

GENERAL TRAVEL TERMS & CANCELLATION POLICY 2023

For the itineraries and during the time the passengers are on board, the General Terms and Conditions apply, as shown on the following websites www.scandroholding.com , www.bbtair.gr and www.orthodoxouaviation.com .H BBT AIR Aviation Services acts as a booking agent for Scandro Holding Ltd. The company for the ferry connection where you will travel will be indicated on the purchase of your ticket. Passengers, their baggage, and vehicles are carried in accordance with the company's Terms and Conditions. By purchasing the tickets, the passenger accepts the following Agreements and Conditions. Also, when booking and purchasing the ticket, the passenger authorizes the processing of personal data in the manner specified in the terms of the privacy policy to BBT AIR Aviation Services as well as drivers authorize the processing of personal data in the manner specified in the terms of the port agent's Lavar Shipping Ltd (Cyprus) and Kouridakis Maritime Agency Ltd (Greece) privacy policy.

TERMS

The company: the shipping line that performs the maritime transport service. Accompanied vehicle: the motor vehicle carrying a passenger, used for the transport of persons and goods not intended for sale, owned or lawfully at the disposal of the passenger referred to in the PRM: a person whose mobility is impaired, when using transport , due to physical disability (sensory or motor, permanent or temporary), mental disability or any other cause of disability or due to age, whose condition requires appropriate information and adaptation of the service to meet specific needs. Service Agreement: Concession Agreement for the public sea transport service of passengers and vehicles between Cyprus and Greece and vice versa.

REGULATIONS

The contract of carriage of passengers, their luggage and vehicles are governed by Regulation (EU) no. 1177/2010, Regulation (EC) no. 392/2009, the Athens Convention of 13/12/1974 as amended by the London Protocol of 01/11/2002 and the applicable Cypriot legislation and regulations and any subsequent amendments to the above legislation and/or any new sectoral regulations.

CAPTAIN

The master of the vessel has full authority to proceed without a pilot, to tow and assist other vessels under any circumstances, to deviate from the usual course, to call at any port (whether

the port of the vessel or not), to carry passengers and their luggage to another vessel to continue the journey. The company and on its behalf the Master of the ship have the right to refuse boarding to anyone who, in their judgment, is unfit to travel. If the Master refuses to board the passenger for reasonable cause, the company will only be obliged to refund the cost of the ticket. In addition, the company and on its behalf, the Master of the ship, have the right to disembark during the voyage, at any intermediate port, any passenger who is unfit to continue the voyage or who causes danger or nuisance to other passengers or crew. The passenger is subject to the disciplinary powers of the ship's master in all matters relating to ship safety and navigation. The company and the Master of the ship shall be authorized to execute any order or direction given by Governments and Authorities of any State or by subjects stating or purporting to act on behalf of or with the consent of such Governments or Authorities or any other subject who, pursuant under the terms of the ship's war risk insurance, has the right to give such orders or instructions. All acts and omissions done by the company or the Master, in execution of or in consequence of such orders or instructions, shall not be considered as breaches of the contract. Disembarkation of passengers, baggage, and vehicle in accordance with such orders or instructions relieves the company of all responsibility for the continuation of the journey or the repatriation of passengers.

CARRIER'S LIABILITY

The carrier's liability for loss of life, bodily injury and/or loss of or damage to baggage, accompanying vehicle, valuables, personal effects and/or other property of passengers may in no case exceed the limits provided for by the Athens Convention of 13th /12/1974 as amended by the London Protocol of 01/11/2002 and/or other regulations of Cyprus and the international sector that may apply.

RULES ON BOARD

Passengers must strictly observe the rules of the ship and comply with the regulations applicable to maritime transport and those related to safety at sea. Smoking is prohibited on board in all indoor areas except for the casino. The crew is legally responsible for ensuring compliance with this prohibition and for reporting any non-compliance to the relevant authorities in accordance with the laws of Cyprus and its implementing agreement. Failure to comply with a provision of the law, the ship's rules, orders, or regulations of the Authorities related to safety is punishable according to the applicable civil and criminal laws. In accordance with applicable counter-terrorism regulations (ISPS), passengers may be required to have their baggage and/or vehicle searched and/or be asked to present identification documents by ship's officers.

RESERVATION AND ISSUE OF TICKETS

Tickets can be purchased at www.bbtair.gr and www.orthodoxouaviation.com . Tickets are issued upon payment of the total amount due. According to security regulations, when booking or purchasing a ticket, you must provide all your travel document details, including children of any age. The brand, model and license plate are required for the vehicle. The data entered must match the passengers and vehicles traveling. Otherwise, access may be denied. Tickets can be issued in paper or electronic form. At check-in, passengers must show their reservation form or provide their reservation number to receive their boarding pass.

A TICKET PENALTIES

- Up to 16 days before sailing: 50% off the fare.
- Up to 15 days before sailing: loss of fare.

FARE

Fares for the services offered can be found on the websites www.bbtair.gr www.orthodoxouaviation.com and www.scandroholding.com in the purchase form. Any increase or decrease in fares does not affect bookings already made or selected. For online purchases, once the passenger has selected the displayed price, the fare cannot be changed during the ticket purchase process.

TRAVEL DOCUMENTS

All passengers, including children and infants, must be in possession of a valid form of identification when checked in at the port. Otherwise boarding will be refused, with no right to refund. Before starting the journey, passengers must ensure that they have all the documents required to disembark at the port. The company will not be responsible for any refusal by local authorities.

PASSENGER DETAILS

It is mandatory for security reasons to register passengers by name on each route. Each passenger is required to provide the details of the travel document they will use to travel. The details needed for registration are as follows:

- Last name
- Name (In Full)
- Official travel document number
- Sex
- Nationality
- Date of birth (DD/MM/YY)
- Date of issue and expiry of the travel document

When booking online or issuing the ticket, the passenger must provide accurate identification information, contact telephone number, and email address, with the sole purpose of informing him/her from the company in case of delay, cancellation, or cancellation of the ship's itinerary.

The passenger must also check, when issuing the ticket, the correctness of the information written on the ticket (date, time, route, ship, identity information, etc.) and not accept it in case of incorrect information.

When issuing tickets, they must be declared at the agency or Scandro Holding Ltd for those cases of people who need special care or assistance, in case of need they will also have to present a disability card.

By purchasing an airline chair ticket, passengers must accept that the resting and sleeping area is the airline chair and not any other part of the ship.

BOARDING PROCEDURE

The passenger must:

a) be at the boarding area of the ship at least 4 hours before departure. The boarding process is completed one hour before the departure of the ship.

b) to bring his vehicle to the loading waiting area 4 hours before sailing.

The driver is obliged to load and unload his vehicle.

The priority order of loading vehicles is determined by the Port Regulations of each Port Authority, in whose area the loading takes place.

All passengers must be provided with the necessary valid travel documents.

Scandro Holding Ltd reserves the right to deny boarding to a passenger without the necessary travel documents.

If the passenger wishes to disembark before the ship's departure, then he is obliged to declare this at the ship's Accounting Office and take his luggage and vehicle with him, if it is possible to move from the ship's parking area. (No refund)

The company is not responsible during the entry and exit of the very low vehicles in case of any damage, the owner/driver decides and is responsible whether to travel with the vehicle.

BOARDING OF MINOR PASSENGERS

Minor passengers must be in possession of a valid personal identification document. Passengers under the age of 18 are only allowed to travel when accompanied by a person of legal age. If that person is not a parent or guardian, they need a statement signed by the parents/guardians where it must be delivered to the appropriate authorities, entrusting the child to the designated chaperone, who will be responsible for the child for all legal purposes. This statement (authorization) must be accompanied by the valid identity documents of both parents/guardians and, in the case of third-country nationals, the residence permit where the child is registered. Under no circumstances does the Master of the ship and/or any other member of the crew will take custody and responsibility for the child on board. It is understood that passengers will be responsible for providing all necessary documents required by the country of origin and the company shall not be liable if these documents are found insufficient by the authorities at the destination port.

Scandro Holding Ltd is not responsible if due to insufficient documents and/or identity certificates, boarding is not permitted by the relevant State Authorities or Port Authorities.

BOARDING OF PREGNANTS

Women who are more than 6 months pregnant can only travel if they have a medical certificate authorizing them to travel, issued no more than 7 days before departure. In cases of high-risk pregnancy, the pregnant passenger must have a medical certificate allowing travel regardless of the months of pregnancy. In any case, the passenger will not be allowed to board if the delivery is due 7 days after departure or has taken place 7 days before departure. This is without prejudice to the right of the master of the ship to refuse to allow the passenger to board if the treaty or other circumstances, in his or her sole judgement, do not allow him or her to make the voyage in complete safety.

BOARDING FOR PEOPLE WITH REDUCED MOBILITY

Reservations and services offered to people with reduced mobility are under the same conditions as all other passengers at no extra cost. The company and terminal operators will make every reasonable effort to ensure adequate assistance to people with reduced mobility when boarding and disembarking on and off the ship. It is the responsibility of persons with reduced mobility to communicate in writing, when purchasing a ticket or at least forty-eight hours before assistance is needed (48 hours prior to travel), their specific requirements for accommodation, seating, requested services or the need to carry medical equipment. People with reduced mobility must be present at the port four hours before departure. Also, people with reduced mobility will be transported to the ship accompanied by a service officer of the port management company. If it is necessary according to article 8 of the European Regulation, with no. 1177/2010, the company may require that persons with reduced mobility to be accompanied by another person where they can provide the necessary assistance. If for justified security reasons and/or due to the design of the ship or the infrastructure and equipment at ports (including port terminals), it is impossible to allow the safe or feasible boarding, disembarking or transportation of persons with reduced mobility, the company may refuse to accept the booking and/or issue the bond and/or refuse boarding, stating the reasons immediately. Persons with reduced mobility who are denied boarding for the above reasons are entitled to compensation. (In accordance with the current legislation and with Regulation (EU) no. 1177/2010 and Regulation (EU) no. or damage to mobility equipment or other special equipment used by people with reduced mobility if the specific event is due to their fault or negligence. If necessary, the company will make every effort to quickly provide suitable temporary replacement equipment). Assistance is available on board where it is provided by the competent person designated by the company. In the event of an emergency, the person designated to assist persons with reduced mobility will be at the meeting point and boarding points. Access to the ship's decks is facilitated by the presence of an illuminated keyboard, audio, and suitable keys for blind passengers. Cabins equipped for people with reduced mobility are available on board, in accordance with the relevant regulations. In the common areas, the corridors leading to the main points of the ship where there are services are marked with tactile guides. There are also dedicated and equipped toilets for people with reduced mobility.

UNACCOMPANIED, CORPORATE AND VAN VEHICLES ARE NOT ALLOWED

Only one accompanying vehicle per passenger is permitted. The vehicle is boarded and disembarked by the passenger, who, once parked in the position indicated by the ship's crew, is obliged to turn off the engine, engage the gear, apply the handbrake, and lock the vehicle. Access to the garage area remains closed during the transit. Vehicles that are not moving are

not allowed to board with passengers. The passenger must be in possession of all the documents required to disembark and clear the vehicle at the destination port. In case of co-ownership with a Bank, an original authorization from the Bank is required allowing the co-owner to transport a car abroad. The company declines all responsibility in case of missing documents. All costs and expenses arising from the boarding, disembarking and customs clearance of the vehicle shall be borne by the passenger. Any damage caused by the vehicle to the ship and/or to third parties must be paid directly by the passenger who caused it or through their insurance company. However, the passenger may be required to sign a damage liability declaration before disembarking. We recommend that you take out an insurance policy to cover any damages that may occur during sea transportation for which the company cannot be held responsible. The company will only be responsible for damages resulting from its direct responsibility and within the limits provided by Cypriot Law and applicable International Conventions.

LUGGAGE

Only items containing personal items are allowed in baggage. Dangerous and harmful products are not allowed, subject to the applicable safety regulations. Passengers are requested to take with them all baggage necessary for the passage, as the garage decks are closed during the voyage. The company's liability for baggage cannot exceed the limits provided by the Athens Convention of 13/12/1974 as amended by the London Protocol of 01/11/2002 or by Cypriot laws and international regulations in this section as may apply. Baggage (luggage only – no boxes or anything else) that each passenger is entitled to carry must be checked at the port. The company is in no way responsible for any loss or damage to jewelry, money, documents, manuscripts, insurance, and valuables, wherever kept on board. If passengers discover that they have lost any of their personal belongings while on board, they can report the loss directly to the ship's reception. The loss report must be sent within one week of the passenger's disembarkation date. In no case will the company be obliged to pay compensation in case of failure to find the items.

VALUABLE ITEMS

Scandro Holding Ltd is not responsible for the safekeeping of your personal belongings unless they have been given for safekeeping in the ship's accounting room (For a specific fee).

The passenger is entitled to carry hand luggage or travel bags of personal items of any weight which will be checked at the port and no other type of cargo will be allowed to be carried in the vehicles. (change company policy)

For the transfer of luggage to and from the ship there is no responsibility from the carrier and the staff, however any assistance requested or needed will be provided.

The company is not responsible for loss of money, valuables, or luggage in the common areas of the ship or in their vehicles.

PETS (DOGS AND CATS ONLY)

The ship has 6 kennels where only dogs up to 40 kg and cats can be accommodated. Alternatively, you will be able to bring the pet into the cabin with the owner by purchasing a specific cabin ticket (pet cabins are 2) that is allowed to accommodate the pet. Pets are not allowed inside the boat and in the common areas. Otherwise, boarding may be denied. Pets are not allowed inside the boat and in the common areas. Otherwise, boarding may be denied. Animals are not allowed inside the vehicles during navigation. All pets, without exception, when they arrive at the port, must enter the departure gate for their boarding to the ship. Passengers must provide food and water for their pet. Also, the owner has the option to buy dry food for his pet from the boat. The passenger must personally look after the animal and is obliged to remove excrement, or anything else, produced by the animal. Any damage to the ship, persons or property caused by the animal must be paid for on the spot by its owner. The passenger is responsible for vaccinations and all necessary documents for travel and disembarkation in the destination country. For travel, registration in the dog registry (microchip) and a certificate of good health issued by a veterinarian are required. A European passport is required for pets. The documents that must be presented at the port are the following: health certificate in accordance with Annex IV of Implementing Regulation (EU) No. 577/2013, a copy of the certificate with the details of the electronic identification of the animal, a copy of the certificate with the details of the anti-rabies vaccination. In addition to anti-rabies vaccination, these animals must undergo what is known as "antibody titration". For up-to-date information on transporting pets, we recommend that you visit the website of the Ministry of Health of Cyprus and the website of the European Union before purchasing and before travelling. If passengers arrive at the port with an animal not listed on the ticket, the company will check the availability of seats on board and collect the fare, issuing a ticket. Blind passengers may travel accompanied by a guide dog, in accordance with national international and EU regulations (Article 11.5 of EU Regulation No. 1177/2010). The guide dog may travel in the cabin with the passenger provided a cabin is available. The presence of the guide dog must be reported at the port upon the arrival of the passengers.

In case the company has noticed that the dog has an aggressive disposition, it will be forbidden to enter the boat.

There are special accommodation areas for pets on board. For pets there are kennels in the garage area where owners can visit their pets accompanied by the ship's crew at designated times where they will be informed on board. Passengers traveling with a pet should have their recently updated health record and passport and are responsible for their care, safety, and hygiene. In the two specially designed pet cabins only one pet up to 5 kg (small).

We will also give locks to pet owners where their reservation concerns the pet's accommodation in a kennel and each passenger will be obliged to clean the kennel after use and hand over the key to the reception.

The company should be informed in time about health problems of the pets during their booking in case they have serious health problems boarding may be refused.

Arrival at the port and on the ship all pets – dogs without exception must wear a muzzle or must be in a cage, otherwise boarding may be refused.

Also there are 4 tribes where they are forbidden to travel. Dogo Argentine, Fila Brasileiro, Japanese Tosa, Pit Bull Terrier or American Pit Bull. It is not allowed to import, it is not allowed to breed, nor to multiply and those in possession had to declare them to the competent authorities which is the department of veterinary services.

COIN

The currency on board is € euro. There is no currency exchange. Checks are not accepted.

At the reception there is a money exchange service from credit card to cash with an additional fee of 5%.

SECURITY

The shipowner and the company have insurance issued by the P&I Club solely in respect of their liability to third parties.

SAFETY ON SHIP

The passenger is obliged to comply with the instructions of the competent persons of the ship, related to the quietness, orderliness, cleanliness, and safety of the ship. The passenger is obliged to comply with the ship's regulations, as well as the instructions of the master or the ship's crew during the trip and to address the relevant members in case of a problem.

Persons who refuse to comply will be denied entry to the ship and will be reported to the local Port Authorities.

Scandro Holding Ltd and the ship shall not be liable for accidents and loss or damage before embarkation or loading on the ship and after disembarkation or discharge from it.

The transport of explosive, flammable, incendiary and generally dangerous materials is prohibited. It is forbidden to transport food and other items for feeding and swallowing (due to high temperatures and improper storage to avoid food poisoning from their own food - Change of Company policy to avoid health incidents).

Passengers must comply with all safety regulations during boarding, disembarking and public order within the Ship and observe hygiene rules.

TRIP DURATION

The journey lasts from 30 – 35 hours depending on delays.

DELAY OR CANCELLATION OF ITINERARY DUE TO FORCE MAJEURE

Scandro Holding Ltd is not responsible for route delays, deviations, and non-observance of the normal course due to bad weather conditions or orders from the Competent Authorities or for reasons of force majeure and are done with the safety of the passengers in mind.

ITINERARY

Scandro Holding Ltd makes every effort to adhere to the itineraries that are published but reserves the right to modify them if necessary.

Itineraries are subject to change, and these changes are announced on the Scandro website Holding Ltd and BBT AI R Aviation Services (Orthodoxou Travel).

COMPLAINT

Passengers wishing to lodge a complaint with the company in accordance with Regulation (EU) No.1177/2010 For submitting complaints in relation to ship delays, there is a right to submit - deposit within one month. For any other accident or in relation to the vehicle it must be submitted before it leaves the ship. The company must inform the passenger that the complaint has been accepted, rejected, or will be considered. The time required to provide a definitive response to the complaint will not exceed two months from its receipt. Complaints can be sent in Greek and/or English via e-mail to the e-mail address support@scandroholding.com .

The complainant should send a letter containing at least:

1. The identity details of the user (name, surname, address), attaching a copy of his identity document and the details of his representative (if any), attached power of attorney.
2. The identification details for the journey (date, time of departure, origin, and destination) and for the contract of carriage (booking code or ticket number).
3. description of the inconsistency of the service with the requirements set by European or national legislation and general conditions of carriage.

(Directive (EU) 2017/2109 amending Directive 98/41/EC on the registration of persons traveling on passenger ships). When making a reservation or purchase, the passenger must provide the following information: last name, first name, nationality, date of birth, gender, ID document number, mobile phone number, e-mail address. In addition, the passenger may indicate an emergency contact number and any of his or her needs for special care and/or assistance in emergency situations. The data provided will be processed in accordance with Cypriot Legislation.)

All payments made using the card are processed through the electronic payment platform of "Nexi e-Commerce" of Nexi Payments Greece S.A. and uses TLS 1.2 encryption protocol encryption with 128-bit (Secure Sockets Layer - SSL). Encryption is a way of coding the information until it reaches its recipient, who will be able to decode it using the appropriate key.