

TRAVEL REGULATIONS FOR PASSENGERS

The transport of passengers on the motorboats of Motoscafisti di Capri Soc. Coop. is governed by the following rules:

TICKETS

- The passenger must board with a valid ticket.
- Art. 399 Navigation Code – Anyone who boards without a ticket must promptly notify the crew, who will arrange for its issuance. Failing to do so, the passenger is required to pay double the fare to the port of destination or disembarkation, without prejudice to any further claim for damages.
- The ticket, unless otherwise agreed in writing, is valid on the day of issue and must be retained for the entire duration of the journey, until exiting the port area, as the ticket fulfils fiscal obligations.

COMMAND ON BOARD

From the moment of boarding until disembarkation, the passenger is subject to the instructions issued by the Captain of the vessel.

PASSENGER REGULATIONS

- Children are under the direct responsibility of their parents or accompanying adults, who must personally attend to their supervision, boarding and disembarkation, including that of pushchairs or prams.
- Dogs accompanying passengers may board only if provided with a muzzle and leash.
- Any accidental event, damage or injury involving passengers must be immediately reported to the crew for the required notes and declarations to be submitted to the competent Authorities (Art. 182 Navigation Code). The company declines all responsibility for events occurring on board that are not reported to the crew before disembarkation; complaints received after disembarkation will not be considered.

IMPOSSIBILITY OF DOCKING

In the event of impossibility to disembark at one of the scheduled ports, due to force majeure, the passenger may disembark at a subsequent stop, without entitlement to any compensation or refund.

CANCELLATION OF JOURNEY

In the event of cancellation of the journey before departure, due to force majeure, the passenger is entitled to a full refund of the ticket price paid, without entitlement to any further compensation. For the refund, tickets must be presented at the same point of sale where they were purchased or to the crew, on the same day.

DELAYS

No compensation or indemnity will be paid by Motoscafisti di Capri Soc. Coop. in the event of delays to scheduled departure or arrival times.

COMPLAINTS

Any complaints or grievances, except for events occurring on board which must be reported to the crew before disembarking from the vessel, may be addressed to info@motoscafisticapri.com.