

A. PASSENGER TICKET CONDITIONS

- The ticket is individual and nominal, non-transferable and valid only for the trip for which it was issued.
- The fare does not include a catering fee.
- The passenger must be at the ship's embarkation area one (1) hour before departure. If he does not make the departure, he is not entitled to a refund of the fare.
Children up to 4 years old travel for free, while children from 4-10 years old pay half the ticket.
- In case of loss of the ticket, it is not replaced and its price is not refunded.
- As long as the passenger has retained the storage of his/her luggage, the ship-owning company is not responsible for its damage or loss. Valuables, money and valuables can be handed over to the ship's accounting department for safekeeping.
- The ship-owning company is not responsible for any delay of the itinerary, deviation and non-observance of the normal course due to bad weather conditions or orders of the Ministry of Merchant Shipping or the Port Authorities or for reasons of force majeure.
- Passengers are prohibited from carrying explosive, flammable, incendiary and generally hazardous materials.
- Passengers are responsible for complying with Port, Health and Customs regulations.
- Passengers must comply with the instructions of the master and crew regarding the maintenance of order and the safety of the ship.
- For any complaint during the voyage, passengers must contact the captain or the first officer of the ship and after the end of the trip to the ship-owning company or to the Port Authorities.
- If for any reason the trip is cancelled due to the fault of the ship, the ticket price is refunded without any other obligation of the ship-owning company to the passenger.
- The ship-owning company has the right, after approval by the Ministry of Merchant Shipping, to replace the ship, for which this ticket was issued, with another ship.

A1. PASSENGER BAGGAGE POLICY

- Each passenger is entitled to one (1) suitcase up to 20 kg.
- For each additional baggage, an additional charge will be applied, ranging from €10 to €20, depending on the size of the baggage

B. TICKET CANCELLATION CONDITIONS

In order to cancel the online reservation, the user must inform the company via e-mail reception.ionian@bluewave-cfu.com ('Opening Hours': MON – FRI 08:00 – 17:00, SAT 09:00 – 15:00)

Depending on the time of cancellation, the following amounts are refunded:

- 100% refund if the cancellation is made within more than 1 week from the date of departure.
- 75% refund if cancellation is made 1 week before the departure date.
- 50% refund if cancellation is made 3 days before the departure date.

The company has no obligation to refund any amount of money in case of cancellation less than 24 hours before departure or if the passenger does not show up at boarding.

In case of a change of date of your tickets, the refund does not apply.

Part of the reservation is not canceled.

C. REFUND

In order to refund the amount of the tickets, the user must inform the company via e-mail, reception.ionian@bluewave-cfu.com

('Opening Hours': MON – FRI 08:00 – 17:00, SAT 09:00 – 15:00), within five (5) working days from the date from which he/she made his/her reservation electronically through the website.

The refund process takes place within five (5) working days from the receipt of your request.

In some cases, it may take up to 5 business days for the amount to appear in the users' account and their bank is solely responsible for this delay.

G. SECURITY OF TRANSACTIONS

Confidential data (credit/debit card number, expiration date and CVV security code) are the confidential data that is transmitted directly to the bank's server without passing through the physical means of the Ionian Blue Wave servers.

PRIVACY AND DATA PROTECTION POLICY

Confidential data (credit/debit card number, expiration date and CVV security code) are the confidential data that is transmitted directly to the bank's server without passing through the physical means of the IONIAN BLUE WAVE servers.

IONIAN BLUE WAVE has absolutely no access to this data other than the confirmation of payment completion after the booking has been completed through the website

