

GENERAL CONDITIONS FOR VEHICLE TRANSPORTING

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A) BUYING TICKETS

- Tickets can be purchased at Atlânticoline stores, at the ticket office in each port, online or from Atlânticoline sales partners.
- **Mandatory documentation:**
 - a) Booklet/Vehicle Registration Certificate
 - b) Driver ID
- **Round Trip Tickets:** To benefit from the special round-trip fare, the return ticket must be purchased at the same time as the one-way ticket. The vehicle travelling with the one-way ticket must be the same one that travels with the return ticket.
- Tickets with open dates are not available for purchase.
- Tickets are valid exclusively for the trip for which they were issued.
- Passenger tickets do not include the right to transport a car, with or without a driver.
- Car tickets do not include any driver's ticket. In case a driver accompanies a vehicle, the driver must purchase a passenger ticket to travel simultaneously, on the same trip as the car.

B) CHANGES

CHANGES TO TRAVEL DATES:

- **Changes made up to 5 days before the trip for which the ticket was issued: Made free of charge to the customer.**
- **Changes made between 5 days and 24 hours prior to the trip to which the ticket was issued**
 - 4€/ticket Penalty - P1 and P2 typology vehicles
 - 10€/ticket Penalty - vehicles of the other typologies
- **Changes made less than 24 hours before the date of travel:**
 - 7€/ticket Penalty - vehicles of typology P1 and P2
 - 20€/ticket Penalty - vehicles of the other typologies

LICENSE PLATE CHANGES/DRIVER DATA:

- Can only be made before the start of the trip
- Cost of 10€ per change

C) CANCELLATIONS

- Cancellations made up to 24 hours before the ticket was issued for: Penalty of 10% of the ticket value
- Cancellations made less than 24 hours before the ticket was issued for: There is no refund of the ticket amount

D) BOARDING/TRANSPORT/DISEMBARKING OF VEHICLES

- 1) Vehicles must be available for boarding at least 20 minutes in advance of the departure time of the trip. Any vehicle that appears for boarding after this limit loses the right to board.
- 2) The passenger must display his ticket (where applicable) and the car ticket, for conference and access validation, to the Atlânticoline employee who is handling the boarding.
- 3) The vehicles transport on the car deck requires the immediate removal upon arrival at the port of destination, as not to cause constraints in the overall landing operation. Failure to comply with this rule implies that Atlânticoline directly withdraws the vehicle, implying a fee in accordance with the tariff in force, thus not assuming any liability for damage or damage that may incur, either to the vehicle concerned, as well as charges, fines, fees, regarding unwarranted parking.
- 4) Atlânticoline is not liable for damages resulting from any theft, as well as for damage or deterioration in the vehicles transported, except in the case of the latter resulting from an action or omission of the company or its employees, also the injured party is responsible for proving the damage and guilt/damage.
- 5) **Transport of vehicles with no driver** - May be carried out in the following circumstances:

- a) The person who delivers the vehicle on board must display the ticket for **vehicles with no driver**. It must be delivered to an Atlânticoline employee and must contain the name and contact of the person who will pick up the vehicle at the port of destination. The person who delivers it will park in the car deck, at the indicated spot, and then turns in the key to the employee of Atlânticoline.
- b) At the port of destination, the vehicle must be removed by the person indicated in line a).
- c) In the event of a timely no-show of that person, nº 3 shall apply.
- d) Atlânticoline employees can only board/disembark vehicles of type M1, M2 and P3. All other vehicles must be placed/removed from the ship by the person indicated by the person responsible for the reservation

WARNING! If it is not possible to board/disembark the vehicle due to adverse weather conditions, Atlânticoline is not responsible for any charges or inconvenience that may arise. Consult the Procedures in case of Transport of Vehicles Disabled by the Inoperability of the Port.