

MINISTRY OF SHIPPING AND OF AEGEAN SEA
Domestic Sea Transport Directorate

HELLENIC CONSUMER UNION
Passenger Information Centre

Dear passenger,

You are travelling by ship and it is in delay?

Your voyage is cancelled?

You did not get the reserved seat or cabin?

You wish to cancel your ticket?

How you can be reimbursed and to where you should address to?

You are a person of special needs or reduced mobility?

Please be informed about your rights!

20 + 1 useful answers

For you dear passenger!

1) *What am I entitled to if the seat or the type of cabin indicated on the ticket is not provided?*

You are entitled:

- (a) to cancel voyage and be reimbursed with the fare (passenger and vehicle) and compensation increased by 100% of the fare passenger **or**,
- (b) To travel in lower class and receive the price difference between the passenger fare class seat increased by 100% **or**,
- (c) After your request and company's agreement, you may travel in a higher class paying the difference in fare price reduced by **50%**. This fare price difference is not paid if the company itself, without your request, provides you a higher class ticket.

2) **Am I entitled to cancel my ticket?**

You are entitled to cancel voyage and depending on the time of returning your ticket intact be reimbursed your entire fare or rate as follows:

- **50%** since the ticket is returned up to **12 hours before** the scheduled departure
- **75% since the** ticket is returned up to **7 days** before the scheduled departure
- **The whole fare price** since you return the ticket up to 14 days before the scheduled departure
- **The whole fare price regardless** the time of notification for approved reasons of force majeure.

In the above mentioned cases of cancellations, the sums paid to the benefit of third parties as well as VAT are returned.

3) **Am I entitled to change my ticket?**

You are entitled to change your ticket since seats are available up to 48 hours before the scheduled departure.

4) **What am I entitled to carry without paying any fee?**

- You are entitled to carry hand luggage up to 50 kilos.
- If you are a person of reduced mobility, in addition to the hand luggage, you are entitled to carry any equipment required for your independent transport.

5) Who is responsible for luggage damage or loss aboard vessel?

Ship owning company, provided that luggage has been given to be kept in luggage area and the relevant receipt has been issued.

6) What are my rights if ship's departure from port is delayed on account of ship damage or failure or company's responsibility?

If the delay exceeds ninety (90) minutes from ship's scheduled departure time, you are entitled to:

Cancel your voyage and receive fare reimbursement or

- (a) Remain on board ,take snacks or beverages at company's expenses and be taken to your destination care of and at the company's expenses
- (b) Be provided lunch by the company for over **4 hour** delay and also accommodation either aboard ship or at a hotel ,provided that this is possible and stay overnight is necessary.
- (c) Receive reimbursement of **25%** of the fare or other compensatory arrangement following agreement only on condition that you finally reach your destination aboard the same or other vessel care of and at the company's expense and your delay is:
 - 1 hour for scheduled voyage duration up to 4 hours
 - 2 hours for scheduled voyage duration over 4 hours and up to 8 hours.
 - 3 hours for scheduled voyage duration over 8 hours and up to 24 hours
 - 6 hours for scheduled voyage duration up to 24 hours.

If delay time is double the above mentioned time you are entitled to receive

Reimbursement 50% of the fare.

- (d) To receive reimbursement double the passenger fare as well as vehicle fare you paid or other compensatory arrangements following agreement, provided that you did not reach your destination aboard the same or other vessel within 24 hours from scheduled departure time.

7) What are my rights when the ship is delayed while under way on account of damage or failure or company's responsibility?

You are entitled to:

- cancel voyage and be reimbursed with fare sum corresponding to the rest of the itinerary or
- continue voyage and receive 25% of the fare or following agreement receive other compensatory arrangements..when arrival in destination port is delayed as follows
 - 1 hour for scheduled voyage duration up to 4 hours
 - 2 hours for scheduled voyage duration over 4 hours and up to 8 hours.
 - 3 hours for scheduled voyage duration over 8 hours and up to 24 hours
 - 6 hours for scheduled voyage duration over 24 hours

If delay time is double the above mentioned time you are entitled to be reimbursed 50% of the fare.

You can claim any of the rights above if you fill the relevant form issued by the company and sign it at the moment of announcement of voyage delay.

8) What are my rights if the voyage is interrupted in a port of call due to ship's damage or failure or company's responsibility provided I finally reach my destination?

- Receive reimbursement **25%** of the fare or other compensatory arrangements following agreement provided that you finally reach your destination aboard the same or other vessel care of and at the company's expense and your delay is:

-1 hour for scheduled voyage duration up to 4 hours

-2 hours for scheduled voyage duration over 4 hours and up to 8 hours.

- 3 hours for scheduled voyage duration over 8 hours and up to 24 hours

-6 hours for scheduled voyage duration over 24 hours.

If delay time is double the above mentioned time you are entitled to be reimbursed 50% of the fare.

9) What are my rights if the voyage is interrupted in a port of call due to ship's damage or failure or company's responsibility and I do not cancel my voyage nor reach my destination?

(a) You may be provided with board and accommodation for the period of delay up to continuing your voyage aboard ship or at a hotel provided that this is possible and stay overnight is actually required.

(b) You may receive reimbursement of double the sum of fare or other compensatory arrangements following agreement with the company.

You can claim this right if you fill the relevant form issued by the company and sign it at the moment of announcement of voyage interruption.

10) What are my rights if the voyage is delayed or cancelled on account of ship's damage or failure or company's responsibility and because of it I miss the connection to continue my sea voyage?

-If you have connection tickets you inform the company of this fact and you are entitled to travel to your destination by the most suitable means care of and at the company's expenses.

-You may receive board and accommodation at connection port care of and at

the company's expenses when due to connection missed you have to depart the next day from your arrival or you have to stay overnight or for longer period than that you had planned

11) What are my rights if ship's voyage is cancelled due to unfavorable weather conditions?

- Change your ticket
- Remain on board provided that according to the ship's Captain Weather conditions allow it.
- Cancel voyage and receive fare reimbursement.

12) What are my rights if the voyage is cancelled on company's responsibility?

You are entitled to:

Receive full reimbursement or other compensatory arrangements .of your choice, provided that:

- You were not advised accordingly one week before scheduled departure of voyage cancelled and you did not receive reimbursement of the fare or
- You were not advised at least **12 hours** before scheduled departure of voyage cancelled and did not reach your destination by other means within **12 hours** from the scheduled departure of voyage cancelled.

13) What are my rights if the voyage is cancelled on account of ship's failure or damage?

You are entitled to:

- to be informed on time and provided you agree to it to travel to your destination care of and at the company's expenses within 24 hours or cancel voyage and be reimbursed with ticket price
- If you do not reach your destination or you do not cancel voyage in accordance with case above, you are entitled to board and accommodation aboard ship or at a hotel provided that this is possible and that overnight stay is required.
- Be reimbursed with double the passenger fare or receive other compensatory arrangements following agreement ,provided that you do not reach your destination on account of company's responsibility within **24 hours**.

14) What are my rights if I am not allowed onboard despite that I hold valid ticket?

- You are entitled to
- Receive reimbursement triple the passenger ticket price or
- You may travel to your **final** destination the soonest possible care of and at the company's expenses, have lunch for delay over **4 hours** and accommodation aboard ship or at a hotel provided that this is possible and stay overnight is required or

travel when you chose to. In such case you shall be compensated in addition with passenger fare.

15) Where may I return my ticket?

You may either return or change your ticket where you bought it from or at the company's agent in each port or any person issuing passenger tickets and vehicle transport receipts for the specific ship.

16) How shall I be reimbursed with the fare and be paid compensation?

You must return the whole ticket or the stub of it to the company or the agent issuing the ticket or the company's agent in each port **up to 7 days** after ship's scheduled departure.

17) Has the company also other liabilities I should know of?

Yes, you should know that it is mandatory for companies to:

-Announce publicly schedules by any means available and inform public on time on their carrying out.

-Announce by means accessible to passengers any delay in ship's departure, voyage or arrival mentioning both estimated time and cause of delay.

-Inform passenger of prices and discounts before ticket issue. They shall not increase price of tickets reserved by internet until agreed date and hour of ticket payment or receipt.

-Inform passengers in detail of their rights and obligations provided for by relevant law.

18) What are my obligations as a passenger?

As a passenger you are obliged to:

- Board ship half an hour before the scheduled departure as well as have your vehicle ready for boarding ship at least 1 hour before the departure.
- Sit in the reserved seat , not to put any of your luggage or any object on any other passenger seats thus depriving the passenger of his seat and comply with ships regulation as well as Master's or crew's instructions on silence, good order, cleaning and security on board ship issues.
- Not to carry explosive, inflammable, inflammatory and generally danger materials.
- Give your personal details as well as contact details for being updated in case of itinerary delay, cancellations or postpone and check correctness ticket's details.

19) What is the competent authority in order to submit any denunciation or complaint if the company does not fulfill its obligations?

- Any denunciation or complaint regarding company's or ticket's issuer, or port terminal management agency failure to fulfill its obligations as prescribed in Law 3709/2008 as well as any claim resulting by these provisions is submitted within a period of two months, accordingly, to the company or ticket's issuer or ship agent or port terminal station management operator. While during the voyage it is submitted to the Officer appointed by the Captain. You may fill in the form provided for this purpose on board ship in ticket's offices, in port authorities and facilities.
- After the period of two months, if you have not received any answer or adequate explanation to your denunciation or complaints by the company or ticket's issuer or port terminal station management agency, you may fill in the same form of complaints and submitted directly to the following authorities:
 - a) Embarkation or disembarkation Port Authority
 - b) Ministry of Shipping and Aegean Sea/ Domestic Sea Transport Directorate as it is mentioned at the back of the relevant form.

20) In what cases any claims cannot be filed?

No claim can be filed for any delay, interruption, cancellation or itinerary change due to public order and Security reasons, in application of relevant law provisions (as case d, par 3, Article 6th, Law 2932/01), or Competent Authority relevant orders, in general and specifically for the salvage of ships or persons in distress at sea, or a possible approved scheduled itinerary change to serve Emergency transport needs or public interest.

**21) I am a person of special needs or reduced mobility.
How may I travel safe and sound?**

- The port terminal station management agency in cooperation with the company is obliged to ensure and provide free assistance and appropriate access conditions both in port and embarkation and disembarkation procedure as well as during your voyage.
- In any case of your special equipment damage or loss on account of company's responsibility, the latter is obliged to make any possible effort so that you are provided with the proper and temporary equipment in replacement, while at the mean time; the company is obliged to reimburse the relevant equipment replacement.
- Do not forget, upon ticket's issue or at the latest 48 hours before the departure, to inform the company of your special needs and the services required to be provided to you.

*The legal framework on passengers' rights was established for the first time by Law 3709/2008 and reinforced by Law 4150/2013.
For further information passengers are kindly requested to contact the Port Authorities and Hellenic Consumer Union.*

Have a nice trip!!!