

REGULATION FOR THE TRANSPORT OF PASSENGERS, VEHICLES AND ACCOMPANIED LUGGAGE

CONNECTIONS TO AND FROM GIGLIO AND GIANNUTRI ISLANDS BY THE MAREGIGLIO COMPANY

The transport of passengers and motor vehicles on the Company's sea vessels is governed by the following rules, which have been fully disclosed and accepted at the time of purchase of the passenger ticket, pursuant to and for the purposes of art. 1341 of the Civic Code.

The regulations can be consulted at the shipmaster's office, the ticket offices and the company offices.

ART. 1 PASSAGE TICKETS

Each passenger must have a regular passage ticket issued by the company ticket offices to travel on the Company's vessels.

The ticket is personal and is not transferable to others; it must be kept for the entire duration of the trip and shown whenever requested by the cabin crew or the Company's employees in charge of checking them.

Passengers without a ticket or with an invalid ticket (due to type, transported items or applied rate) will be required to pay the full amount of the ticket at the ordinary rate and for the entire route, plus a surcharge equal to the amount of the ticket as per above.

Only in exceptional cases, when provided, tickets may be purchased on board, upon communication to the ship staff, and always at the full regular rate.

Upon delivery of the ticket, the customer must verify that all the information corresponds to their request.

Maregiglio assumes no responsibility for errors or omissions that are reported after the fact.

ART. 2 TICKET VALIDITY

The purchased passage ticket is valid only for the trips indicated on it (date and time of departure).

ART. 3 RESERVATION CONFIRMATION — TICKET PURCHASE

Reservations for round trips from Porto S. Stefano to Giglio Island must be converted into a ticket at the Porto S. Stefano ticket office at least 40 minutes before departure.

Reservations for return trips only from Giglio Island to Porto S. Stefano can be converted into a ticket at the Giglio Island ticket office at least 2 days before departure.

If this is not done, the reservation will be forfeited.

ART. 4 REFUNDS — TRIP CANCELLATIONS

Tickets issued may be canceled and, therefore, refunded in the following cases only:

- (a) if the trip for which the ticket was issued is not offered for any reason;
- a) if the trip for which the ticket was issued takes place but with a delay of more than one hour.

In such cases, the passenger is entitled to nothing beyond the reimbursement of the paid ticket, with no possible further claims or demands of any kind.

Ticket reimbursements, if applicable, can generally be requested at the ticket office that issued it, or by registered letter directly to the company, attaching to the request the original unused ticket, complete in all its parts.

ART. 5 REFUNDS — PASSENGER CANCELLATION

A passenger who cancels a trip may request a refund of the purchased ticket by taking the original ticket, complete in all its parts, before departure to the issuing ticket office.

Ticket refunds are subject to the following fees:

25% for trips canceled up to ten days before the ship's departure;

50% for trips canceled from ten days to 1 day before the ship's departure;

If there is a single return ticket, the 10 days should be considered as starting from the departure of the outbound trip;

100% for trips canceled on the day of departure. If there is a single return ticket, the "day of departure" means the day of the outbound trip;

Reservation fees are never refundable.

If the passenger, for reasons not attributable to the company, is not present at departure, no refund will be granted.

ART. 6 DELAYED DEPARTURE OR INCREASED TRIP DURATION

In the event of a delay of less than one hour from departure, or longer duration than the trip undertaken, or if for technical reasons or force majeure, landing must take place at a different location from that of the destination, no refund or compensation is due to the passenger.

ART. 7 ARRIVAL FOR BOARDING

Passengers must arrive for boarding at least 20 minutes before the departure time.

Those with vehicles must arrive at least 30 minutes beforehand. If they do not, boarding will not be guaranteed even if the vehicle or passenger has a valid boarding ticket.

ART. 8 TICKET LOSS OR THEFT

If the ticket is lost or stolen, no duplicate will be issued and the ticket must, therefore, be repurchased.

ART. 9 TRANSPORT RATES

The transport rates are those in effect at the Company at the time of the maritime trip.

These rates may be consulted, at the request of the person concerned, at the company ticket offices, the shipmaster's office or the Company offices.

Any rates may be varied, including without advance notice. As such passengers who hold valid tickets but at a previous rate, will be required to pay the difference at the Company's ticket offices.

To request reduced rates, refer to relevant provisions issued by the Company for each instance.

ART. 10 INVOICES

Tickets have no invoice value. Those who wish to have an invoice must request it when purchasing the ticket, communicating their personal and tax data in accordance with art. 22 of D.P.R. 633 and subsequent amendments.

ART. 11 SCHEDULES

Departure and arrival times are subject to change, including without prior notice.

ART. 12 ON-BOARD INSTRUCTION AND NOTICES

From the moment of boarding until disembarking, passengers are required to comply with the instructions issued by the shipmaster and with notices posted in the various areas of the vessel.

The company is not liable for any damage to passengers due to failure to comply with these notices or instructions.

In addition to respecting prohibitions and instructions, passengers must take care of themselves and be careful when moving around on board given that it is an unfamiliar environment.

Passengers are required to behave in such a way as not to cause damage or disruption to other travelers or to the staff on board, nor to jeopardize navigation safety.

They must also bring any weapons they have brought to the ship captain and collect them only at the time of disembarking.

ART. 13 LUGGAGE

Each passenger may take on board a single piece of luggage with a maximum size of 60 x 40 x 20 cm, weighing no more than 10 kg. containing personal effects.

For additional items of luggage and that over the above size and/or weight, extra charges will be applied, determined in proportion to the size and weight of the excess luggage or the number of additional pieces of luggage.

The shipping company or the shipmaster may at their discretion refuse to load luggage whose bulk or weight are impediments to good navigation.

It is forbidden, in all circumstances, to carry in your luggage flammable, dangerous materials, contraband goods, letters or parcels subject to postal tax. Passengers are responsible for any non-compliance with these prohibitions with the competent authorities or the Company itself, which reserves the right to take action for compensation for fines, fees or damages which it may incur for said non-compliance.

The passenger is required to attend to their luggage throughout the ferry crossing until landing.

The Company is not responsible for loss, damage or theft of luggage or its contents.

The luggage may not be placed on the chairs or seating on board.

ART. 14 PETS

On the company's vessels, the transport of small pets is allowed in cages, on a leash, or in conditions so as not to cause other travelers any damage or inconvenience.

However, pets may not access the lounges, and dogs must wear a muzzle.

ART. 15 ACCOMPANYING VEHICLES

On company vessels, vehicles may only be transported with accompanying passengers. For the transport of vehicles, as for passengers, the ticket is valid only for the specified trip.

The vehicle lengths are considered including everything, e.g. towing hooks, rudders, and the like.

Owners of commercial vehicles, campers and trailers must present their vehicle registration documents when purchasing the ticket.

It is prohibited to board vehicles carrying flammable, dangerous or noxious goods, or goods exceeding the weight limits and dimensions allowed for the vessel.

Any liquid gas fuel must be declared at the ticket office and upon boarding.

Vehicles whose size, fuel or transported items do not comply with the above will not have the right to board.

The vehicle is loaded and unloaded under the direct responsibility of the driver with no other passengers on board.

The company is not liable for any damage to the vehicle or people during loading and unloading resulting from non-compliance with on-board instructions or with these regulations.

The order to load or unload is given exclusively by the shipmaster.

The loaded vehicle must be left in the garage, unlocked and with the ignition key on the dashboard. Passengers are prohibited from accessing the garage during the ferry crossing or during mooring and unmooring operations.

In addition, pursuant to art. 435 of the Code of Navigation, any damage to vehicles or any other harmful event that occurs aboard our ships must be reported before unloading.

To these ends, the passenger must submit a report to the ship captain.

ART. 16 COMPLAINTS

Any complaints or claims may be made to the shipmaster on board or to the Company's offices.

Reports of damage suffered or accidents must be reported immediately to the ship captain.

ART. 17 CAPTAIN'S AUTHORITY

All persons on board are subject to the authority of the ship captain, to whom disciplinary power is authorized by the Law/art 186, 1104 and 1129 of the Code of Navigation).

ART. 18 LEGAL REGULATIONS

For anything not covered by these regulations, reference should be made to the Code of Navigation regulations.

This document replaces and cancels all previous versions.

Giglio Island, July 7, 2019

MAREGIGLIO SRL