

Terms and conditions online tickets

Art. 1

The present contract has the transport of passengers and their luggage as a subject as provided for in art. 396 and following of the Code of Navigation.

Art. 2

The passenger tickets are personal, non-transferable to others, and are only valid on the indicated date and itinerary.

Art. 3

Presenting at the gates:

The owner of the digital tickets must obligatorily present themselves in the Ticket Office, at least 20 minutes before the scheduled departure, to check in and obtain their Boarding Passes needed to board. It is indeed not allowed to board with your digital ticket.

After the presentation term to check in the booking will expire, and the passenger will be put on the waiting list. They will only be allowed to board in case there are still seats available on board.

Art. 4

Cancellations and refunds

In case of renunciation of the trip on behalf of the passenger, any presale fees will not be refunded and the tickets will be refunded with a 30% penalty, given that the ticket has been cancelled correctly. Cancellations have to be reported through a written notice via e-mail to rimborsi@navlib.it, no later than 48 hours before the scheduled departure.

After this term the ticket cannot be cancelled and therefore not be refunded.

The reimbursed amounts will be refunded by the Company to the details that the Passenger will indicate in the e-mail.

Art 4b.

Prescription:

The rights resulting from the transport contract of people, their luggage and vehicles are prescribed with the expiry of terms as provided for in articles 4.1.8 and 4.3.8 of the Navigation Code.

Art. 4.1.8

Prescription:

1 Any right related to travel contract for passengers and their luggage not registered will be prescribed after 6 months since arrival date to destination or in case of not arrival since scheduled date of arrival.

2 any right related to registered luggage will be prescribed after one year since collection date of luggage or in case of lost luggage since presumed date of collection.

Art. 4.3.8

Prescription:

1 Any right related to transport of things is prescribed after 6 months since date of recollection of such things or in case of complete loss since date of expected recollection at destination or for transport of special things as indicated on the article 4.5.6

Art. 5

Suppression of the trip – delay of the departure:

In case of suppression of the trip because of adverse weather conditions, for technical reasons or for any act of God, the ticket will be reimbursed without any penalty, but nothing more will be owed to the passenger other than the reimbursement of the paid ticket.

Art. 6

Luggage:

Any packages, bags, suitcases and other that contain personal belongings are considered luggage, and therefore can be boarded together with the passenger.

Small bags, trolleys and handbags below 10kg are boarded free of charge.

Suitcases, travel bags and other luggage exceeding 10kg must be boarded paying a supplement.

The price of the luggage ticket only compensates the maritime passage of the luggage.

The embarking, disembarking, storing and custody of the luggage on board during navigation are under the exclusive responsibility of the passenger.