and at the check-in counters. The carriage of accompanying vehicles is subject to the Italian regulations on the carriage of goods at sea (Articles 419 et seq. of the Italian Maritime Code), these General Terms and Conditions, and, where applicable, Regulation (EC) No. 392/2009. Information on passenger rights pursuant to Regulation (EU) No. 1177/2010 is available on board the ships and at the check-in counters. According to Article 19.6 of Regulation (EU) 2010/1177, the minimum amount below which no financial compensation is provided is €6 (six euros). The indication of the vessel that will provide the transport is for guidance only, as the carrier may also provide the transport with a different vessel, even if operated by a different carrier. The carrier accepts no liability for damages incurred by the passenger due to delays or non-performance of transport, provided these are caused by unforeseen circumstances, force majeure, adverse weather conditions, strikes, technical malfunctions constituting force majeure, or other reasons beyond the carrier's control. However, the captain reserves the right to alter the itinerary should events occur that could endanger the safety of the vessel and/or passengers. Published offers and conditions are subject to change until the ticket is issued. For liability regarding the carriage of passengers, luggage, and vehicles, as well as for all matters not covered by these General Terms and Conditions, explicit reference is made to the applicable provisions of the Italian Maritime Code and the relevant EU regulations. Until disembarkation, passengers are responsible for their hand luggage and its contents. Crossing times are approximate and based on the distance between ports under favorable weather and sea conditions. The carrier is not liable for delays caused by port operations or port work carried out by personnel not employed by the carrier. Published schedules and prices are subject to change without notice.

2) VALIDITY OF TICKETS

The ticket is personal, non-transferable, and valid only for the specified journey. Passengers are required to retain their ticket as proof of travel authorization and present it, along with a valid original photo ID, to a ship's officer or authorized representative of the carrier upon request at check-in. Passengers without a ticket or proof of identity will be charged double the fare, without prejudice to any right to compensation. Confirmations from travel agencies for crossings of any kind cannot be accepted; a valid ticket is required. In accordance with security regulations, the names of the passengers, valid photo IDs, and the category and license plate number of the vehicles on the ticket must match the information provided by the departing passengers and their vehicles. Otherwise, access to the port and boarding will be denied. When purchasing the ticket, the customer must verify that the details and dates correspond to their booking and that all information matches the photo ID and all vehicle-specific data matches the vehicle registration document. If incorrect information is provided regarding the number of passengers, vehicles, etc., the difference must be paid on-site. Incorrect length, width, and height measurements may result in being placed on a waiting list and boarding being refused. Moby accepts no responsibility for incorrect ticketing. Open tickets are not available. For bookings made in Italy, Italian terms and conditions apply.

3) FULL CANCELLATION OF THE TICKET AND REFUND

Tickets issued at the standard fare (base) are refundable, provided the cancellation is made before the booked departure date – excluding surcharges and other costs. Cancellations can be made via the ferry company's official website in your personal area (www.moby.com), by email to info@moby.com (only during opening hours), or through your travel agency. Cancellations are also possible in route at any travel agency that sells Moby tickets or at the port. A refund must be requested from the ticket-issuing agency. Cancellation fees will be charged regardless of whether the ticket has already been issued. These fees are as follows (the day of cancellation is not included in the calculation):

- Up to 30 days before departure: 10% of the fare; for Best Offer and PEX fares: 100% for all categories marked as Best Offer or Pax.
- 29 days – 7 days before departure: 20% of the fare; for Best Offer and PEX fares: 100% for all categories marked as Best Offer or Pax.
- 6 days – 48 hours before departure: 50% of the fare; for Best Offer and PEX fares: 100% for all categories marked as Best Offer or Pax.
- No refund if the cancellation is made less than 48 hours before departure.
- For tickets purchased on the day of departure, the cancellation fee is 100%.

NO refund will be issued if:

- the passenger does not appear for departure;
- the tickets are not cancelled before departure.

The right to get a refund expires if it is not claimed by January 31st of the year following the originally planned departure year. For certain types of vouchers, if a ticket purchased with the same voucher is cancelled, a refund will only be issued by issuing an additional voucher for the purchase of a new ticket. Special or promotional tickets purchased at a special or promotional price are generally non-refundable, even partially, regardless of the route. This policy automatically applies to all passengers added during the same booking process.

4) LOSS OF TICKET

The loss or theft of a ticket must be reported immediately to the booking office or the port office.

Replacement tickets may only be issued if the lost ticket has not yet been used, a booking exists, and the traveler can present a valid identity card or passport.

5) MISSING TICKET RECEIPT FOR ONLINE BOOKINGS

Notwithstanding the provisions of Article 4, if a ticket is not delivered for reasons beyond the control of the transport company (e.g. incorrect contact details provided by the passenger, disruption to the passenger's internet or mobile network, or disruption to the passenger's computer or telephone), the ticket can be downloaded and reprinted from the personal area of the website www.moby.com, quoting the booking number. If this is not possible, the booking center must be informed immediately by emailing info@moby.com. A duplicate can then only be issued after the passenger has been identified and provided that the ticket has not already been used.

6) REBOOKING FEES – PARTIAL CANCELLATIONS

Tickets issued at the standard fare (base):

Changes to the date, route, number of passengers, accommodation, meals and time are possible, subject to availability, up to 2 hours before the booked departure. Changes can be made via the ferry company's official website in your personal area (www.moby.com), by email to info@moby.com (only during business hours), or through a travel agency.

- In addition to any additional charges that may apply for the changes mentioned above, e.g. for changes to the season, number of passengers, or vehicle, and unless otherwise stated in the terms and conditions, a €15 rebooking fee will be charged. Changing the itinerary (e.g., from Corsica to Sardinia) will result in the cancellation of the booking, incurring the corresponding cancellation fees, and the issuance of a new ticket. Any fare differences and changes regarding the number of passengers, vehicles, vehicle categories, and accommodations will be recalculated, and the following cancellation fees will apply:
 - 10% for cancellations made more than 30 days before departure
 - 20% for cancellations made more than 10 days before departure
 - No refund for cancellations made less than 9 days before departure.

The stated number of days does not include the day of the change or the day of departure. Changes are only permitted within the departures published on the carrier's website. For certain voucher types, in the event of a change to a ticket purchased with the same voucher, a refund will only be issued by issuing an additional voucher for the purchase of a new ticket.

Tickets with special offers:

Tickets with special offers can be rebooked for journeys to Sardinia and Corsica, provided the rebooking is made at least 2 hours before departure via the ferry company's official website in your personal area (www.moby.com), by email to info@moby.com (only during opening hours), or through a travel agency. A fee of €30.00 per crossing will be charged for each rebooking to Sardinia and €20.00 to Corsica, plus any applicable fare differences. These fees also apply to passenger name changes. In the event of a price reduction, no refund will be issued; the original booking price will be charged. Notwithstanding the above, tickets for the island of Elba and the Santa Teresa–Bonifacio route (and vice versa) cannot be changed (including the passenger's name). The original ticket issued before the change (if available in paper form) must be submitted to the agency that made the change. For partial cancellations (e.g., reduction of persons, cabins, vehicles, etc.), costs will apply as per point 3 of the terms and conditions.

7) SPECIAL OFFERS, SPECIAL FARES – RESTRICTIONS

- Offers are subject to restrictions and are valid only for selected departures with limited availability (the number of available seats varies depending on the date and route). All published offers are valid from the date of ticket purchase and do not necessarily include special offers and extraordinary promotional campaigns that the carrier may offer during the season. These may differ from the offers and conditions in effect at the time of purchase.
- Subsequent price reductions and/or the addition of special fares (including time-limited fares) retroactively or to existing bookings are not possible.
- The terms and conditions of application, which are published for each special fare on the website www.moby.com, apply.
- Special offers cannot usually be purchased directly at the port on the day of departure but must be booked in advance.
- A ticket issued with special offers can only be changed for the destinations of Sardinia and Corsica, provided the change is requested at least 2 hours before the scheduled departure (limited to call center opening hours).
- Changes can be made via the ferry company's official website in the personal area (www.moby.com), by email to info@moby.com (only during opening hours), or through a travel agency.
- A fee of €20.00 per route (Corsica) or €30.00 (Sardinia) will be charged for each change, in addition to any fare difference. Changing islands is not possible.
- The above fees also apply to name changes.
- For the island of Elba and the Santa Teresa–Bonifacio route (and vice versa), ticket changes (including name changes) are not possible.
- Tickets booked with special offers are non-refundable, even partially, for any route/connection.
- In the event of a cancellation, a cancellation fee equal to the full amount paid will be charged. This policy automatically applies to all passengers added during the same booking process. If the ticket has not yet been issued, the ticket cost will be charged upon cancellation.
- Special offers are generally not applicable retroactively. Unless otherwise stated, they cannot be combined with other discounts or special promotions.
- When using a special offer that includes booking a vehicle, the boarding staff will verify that the vehicle is actually being transported. If the vehicle is not present, or if the port staff finds a discrepancy between the booking and the vehicle present at departure, a fee will be charged, including for the journey already completed. These fees generally correspond to the cost of the maximum fare listed in our price lists.
- The applicable rules and restrictions for each promotion can be found on the ferry company's website (www.moby.com).

We recommend taking out a "Hanse Merkur travel cancellation insurance" at the same time (see www.moby.com).

SPECIAL FARES FOR SARDINIAN BORN OR RESIDENTS / SARDINIAN FARE

To take advantage of the special fares for Sardinian residents and those born in Sardinia, passengers must present valid identification at the time of ticket purchase and upon boarding, proving that they are a resident or were born in a municipality in Sardinia. This proof of residency is required and must be presented at embarkation. Without this proof, travel with Sardinian fare tickets is not possible; a new ticket must be purchased at full price, and the Sardinian fare ticket is non-refundable. Sardinian fare tickets purchased as part of a special offer are also non-refundable. If a Sardinian born or resident person is traveling with family members, the discount will be granted upon self-declaration; proof of marital status is not required. Spouses and children not residing in Sardinia, traveling without the person born or resident in Sardinia, must attach a self-declaration form (available at www.moby.it) and identification documents for each applicant and the person born or resident in Sardinia to their ticket; proof of marital status is not required. This offer is not retroactive. The number of seats bookable at the Sardinian fare may be limited for some departures.

SPECIAL FARE FOR CORSICA RESIDENTS

To use the resident fare, passengers must present valid identification proving their residence in Corsica when purchasing a ticket and upon boarding. Passengers without this proof will not be able to board with resident fare tickets; they must purchase a new ticket at full price. Resident fare tickets are non-refundable. The discounted fare applies to vehicles registered in the resident's name. If the resident is traveling with their spouse and/or children and/or minor dependents, the discount will be granted upon presentation of a valid family certificate. Non-resident spouses and children traveling without the resident must accompany their ticket with a family certificate, as well as identification for each passenger and the resident.

8) FLAT RATE FOR TAXES, ETS, FEES, ISPS CHARGES AND OTHER COSTS

The flat rate for taxes, ETS, ISPS, fees and other costs may change until the ticket is issued. In the event of a ticket change (including changes to the license plate number and/or personal details), the fees applicable at the time of the change will apply.

9) CHECK-IN

The check-in deadline is 30 minutes before departure for passengers without a vehicle from October 1st to May 31st, and one hour before departure from June 1st to September 30th. Passengers with a vehicle must arrive 1 hour and 30 minutes before departure (at least 2 hours before departure in the ports of Genoa and Bastia), unless otherwise specified by the authorities. Passengers must proceed to boarding immediately after ticket validation. After this deadline, the reservation is cancelled and boarding can no longer be guaranteed. For passengers with disabilities or reduced mobility, the provisions under points 17/18 apply.

10) PASSING ON AND OFF THE COURSE / SPECIAL REQUIREMENTS

Please note the prescribed vehicle categories and provide the vehicle registration number when booking. The description can be found online at <https://www.moby.com/crossing/vehicles/>. The driver is responsible for ensuring that the handbrake is engaged, the vehicle is in gear, the lights are switched off, and the vehicle is locked.

A) Vehicles powered by LPG must be declared during booking and check-in.

B) Alarm systems and anti-theft devices must be deactivated during check-in and while on board.

C) Vehicles used for freight transport must be reserved separately with the freight department and are subject to freight rates. Therefore, they do not fall under the "carried vehicles" category according to these terms and conditions.

D) When specifying length, width, and height, we require the overall dimensions of each vehicle, including all superstructures and any rear and roof racks.

Motorhomes, caravans, off-road vehicles, or vehicles with a height or footprint exceeding 2.20 m above ground (and/or a width exceeding 1.85 m, even if they are not subject to a width surcharge) must be specified precisely with their length, height, and width when booking.

Vans with a length of more than 6 m (more than 7.5 m for Livorno-Olbia with Moby Fantasy or MOBY Legacy) must be booked in advance with the freight department in Italy (Tel. No. 003902 57517461).

In case of false information and/or non-compliance with the above regulations, the carrier may cancel the ticket and automatically place the passenger on the waiting list. The corresponding difference plus a €50.00 fee will be charged, even for any outbound journey already used. If the waiting list is not confirmed, transport may be refused. Vehicles will not be loaded in the order of their arrival at the quay, but according to the instructions of the ship's captain and/or crew and may be placed on any deck of the ship. The driver is responsible for bringing the vehicle on board and parking it (with the handbrake engaged, the vehicle in gear, and the headlights switched off), and for driving it off the ship. Please do not activate the alarm system but ensure that the doors and trunk are securely locked. The vehicle being transported, including any trailer or caravan and its contents, will be accepted by the carrier as a single loading unit. According to Article 412 of the Italian Maritime Code, any damage to escort vessels or any other incident of damage on board must be reported before disembarking. To this end, the passenger must submit a report to one of the ship's officers, who will record the damage on a special form to be signed by the passenger. In the event of damage to vehicles on board, the ship's management will jointly and individually draw up a separate report and provide the injured party with a copy signed by both parties. The report shall contain the damage assessment and all other relevant findings. The claims for damages to which the entitled party is entitled shall be assessed in particular and primarily based on the information collected in the report and, if necessary, paid directly by the shipping company or through co-obligors in the amount provided for by law. The injured party must assert their claims for damages within the six-month limitation period specified in Article 438 of the Italian Shipping Act at the latest. In the event of obvious damage, claims for compensation, loss or similar will only be recognized if the condition of the vehicle has been confirmed in consultation with the ship's command in accordance with the procedure described above.

11) PREGNANT WOMEN

Pregnant women with uncomplicated pregnancies must present a medical certificate from the sixth month of pregnancy onwards. This certificate must be issued no more than six days before each departure and must confirm their fitness to travel at sea. This certificate must be presented to the officer in charge, the purser, or the ship's crew upon request. In the case of a high-risk pregnancy, a

medical certificate confirming fitness to travel is required regardless of the stage of pregnancy. The captain reserves the right to refuse carriage if they deem the passenger's fitness to travel insufficient. Notwithstanding this, the ship's officers have the discretion to refuse embarkation if they deem the passenger's fitness to travel insufficient.

12) MINORS

Passengers under the age of 14 must travel accompanied by their parents or legal guardian. They must be always supervised by their parents or responsible adults and may not move about the ship unaccompanied. The carrier is not liable under any circumstances for damages incurred by minors who violate these regulations. If a minor is traveling in the care of someone other than their parents, a waiver of liability must be provided in Italian and/or English. In this waiver, the parents or guardians must name the person designated in the care of the minor and who is fully responsible for the legal consequences. A copy of a valid identification document for each declarant must be attached to the waiver. It is the passenger's responsibility to ensure they have all the necessary documents required by the destination country. The shipping company is not liable if these documents are insufficient for the authorities of the destination port. If the minor is traveling with only one parent, written consent from the other parent or legal guardian is required. Minors aged 14 to 18 may travel alone, provided they present written authorization from their legal guardian releasing the carrier from any liability. Children under 4 years of age, accompanied by their parents are included in the fare (booking required). However, they are not entitled to their own seat or cabin bed. Children aged 4 to 11 (inclusive) receive a 50% discount on the passenger fare (excluding taxes and surcharges). Children aged 12 and older pay the adult fare.

13) ANIMALS AND PROTECTED SPECIES

Dogs and cats must be booked on the ticket and vaccinated (vaccination certificate required). Please check the entry requirements of the countries you are visiting. According to the Italian Ministry of Health's decree of August 27, 2004, published in the Official Gazette No. 213, Article 2, dogs must be kept on a leash and muzzled on board. Pets are not allowed in the reclining seat area and in cabins, except for specially designated and limited pet owner cabins (please book in advance). Animals are only allowed on the ship's outer decks or in the kennel area. Please ask the crew for their location. Remember that it is forbidden to leave animals in cars! Guide dogs and assistance dogs that support disabled persons and have the appropriate documentation are exempt from the ticket fee. Protected animal or plant species, in accordance with Article 727-bis of the Penal Code, implementing Community Directives 92/73/EC and 2009/147/EC, as well as Law No. 150 of 7 February 1992 implementing Council Regulation (EC) No. 338/97 of 9 December 1996, may only be transported with the appropriate license or certificate and under the conditions stipulated therein. Animal owners must inform themselves in advance about any restrictions in the destination country and transit countries.

14) TRANSPORT OF WEAPONS

Passengers must hand over all weapons and ammunition they are carrying to the captain upon boarding the ship. The captain will keep this safe until disembarkation. Confiscation of weapons or ammunition based on official duties or duties is only permitted for serious and proven reasons, which must be stated in a separate declaration at the time of confiscation. Failure to declare the transport of weapons is punishable under Article 1199, paragraph 2 of the Italian Maritime Code, unless it constitutes a more serious crime.

15) LUGGAGE

For security reasons, luggage or packages not accompanied by a passenger are not permitted on board. The company does not offer a luggage storage service. Items containing only personal belongings and typically transported in suitcases, travel bags, boxes, crates, or similar containers are accepted on board. Luggage that cannot be stored in the cabin or at the assigned space due to its size must remain in the car. Valuables, valuables, or money, provided they are not bulky, can be stored free of charge in the safe at the purser's office.

16) INFORMATION FOR PASSENGERS

In accordance with Legislative Decree No. 251 of October 13, 1999, implementing EEC Directive 98/41 of June 18, 1998, and the provisions governing the application of the ISPS Code of Counter-Terrorism Measures, the following is hereby announced: All boarding passengers are required to inform the ferry company of any need for special care or assistance in case of emergency. All passengers, including minors, must present a valid original identification document upon boarding. Passengers without a valid original identification document will be refused carriage. As of August 4, 2026, paper identification documents (still predominantly in use in Italy) will cease to be valid, both domestically and internationally, regardless of the expiry date printed on the document. Therefore, only valid original electronic identification documents (CIE) will be accepted. Passengers requiring assistance boarding (e.g., people with mobility impairments, whether drivers or pedestrians) must inform the reservation center when booking to inquire about suitable arrangements and/or accessible access on board. They must arrive at the embarkation point at least 60 minutes before departure and inform the port staff or crew of their needs so that their vehicle can be parked near suitable access points to the ship and assistance with boarding and disembarking can be provided. The vehicle must have its hazard warning lights activated when driving onto the ship.

All passengers must provide their personal data when booking, including surname, first name, gender, nationality, age category (infant, child, adult, infant), date and place of birth. Should this information change between booking and boarding, passengers must inform the carrier. The personal data collected pursuant to this article will only be stored for as long as necessary for the purposes of the aforementioned decree or in accordance with the provisions of Legislative Decree No. 196/2003. Passengers are responsible for complying with the entry requirements of each country (including transit). For example, an original passport or national identity card (even for children and infants) is required for travel to/from Corsica to Sardinia. Since June 28, 2012, minors may only travel abroad with their own travel document; as of this date, all entries for minors in their parents' travel documents are no longer valid.

17) PASSENGER HEALTH

The ship's doctor, if present, will only provide assistance in emergencies. Therefore, the shipping company will not transport passengers who require medical assistance during transport, except in the cases mentioned in point 18. Upon presentation of a suitable medical certificate, issued no more than 48 hours before the crossing and confirmed by a public health institution (hospital, local health authority), stating that the passenger does not require medical assistance during transport, the carrier will transport the passenger but will disclaim all liability in this regard. The transport of passengers whose physical or mental condition renders them unfit to travel, or who may pose a danger to themselves or others due to drug, hallucinogen, or alcohol abuse, is at the discretion of the captain and

the ship's doctor, if present. In all the aforementioned cases, the passenger is not entitled to compensation and is liable for any damage caused to themselves, the ship, its equipment or furnishings, third parties, or their property. The acceptance of the passenger on board by the carrier shall not be deemed a waiver of the right to subsequently raise reservations regarding the passenger's condition, regardless of whether these were known to the carrier at the time of boarding and/or departure of the ship.

18) PERSONS WITH DISABILITIES AND PERSONS WITH REDUCED MOBILITY

The transport company accepts bookings from people with disabilities and persons with reduced mobility under the same conditions as for all other passengers, subject to the provisions of Regulation (EU) No 1177/2010 (information on this Regulation can be found on the website www.mobylines.com). People with disabilities or persons with reduced mobility must inform the ferry company of their specific needs regarding accommodation, seating, desired services, or the transport of medical equipment when booking or purchasing tickets, provided these needs or requirements are known at that time. This notification may be forwarded to the travel agency or tour operator from whom the ticket was purchased. The ferry company will provide the passengers with the necessary information on accessibility and assistance on board, including check-in times at the port of departure. In compelling cases, the ferry company may require that a disabled adult or an adult with reduced mobility be accompanied by a companion capable of providing the necessary assistance. The carriage of this accompanying person is free of charge (this does not apply to children). If a person with a disability or reduced mobility is accompanied by a recognized assistance dog, the dog will be carried together with the person, provided the carrier is informed in accordance with the applicable national regulations for the carriage of recognized assistance dogs on passenger ships. The carrier may refuse to accept a reservation, issue a ticket, or carry a person with a disability or reduced mobility in order to comply with applicable safety regulations of international, EU, or national legislation or governmental requirements; or if the design of the ship or the port infrastructure and equipment make safe or practical boarding, disembarkation, or transport of the person in question impossible. In this case, the carrier will immediately inform the person with a disability or reduced mobility of specific reasons. Upon request, these reasons will be communicated to the person with a disability or reduced mobility in writing no later than five days after the request. If a person with a disability or reduced mobility who holds a reservation or ticket and has duly notified their needs is refused carriage, they and their companion may choose between a refund of the fare and alternative carriage, provided all safety regulations are met. The carrier is liable for damage caused by the loss of or damage to mobility aids or other equipment used by people with disabilities or reduced mobility if the damage is due to the fault or negligence of the carrier or the terminal operator. Fault or negligence on the part of the carrier is presumed if the damage is caused by a maritime accident. The compensation referred to in paragraph 1 corresponds to the replacement value of the equipment in question or, where applicable, the cost of repair. These provisions do not apply where Article 4 of Regulation (EC) No 392/2009 applies. Passengers with disabilities or reduced mobility who also require assistance boarding must inform the carrier of their needs at least 48 hours in advance and arrive at the embarkation point at least 60 minutes before the scheduled departure time.

19) BOARDING INFORMATION AND REGULATIONS FOR THE PASSAGE

Passengers are required to remove all valuables and everything they will need during the crossing from their vehicle upon boarding (all ships are air-conditioned). The shipping company accepts no liability for missing items or equipment in the vehicle. Disembarking or driving off board is strictly prohibited after boarding. If the ship has a side entrance for foot passengers, access to the garage is usually only permitted to the driver; other passengers must use the side stairs with their boarding pass. The garage decks will be closed after departure. Access to your vehicle will then no longer be possible and is strictly prohibited during the voyage.

20) CABIN AND RECLINING SEAT BOOKINGS

Passengers with cabin and reclining seat reservations must report to the designated counters immediately upon arrival on board to be assigned their cabin or reclining seat. Unoccupied cabins or reclining seats will be made available for sale again 90 minutes after departure. Cabins must be vacated 1 hour before arrival at the destination port.

21) SECURITY INFORMATION AND ISPS FEES

In accordance with the International Security Assistance Program (ISPS) Code for the Prevention of Terrorism, passengers are hereby advised that they are required to present their original ticket and identification upon request by a ship's officer or other security personnel. They must also consent to the search for their luggage or vehicle if requested. These checks may also be carried out by port authorities. Please note that it is forbidden to approach ships and their berths within 50 meters of each

other in port. In connection with the application of the ISPS Code, the shipping company points out that port authorities may impose further requirements and charge additional fees, the amount of which is not yet fixed.

In the ports of Bastia and Bonifacio, passengers without vehicles are prohibited from carrying the following items:

- Category A weapons (firearms, bombs, laser weapons, etc.)
- Propane/helium
- Liquefied petroleum gas (LPG)
- Diesel fuel • Fire extinguishers
- Diving equipment
- Fireworks.

Passengers with escort vehicles are not permitted to carry the following:

- Category A weapons (firearms, bombs, laser weapons, etc.).

22) VEHICLE REGISTRATION NUMBER

According to current regulations, ferry companies are required to provide the registration numbers of all vehicles transported. Passengers with vehicles must therefore provide this information to the ferry company. If this is not done at the time of booking, the registration number must be provided no later than boarding. This regulation does not apply to journeys to and from the island of Elba.

23) LOST OR FORGOTTEN ITEMS

Should a passenger forget or lose personal belongings on board, they can contact the reception or, after leaving the ship, report the loss by email to info@mobylines.com. Upon receipt of the report, the ferry company will immediately initiate all necessary search measures and inform the passengers of the result. If the item cannot be found, the ferry company does not provide compensation for lost or forgotten items. Found items that have not been returned will be kept for six months.

24) LIABILITY OF THE ACTUAL PROCUREMENT COMPANY

If the ferry company operating the transport is not the contracting ferry company, the operating carrier assumes responsibility for the transport in accordance with Article 1681 of the Italian Civil Code and Regulation (EC) No. 392/2009, so the passenger has the right to act directly against it. The operating carrier, if it is not the same as the contracting carrier, can be identified at the time of booking; in this case, the ferry company will be indicated on the ticket or communicated in writing.

25) APPLICABLE LAW AND JURISDICTION

Unless otherwise stipulated in these General Terms and Conditions, the contract for the carriage of passengers, luggage, and accompanying vehicles is governed by and construed in accordance with Italian law. The place of jurisdiction for all disputes arising from the interpretation and/or performance of this contract shall be the registered office of the ferry company. If a passenger is considered a consumer under Italian law, the court at their place of residence or habitual abode shall have exclusive jurisdiction, provided the consumer is domiciled or habitually resident in a Member State of the European Union.

26) GROUPS

Special conditions and prices apply for groups. For further information, please contact info@mobylines.com.

27) FREIGHT

The freight department is available for all information, offers, and reservations related to freight transport. These bookings must be made through the freight department in Italy. Please contact them by email at info.merid@moby.it or by phone at +39 02 57517461.

28) INTERMEDIARY CLAUSE

MOBY Lines Europe GmbH, Philipp-Försch-Str. 9b, 55257 Budenheim, Germany, merely acts as an intermediary for ferry transfers with the advertised ferry companies. The transport contract is therefore exclusively between the passengers and the transport company. The ferry transport is governed exclusively by the General Conditions of Carriage for Passengers with and without Vehicles published by MOBY S.p.A. in their currently valid version. MOBY Lines Europe GmbH, Budenheim, Germany, is solely responsible for the proper receipt and processing of bookings. Any liability of MOBY Lines Europe GmbH, Budenheim, in connection with the execution of the transport contract is excluded.

29) INSURANCE

We recommend taking out travel cancellation insurance with Hanse Merkur. This can be booked directly during the reservation process or shortly after booking via the internet at www.mobylines.com.

**If you need help, please contact our reservation center
by email at info@mobylines.de**

OUR PORT AGENTS

PORTOFERRAIO – MOBY

V.le Elba, 12

Tel: 00390 (565) 914133

GENOA - MOBY

c/o Terminal Traghetto

P.le dei Traghetto Iqbal Masih 5

16126 Genova

Tel. 00390 (10) 2698201

LIVORNO - MOBY

c/o Embarkation STAZIONE

MARITTIMA

Tel. 00390 (586) 899950

BASTIA SARL COLONNA

D'ISTRIA & FILS

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