



Online ticketing regulation

Art. 1

This contract has as its object the transport of passengers and accompanying baggage as governed by articles 396 and following of the Navigation Code.

Art. 2

The passage ticket is personal, not transferable to others, and is valid only and exclusively for the day and the route indicated.

Art.3

PRESENTATION AT BOARDING:

The holder of the mail-ticket must necessarily present himself at the Social Ticket Office of the boarding port, at least 20 minutes before the scheduled departure, to check-in and obtain the Boarding-Pass necessary for boarding. In fact, access on board is not allowed with just the mail-ticket. After the deadline for presentation at check-in, the reservation expires, and the passenger will be placed on the waiting list. You will be able to embark only in the presence of free seats on board.

Art. 4

CANCELLATIONS and REFUNDS:

In case of cancellation of the trip due to the passenger, the booking fees will not be refunded and the tickets will be refunded with a 30% penalty, provided that the ticket has been duly canceled, as specified below. Cancellations of tickets purchased on the official NLG website (www.nlg.it) must be notified in writing via e-mail to refund@nlg.it, no later than 48 hours before the scheduled departure. Cancellations of tickets purchased on booking web portals, travel agencies or in any case from third parties must be notified directly to the customer support of the portal and/or agency and not directly to NLG. After this deadline, the ticket cannot be canceled and, therefore, refunded. The refund amounts will be remitted by the company to the address that the passenger will indicate in the cancellation email. Tickets purchased online on the official NLG website (www.nlg.it) will be refunded on the credit card used to purchase them.

Art. 4b

PRESCRIPTION:

The rights deriving from the contract for the transport of persons, baggage and vehicles are prescribed with the expiry of the terms provided for in articles 4.1.8 and 4.3.8 of the navigation code.



Art. 4.1.8

PRESCRIPTION:

1. The rights deriving from the contract for the carriage of persons and unchecked baggage expire six months from the passenger's arrival at the destination or, in case of non-arrival, from the day on which the passenger should have arrived.
2. The rights deriving from the contract for the transport of checked baggage expire one year from the delivery of the baggage or, in case of loss, from the day on which it should have been delivered.
3. In transports that start to term outside Europe or countries bordering the Mediterranean, the limitation of the rights indicated in the preceding paragraphs takes place after one year.

Art. 4.3.8

PRESCRIPTION:

1. The rights deriving from the contract for the transport of things are prescribed with the expiry of six months from the return of the things, and, in the event of total loss, from the day on which the things should have arrived at their destination or, in the transport of certain things, from the day indicated in article 4.5.6.
2. In transports that begin or end outside Europe or countries bordering the Mediterranean, the limitation is fulfilled after one year.

Art. 5

CANCELLATION OF THE TRIP – DELAYED DEPARTURE:

In case of cancellation of the trip due to adverse weather and sea conditions, or for technical reasons or in any case of force majeure, the ticket will be refunded without any penalty, but nothing else will be up to the passenger other than the simple reimbursement of the price paid.

Art. 6

LUGGAGE:

Packages containing personal effects are considered baggage, and therefore can be taken on board with the passenger.

Small packages, backpacks and small bags, however not exceeding the weight of 5 kg, are exempt.

On the other hand, suitcases, travel bags and similar are taxable at the relative rate.

The price of the ticket-baggage remunerates only the sea passage of the same.

Boarding, disembarkation, accommodation on board and custody of the same during navigation are the sole responsibility of the passenger.