

# GENERAL CONDITIONS OF CARRIAGE

## Intro

LASER CAPRI, CAPRI CRUISE, and URAGANO, hereinafter referred to as “the Company,” undertake the carriage of passengers and their luggage, accompanying them in accordance with these Conditions of Carriage, which are deemed fully known and accepted by anyone who purchases or uses the Company's tickets. The Conditions of Carriage are available to the public at the Company's offices, ticket counters, and at the ship's command posts. Fares, schedules, itineraries, and other conditions set forth herein are subject to change.

## 1) Tickets and Fares

The passenger ticket is personal, non-transferable, and valid only for the transportation specified therein. Passengers are required to carefully safeguard their ticket as proof of their right to travel and to present it upon request to any ship officer or Company representative. Tickets with erasures and/or alterations shall be deemed void. A ticket not used for the date and voyage indicated shall be forfeited without refund. Regulations and applicable fares may be consulted at Company ticket offices and on board vessels. No duplicate will be issued for lost or stolen tickets. Online Tickets: Tickets purchased online are subject to the specific regulations set forth in the section of the Company's website dedicated to online ticket sales. Children: Children under the age of 2 travel free of charge without the right to a seat; should they occupy a seat, the applicable fare shall be due. Children between 2 and 12 years of age (not yet completed) pay the child fare. From the age of 12, the full fare applies. A child's age must be documented prior to ticket issuance. Minors under 12 must remain under the supervision of parents and/or adults in charge and may not circulate on board unaccompanied. The Company shall not be liable for damages to minors in the event of non-compliance with the above. Discounts: Fare reductions must be requested by entitled passengers prior to ticket issuance and upon presentation of supporting documentation.

## 2) Concessions for Island Residents

Reduced fares for island residents—on routes where available—are applicable exclusively to passengers who can prove their residency with valid documentation. Passengers found without such documentation during travel shall be required to pay the difference between the reduced fare already paid and the full fare, plus a 100% surcharge. Onboard Checks: The Company, through designated inspectors or its crew, may carry out ticket inspections during navigation. Any passenger found without a valid ticket, without prior notice to the Captain or crew, shall be required to pay the full fare plus a 100% surcharge.

## 3) Reservations

Seats reserved by authorized travel agencies without simultaneous ticket purchase remain available to the reserving party until thirty minutes before departure. After such time, if the ticket has not been purchased, the reservation shall be automatically canceled.

## 4) Cancellations

Tickets canceled at the passenger's request may be canceled up to 24 hours prior to departure at the issuing ticket office, subject to a 30% penalty. After this deadline, no refund shall be due.

## 5) Statute of Limitations

Rights arising from the contract of carriage of passengers and their accompanying luggage are subject to the limitation periods provided by Articles 418 and 438 of the Italian Navigation Code. Article 418 – Limitation: Rights arising from the contract of carriage of passengers and unchecked luggage shall be time-barred after six months from the passenger's arrival at destination, or, in the event of non-arrival, from the day the passenger should have arrived. Rights arising from the contract of carriage of checked luggage shall be time-barred after one year from delivery of the luggage or, in the event of loss, from the day it should have been delivered. Article

438 – Limitation: Rights arising from the contract of carriage of goods shall be time-barred after six months from delivery of the goods, or, in the event of total loss, from the day the goods should have arrived at destination or, in the case of carriage of specified goods, from the date indicated in Article 456. For carriage beginning or ending outside Europe or the Mediterranean countries, the limitation period shall be one year.

## 6) Invoices

Tickets do not constitute valid invoices. Passengers requiring a ticket to serve as an invoice must expressly request it at the time of purchase, providing their personal and tax information pursuant to Article 22 of Presidential Decree 633 of October 26, 1972, as amended, and prior to ticket issuance.

## 7) Luggage

Luggage is defined as suitcases, travel bags, backpacks, and similar items containing personal effects and carried by the passenger. Each passenger is entitled to carry free of charge one piece of luggage with maximum dimensions of 50x30x15 cm and maximum weight of 5 kg. Luggage exceeding this allowance shall be transported upon payment of the applicable fee. The luggage ticket covers only maritime transport of the item. Loading, unloading, stowage, and custody during navigation remain the responsibility of the passenger. Luggage may not be placed on seats or armchairs, or otherwise obstruct other passengers. Items not containing the passenger's personal effects, particularly bulky items, shall be carried only if space is available on board, provided there are no technical or sanitary impediments, at the sole discretion of the ship's command. Passengers introducing prohibited or unlawful items or substances on board shall be liable to the Company for any damages, fines, or penalties arising therefrom. The Company is liable only, within the limits of the law, for valuables entrusted to the ship's command against a proper receipt. The Company shall not be liable for valuables, jewelry, money, or other items left in common areas on board. In any case, the claimant bears the burden of proving the extent of the loss or damage, as well as that it occurred during transport.

## 8) Dogs, Cats, and Pets

Unless otherwise provided by law, passengers may transport live dogs, cats, and other small domestic animals upon payment of the applicable fee. Animals are not permitted in passenger lounges or other designated passenger areas, except for guide dogs for the visually impaired. Dogs must wear a muzzle and be kept on a leash. Cats and other pets must be transported in cages or baskets by their owners, who are also responsible for their feeding. The following documentation is required for animals traveling with passengers: a valid health or veterinary certificate attesting that the animal is free of disease and, for dogs, proof of anti-rabies vaccination. Such documentation may be requested at ticket issuance or by the crew at embarkation.

## 9) Weapons and Dangerous Goods

It is strictly prohibited to bring on board bladed or firearms, ammunition, explosives, fuels, or any other hazardous or dangerous substances.

## 10) Onboard Rules – Notices

From embarkation until disembarkation, passengers must comply with instructions given by the crew and posted notices. Passengers must remain seated during the crossing and during mooring and unmooring operations, and must behave in a manner that does not compromise navigational safety. If, upon embarkation or during navigation, a passenger is found in possession of weapons, or appears unfit to travel (due to illness, intoxication, or other reasons), the ship's Captain may refuse embarkation and/or take any measures provided by law.

## 11) Passenger Liability

The passenger shall be liable for all damages caused directly, or by persons or animals under their care, to the vessel, its furnishings, fittings, equipment, other passengers, luggage, Company personnel, auxiliaries, or third

parties, as well as for any fines, penalties, contraventions, and/or expenses for which the Company may be held liable.

## 12) Prohibitions

Passengers are prohibited from including in their luggage flammable or otherwise dangerous substances, contraband, postal items subject to postage, state monopoly goods, or items prohibited for export. It is also forbidden to bring on board items that may cause inconvenience or disturbance to other passengers, to lie on sofas, or to open or close windows without crew assistance. Passengers shall be liable to the competent Authorities and to the Company for any violation of the above prohibitions, and the Company reserves the right to seek compensation for any damages, fines, or penalties incurred as a result. Passengers shall compensate for any damages caused to the vessel or its furnishings.

## 13) Embarkation

At embarkation, passengers are required to present to the crew their ticket and any documents proving entitlement to fare reductions or exemptions. The name of the vessel indicated on the ticket is purely indicative, and carriage may be performed by another vessel, even operated by a different carrier.

## 14) Itineraries and Schedules

Departure and arrival times, as well as itineraries, are subject to change without notice for technical reasons or force majeure. The Company reserves the right to cancel or modify scheduled trips in whole or in part and may eliminate departures or stops for the same reasons. If, due to technical reasons or force majeure, the itinerary must be modified, passengers shall disembark at the new destination port and no refund or compensation shall be due. Passengers must confirm itineraries and schedules in advance at the ticket offices, ensuring prior to departure that no changes have occurred to the vessel or schedule indicated on their ticket. In such cases, passengers may request from the ticket office to travel, subject to availability, on another voyage operated by the Company, or may cancel the trip and obtain a refund of the ticket price at the issuing office. No further compensation or damages shall be payable by the Company, regardless of the cause of cancellation or modification of the voyage.

## 15) Liability

Carriage of passengers and their luggage is at the passenger's own risk. The Company declines all liability for damages to persons, property, or luggage. The Company shall not be held liable for additional expenses caused by delays or cancellations due to technical or mechanical failures of its vessels, or by causes beyond its control such as illness, adverse weather, strikes, quarantines, wars, or force majeure. Schedules, fares, and travel conditions are subject to change without notice.

## 16) Complaints – Accidents – Claims

Any complaints must be submitted in writing directly to the Company. Accidents or damages to persons or property must be reported immediately to the ship's Command on which the journey took place.

## 17) Posting and Changes of Regulations and Fares

These regulations are posted for public information at each Company office and in passenger areas on board.

## 18) Amendments to the Regulations

The Company reserves the right to amend or supplement these Conditions at any time. Such communications shall be validly made by means of notices posted at Company offices, ticket counters, and ship command posts, and shall take effect from the date specified therein.

## 19) Jurisdiction

For any disputes arising in relation to the interpretation or execution of this Contract of Carriage, the passenger accepts Italian jurisdiction and the competence of the Court of Naples, without prejudice to the Company's right to bring action before any other competent court, whether in Italy or abroad.