



161-003002APD

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|---------|-------------------|------------------------|-------------------|---------------|------------------------------|
| Name | Alexandre | Date of birth | 13/02/2004 | Ticket number | 161-003002APD |
| Surname | St-Germain | Document number | QF868872 | Agent | Venezia Lines Website |
| Status | CHD | Country of nationality | Canada | | |

OUTWARD ROUTE

| Route | Date | Departure | Arrival | Class |
|------------------------|----------------------------|--------------|--------------|------------|
| Venice - Rovinj | Tuesday, 05/07/2016 | 17:15 | 21:00 | VIP |

Port address (Venice) **Terminal Passegeri San Basilio, Venezia**
Port address (Rovinj) **"Valdibora Parking" Ulica Giordana Paliage Rovinj**

IMPORTANT NOTICE

This document is your travel ticket and not your boarding card. Check in prior to departure is a must, please view check in instructions below.

The purchase of this ticket implies the acceptance of Terms and Conditions available on www.venezialines.com or at check in desk.

All passengers must ensure to have all necessary valid travel documents which must be shown at the respective port on day of departure.

Please be informed that it is important that all details inserted at the time of booking are inserted correctly into our booking system and are as displayed above.

Passenger details required during booking are required as per COUNCIL DIRECTIVE 98/41/EC of 18 June 1998 [S.L.234.25]. Should any details submitted during booking, not match the details on the document presented at time of check-in, the Company has the right not to accept the passenger on board and no refunds will be granted.

Passengers are informed of their right to notify the Company of any need for special care or assistance in emergency situations. If no notes have been made during booking we please ask you to inform the company via email on sales@venezialines.com or by contacting any of our offices.

Luggage:

Passengers purchasing one way or return tickets (excluding Day trip tickets – returning in the same day) are entitled to carry:

- 1 (one) check in luggage of not set size or weight and,
- 1 (one) hand luggage of not more than 56cm x 45cm x 25cm in size and 10Kg in weight. Handbag, briefcase, laptop, shop purchases, camera etc must be carried in your 1 (one) permitted piece of hand luggage.

- The above items of luggage are included in the ticket price.

- Excess luggage can be booked during check in at an additional cost of €20.00 per luggage per leg.

- There is no checked/hand luggage allowance for infants. However, one fully collapsible pushchair per infant may be carried free of charge.

- Additional infant equipment such as car/booster seats and travel cot may be carried in addition to your personal checked-in luggage allowance and will be subject to additional charges should your regular allowance be exceeded.

- Bicycles are not to be considered as luggage even if they are carried in appropriate bags/luggage and are subject to an additional cost of €10.00 per bicycle. Bicycles must be announced.

- All luggage should have name tags attached to them.

- When departing from Croatia all luggage including the check in luggage must be carried by the passenger through the border control.

- When departing from Venice check in luggage is to be deposited at the check in desk and will be taken by the port security for screening, this will be deposited directly on the vessel. Hand luggage is to be taken by the passenger when passing through the security gates and border control.

- For security reasons passengers are only allowed to take to their seats small baggage items such as handbags, briefcase, laptop, shop purchases, camera bags. All other items including bulkier hand luggage is to be deposited by the passengers during embarkation in the storage place reserved on the vessel as indicated by the vessel's crew.

- When travelling with a Day trip ticket (Istria-Venice-Istria or vice versa) returning in the same day, passengers are not entitled to check-in any luggage, but are only entitled to carry one hand luggage as indicated above. Should a passenger travelling with a day trip ticket, present himself at time of check-in with more than 1 (one) item of luggage and is not within the limitations of the hand luggage dimensions and weight indicated above, The Company reserves the right to charge for the price difference (if applicable) between a day trip and one way ticket price as well as extra luggage charges.

Check-in:

All passengers must perform check in person with their travel document prior to departure at the designated check in desks found in each port.

Passengers not checking in on time for departure or anyhow not embarking are not eligible for refunds, partial or otherwise of the amount paid.

Check in commences as follows:

Venice (San Basilio): 60 minutes before departure

Croatian/Slovenian ports: 60 minutes before departure

Check in closes 15 minutes prior to every departure.

Check in may be denied to passengers arriving after check-in deadline.

Amendments and Cancellations:

All bookings on all routes are subject to cancellation and amendment fees.

For full cancellation and amendment policy please refer to our website on www.venezialines.com

- Cancellations done up to 7 days before departure are subject to a € 15.00 cancellation fee per person.
- Cancellations done from 6 days to 72 hours before departure are subject to a cancellation fee equivalent to 50% of the value of the booking.
- Cancellations done between 72 hours until the day of departure are not entitled to any refund.
- In the case of return tickets, each leg is to be considered as a separate journey and the cancellation policy is applicable separately for each journey.
- In the case a passenger does not utilize the outward leg of a return ticket, the return journey is still considered as valid.
- In the case of Day trips (Istria-Venice-Istria or vice versa returning in the same day), if the outward journey of the Day Trip return ticket is not utilized, the return ticket will be automatically cancelled and the client will not be entitled to any partial or full refund. In case the passenger shows up for embarkation of the return journey, embarkation for the return journey will be denied and the passenger will be responsible to purchase an additional ticket in order to embark the vessel.

- Promotional fares are non-refundable.

- It is possible to modify a booking until 72 hours before departure with an amendment fee of €15.00 per booking.
- Every time a modification is made the amendment fee will be applied.
- If when a modification is made the new ticket is more expensive than the original ticket, the difference in the ticket price will also be charged. If the new ticket price is less than the original price, a refund on the price difference will not be applicable but the amendment fee of €15.00 will always be charged.
- By change to the booking we mean time and day of departure and itinerary. Name changes are not permitted.
- Amendments are subject to availability.
- When you amend the date for travelling please note that cancellation of the new trip will be not be possible.

Contact us on:

When In Croatia please call +385 52 422 896

January - April & October - December: Monday - Friday from 08:00 - 16:00

May, June, July, August and September: Monday - Sunday from 08:00 - 17:00

When in Italy and other countries please call +39 041 8470903

January - March & October - December: Monday - Friday from 09:00 - 17:00

April - September: Monday - Sunday from 09:00 - 17:00

Please note:

If you have purchased your ticket by credit card/debit card your statement will show charge as "Venezia Lines Ltd."