

CHARTER OF SERVICES

RELATING TO THE PUBLIC MARITIME TRANSPORT SERVICE

BETWEEN SARDINIA AND CORSICA

ON THE LINE

S.TERESA DI GALLURA – BONIFACIO – S.TERESA DI GALLURA

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Errors excepted!



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1. PRESENTATION OF THE CHARTER

1.1 Regulatory references

- Directive P.C.M. 27 January 1994 "principles on the provision of public services";
- D.P.C.M. 30 December 1998 "general framework of reference for drawing up the charter of public services in the transport sector";
- Law of 24 December 2007 n.244, art.2 c.461;
- EU Regulation 1177/2010 on the rights of passengers travelling by sea or on inland waterways;
- Legal decree of 29 July 2015 n.129 on sanctions for violations of the provisions of EU Regulation 1177/2010.

1.2 Principles behind the charter

- *Equality and impartiality*
 - ◇ The company guarantees access to the services and structures for the public to all citizens without distinction of nationality, sex, race, language, religion, political opinion, wealth, psycho-physical and social conditions.
- *Continuity*
 - ◇ The company guarantees to provide continuous and regular service in line with the published timetable.
 - ◇ The company guarantees prior and early information concerning all programmed changes to the timetable by publishing updates and giving information on the website and in port ticket offices.
 - ◇ In case of need the company undertakes to activate all possible alternative interventions to substitute the service.
 - ◇ In the case of strikes, the company undertakes to give early, widespread and published warning of the action, guaranteeing the "minimum services" explicitly indicated in the timetable, respecting the current regulations on strikes.
- *Transparency and participation*
 - ◇ The company guarantees information to users in the ways and with the procedures indicated in this charter.
 - ◇ The company undertakes to create offices to handle relations with the public.
 - ◇ The company undertakes to evaluate reports, proposals and suggestions from users and to make contact with consumer associations to guide its policy of orientation in the market.
 - ◇ The company undertakes to update the charter of services acknowledging the results achieved in accordance with the undertakings given in the ways indicated in this charter.
- *Efficiency and efficacy*
 - ◇ The company undertakes to provide service respecting the standards assumed in this charter and to attain the objectives of improvement indicated in it.
 - ◇ The company undertakes to collect and analyse relevant economic and management data, adopting company plans aimed at continuously improving efficiency and efficacy in the production and provision of the service.



1.3 Aims of the charter

The charter aims to improve the quality of the services supplied and the relationship between users and the supplier of services.

For passengers the charter represents the following:

- An informative instrument in that:
 - ◇ it supplies information on the structure and organisation of the company, on the services offered and the way in which they are provided, on the commercial offer, on conditions of travel, on ways customers can contact the company, on the quality of the service delivered, on company projects for improving the service, on action to safeguard the environment and on the editing and publication of the charter;
 - ◇ it guarantees the monitoring system for the quality of the service provided;
 - ◇ it guarantees the publication, updating and distribution of the charter, with particular reference to the results of quality monitoring in relation to the undertakings given and the attainment of planned objectives.
- An instrument of participation in that:
 - ◇ it makes the office of relations with the public available to customers, which is the institutional communication channel between the company and its customers (see paragraph 5.1 of this document);
 - ◇ it guarantees monitoring of the quality of the service perceived by customers.
- An instrument of protection in that:
 - ◇ it guarantees replies to those who have made requests, reports, proposals or suggestions;
 - ◇ it establishes and guarantees the application of the complaints procedure to be activated if the company has violated customer rights in any case of failure to satisfy the commitments undertaken by the company in this charter.



2. DESCRIPTION OF THE COMPANY

2.1 Legal structure

MOBY S.p.A. was the winner in the competition organised by the Sardinia Region for the public service of maritime transport in territorial continuity between Sardinia and Corsica – “S.Teresa di Gallura – Bonifacio – S.Teresa di Gallura line”.

The Board of Directors has seven members:

Vincenzo Onorato	President
Achille Onorato	Managing Director
Alessandro Onorato	Director
Eliana Marino	Director
Serena Giovidelli	Director
Beniamino Carnevale	Director
Giuseppe Savarese	Consigliere



3. THE COMMERCIAL OFFER

3.1 Transport services offered and how they can be used

The Company operates maritime transport in territorial continuity between Sardinia and Corsica on the S.Teresa di Gallura – Bonifacio – S.Teresa di Gallura line. The service is operated in three periods: (I) between January 1 and March 31, 2019, (II) between November 1, 2019 and March 31, 2020 and (III) between November 1, 2020 and March 31, 2021, daily at the following times:

Monday to Saturday

<u>departure</u>		<u>arrival</u>	
S.Teresa di Gallura	07:00	Bonifacio	07:50
S.Teresa di Gallura	11:00	Bonifacio	11:50
S.Teresa di Gallura	17:00	Bonifacio	17:50
Bonifacio	08:30	S.Teresa di Gallura	09:20
Bonifacio	13:00	S.Teresa di Gallura	13:50
Bonifacio	18:30	S.Teresa di Gallura	19:20

Sundays and Italian holidays

<u>departure</u>		<u>arrival</u>	
S.Teresa di Gallura	09:00	Bonifacio	09:50
S.Teresa di Gallura	13:00	Bonifacio arrivo	13:50
S.Teresa di Gallura	17:00	Bonifacio arrivo	17:50
Bonifacio	10:30	S.Teresa di Gallura	11:20
Bonifacio	15:00	S.Teresa di Gallura	15:50
Bonifacio	18:30	S.Teresa di Gallura	19:20

3.2 Purchasing travel documents

The Company sells its transport services through several distribution channels.

Tickets may be purchased directly by the person interested through:

- the website www.moby.it;
- the ticket offices in the ports of embarkation, see the following paragraph “3.5 Information service”, which serve the public at times based on sailing activity and are open at least one hour before the departure time of the vessel;
- the numerous travel agencies authorised to sell MOBY tickets, situated throughout Italy;
- the call centre, telephone 02.76028132.

3.3 Luggage transport

Luggage travels with the passenger and there is no luggage deposit service.

Items considered and admitted as luggage are those items for the personal use of the passenger which are normally transported in suitcases, travel bags, boxes and the like. If other kinds of object are included in luggage, the passenger must pay double the price of the tariff for the transport of these items as well as damages under art.410 of the Code of Navigation.

3.4 Transport of animals

Animals will be taken on board only if provided with a ticket, an antirabies vaccination certificate where applicable and a valid medical certificate.



In line with the provisions of the Ordinance of the Ministry of Health of 27.8.2004 published in the Gazzetta Ufficiale n.213 art.2, you are reminded that owners of dogs must fit them with a muzzle and keep them on a leash.

Domestic animals are not allowed in the armchair lounge, but only on external decks of the ship or, where available, in special shelters subject to availability of space.

Guide dogs for the blind, if provided with documentation, do not require a paid ticket.

Protected animal or vegetable species, as laid down by art.727-bis of the Penal Code, which implemented community directives 92/73/CE and 2009/147/CE, and Law n.150 of 7.2.1992 which implemented EC regulation n.338/97 of the Council held on 9.12.1996, may be transported only if they have the relevant licence or certificate and on the conditions laid down there.

3.5 Information service

The company makes available to users the following information services:

- the website www.moby.it;
- the call-centre, telephone 02.76028132.
- The ticket offices below in the ports of boarding:

S.Teresa di Gallura

Banchina La Punzesa
tel. 0589.751449
email steresa.porto@moby.it

Bonifacio

Quai Sott à Portigliola
tel. 0033 (495) 730029
email bonifacio.porto@moby.it

these offices may also give information and assistance by telephone in the following hours:

Monday to Saturday

S.Teresa ticket office	Bonifacio ticket office
From 06:00 to 19:30	From 07:30 to 09:20
	“ 12:00 “ 13:15
	“ 17:30 “ 18:30

Sundays and Italian holidays

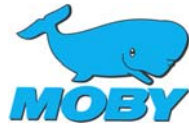
S.Teresa ticket office	Bonifacio ticket office
From 08:00 to 14:00	From 09:30 to 11:20
“ 15:30 “ 19:30	“ 14:00 “ 15:50
	“ 17:30 “ 18:30

- The numerous travel agencies selling MOBY tickets;

MOBY reminds passengers that the full text of the following documents:

- General conditions of transport S.Teresa-Bonifacio-S.Teresa
- Charter of services
- regulation (EU) 1177/2010

is available for consultation on the website www.moby.it and may be requested from staff on board or the ticket office.



The body responsible for implementing Regulation (EU) 1177/2010 for Italy is:

ART – Autorità di Regolamentazione dei Trasporti

Via Nizza, 230

10126 – TORINO

www.autorita-trasporti.it



4. CONDITIONS OF TRAVEL

4.1 Premise

Users of the service offered by Moby S.p.A. must observe the prohibitions contained in the “General conditions of transport S.Teresa-Bonifacio-S.Teresa” and follow the warnings, requests and instructions relating to the order and safety of the operation of the service issued by the Company and/or by its employees. The full text of the “General conditions of transport S.Teresa-Bonifacio-S.Teresa” may be consulted on the website www.moby.it, at the ticket offices in the ports and on board company vessels.

The main regulatory sources containing obligations for passengers and related sanctions are:

- Regulation (EU) 1177/2010;
- Code of Navigation;
- MOBY’s General conditions of transport S.Teresa-Bonifacio-S.Teresa.

4.2 Duties of passengers

Passengers on transport services must:

- hold a suitable and valid travel document, to be conserved throughout the voyage and shown on request to staff;
- not occupy more than one seat;
- not dirty or damage the vessel;
- respect rules on reserved seats;
- observe the no smoking rules inside the vessel;
- not disturb other passengers: mobile phones may be used so long as they do not disturb the other passengers;
- not throw anything out of the vessel;
- respect the rules on the transport of animals and luggage;
- not carry harmful or dangerous objects;
- not use the alarm signals or any emergency devices except in the case of serious and imminent danger;
- not compromise the safety of travel and the levels of service for themselves and for all other passengers in any way.

4.3 Sanctions for passengers

The travel ticket is personal, not transferable and valid only for the transport specified.

The passenger must keep the travel document to justify his right to travel and show it on request to company staff, both on board and when disembarking. Staff, with a recognition document issued by the company, may also operate in civilian clothing.

Passengers found without a ticket or who cannot provide documents to prove it is theirs will be obliged to pay double the cost of the ticket, plus any damage.

Offenders have the right to appeal against the sanction and/or ask to be heard. The appeal must be presented within 30 days of the contestation exclusively in written form to:

Moby S.P.A.

largo Augusto n.8 – 20122 Milano

The procedures for legal process and conciliation are those laid down by current laws.



4.4 Passenger rights

Passengers on transport services have the right:

- of safety and peace of mind during the journey;
- of information on dry land and on board of the vessels;
- to the timely publication and availability of existing timetables;
- of compliance with the current timetables;
- to obtain, also by a telephone information service, information on the service and on how to use it;
- to courteous and respectful behaviour from all staff on duty;
- to be able to recognise staff in contact with customers;
- the possibility to file complaints (see point 5.4 " Authority for the Regulation of Transport – Notice to Passengers ");;
- to express opinions and offer suggestions;
- to make use of the service with respect for the standards indicated in chapter "6. Undertakings of the Company" of this charter.

1. In the case of delays the company will inform passengers of the expected departure and arrival time as soon as possible and as soon as the information is available.
2. If passengers lose a connection because of a cancellation or delay, the Company will make reasonable efforts to inform the passengers involved of alternative connections.

For events not specified here see Regulation (EU) 1177/2010 on the rights of passengers travelling by sea and on internal waterways and Legal Decree 129/2015 "sanctions for violations of the provisions of Regulation (EU) 1177/2010".

4.5 Persons with reduced mobility (PMR)

The company, within the limits laid down by Regulation (EU) 1177/2010, accepts bookings from persons with a disability or reduced mobility who request it on the same conditions as all other passengers and undertakes to supply, without further cost, assistance to persons with reduced mobility as laid down by Regulation (EU) 1177/2010 (information on this regulation is in any case available on the company's website, in ticket offices and on board ships).

1. Assistance in ports:

- if necessary, the PMR receives assistance from the time the PMR reaches the port area either by private or public transport;
- the PMR will be accompanied to the ticket office to purchase the travel document or, if already in possession of it, to the boarding point.
- Once disembarked they will be accompanied to the port ticket office.

2. Assistance on board of the vessels

- The PMR will be assisted by staff:
 - ◇ during boarding/disembarking ;
 - ◇ in depositing/recovering luggage;
 - ◇ in reaching the assigned seat;
 - ◇ in reaching the bathroom.

When the PMR is accompanied, the accompanying person may ask for assistance needed at the port and during embarking and disembarking.

Persons with disabilities or with reduced mobility must notify the carrier, when booking or buying a ticket in advance, of their specific needs for assistance, seating, services required or the need to carry medical apparatus so long as these requirements or needs are known at the



time.

This on condition that:

- the person with reduced mobility asks for specified assistance at the ticket office of the departure port (contact details are available on the website www.moby.it and in paragraph 3.5 of this document), at least 48 hours before the expected departure by telephone, fax or e-mail. If the ticket is valid for several voyages, one notification is enough so long as adequate information on the times of later voyages is given;
- if this notification is not given MOBY will do everything reasonable to guarantee that assistance is provided to such an extent that the person with disabilities or reduced mobility can embark and disembark the vessel for which a ticket has been purchased;
- the person with a disability or reduced mobility must report to the place designated at a time established by Moby no more than 60 minutes before the published departure time or, if the time has not been established, at least 30 minutes before departure.

In addition MOBY:

- a. ensures that its staff supplying direct assistance to people with disabilities and reduced mobility has the knowledge to meet the needs of such people, according to the disability or reduction of mobility, providing training on assistance and awareness of the problems of disability to all staff working in direct contact with travellers;
- b. ensures that all new staff receive training on disability and that all staff follow a refresher course on the subject at a suitable time;
- c. if a person with a disability or reduced mobility needs help from an animal, this animal will be carried on condition that MOBY is notified, also through its sales network, in conformity with the regulations on the transport of animals providing assistance recognised on board passenger ships;
- d. if wheelchairs, other equipment for mobility or parts of them are lost or damaged during handling in the port or transport on board ships, the owner will be indemnified by MOBY. If necessary, everything possible will be done to supply replacement equipment rapidly.

4.6 Pregnant women

Pregnant passengers may board at their own risk and responsibility and, if necessary, must provide a medical certificate issued not more than seven days before departure guaranteeing their suitability for undertaking the voyage, and this must be handed to on-board staff on request.

Boarding involves acceptance by the passenger of the risks deriving from the absence on board of specialist help and structures for handling any emergencies relating to the pregnancy, and of the specific nature of sea transport with the resulting difficulty of receiving outside help, indemnifying and exonerating from any responsibility the company and all its staff.

4.7 Lost property

Anyone finding property abandoned by passengers in the areas reserved for them must hand in the property to the ship's command.

If lost property found on board by a passenger is handed to a crewmember, the crewmember must present the person to the ship's command, and if this is not possible he must write down how it was found and the details (surname, name, address, telephone number) of the person who found the property and deliver everything to the ship's command.

The ship's command will verify if it is possible in some way to trace the owner of the property through addresses, telephone numbers or other methods after receiving property found on board will fill out as well the relevant form in three copies and hold the found property in a



suitable place or in a safe, identifying it with a registration number.

If the ship's command finds out the name of the owner and contacts him, the property will remain with the ship's command until the owner collects it; before handing over the property the ship's command will carry out an enquiry to ensure that the person claiming the property is indeed the person who lost it and will ask them to sign the form compiled when it was found as a receipt for handing over the property.

If the ship's command is not able to trace the legitimate owner of the lost property it must, under Art.927 of the Civil Code, order a ship agent to deliver the items, together with two copies of the form filled out during the search, to the mayor of the municipality in whose territorial area the last port of landing of the ship's route is located. a copy of this form, signed by the Mayor or his representative, will be handed back to the ship where it will be kept in a special folder. This procedure is not applied in the case of food products or objects of little value.

If a passenger forgets or loses personal property on board, he may contact the ship's command or, after disembarking, compile the special form that may be downloaded from the website and send it to the email address urp.st-bon@moby.it.

The Carrier, as soon as it receives notification, will immediately carry out the necessary searches in accordance with the regulation in art.927 of the Civil Code, without being obliged to offer any compensation if the property forgotten or lost on board by the passenger is not found.



5. RELATIONS WITH USERS

5.1 Office of relations with the public

The office “UrP” is located at the company management headquarters:

Moby S.p.A.
Ufficio relazioni con il Pubblico
Largo Augusto n.8 - 20122 Milano
fax 0586.224624
e-mail urp.st-bon@moby.it

Its task is to assist customers in their relations with the company after using the service. In detail:

- it provides information to customers on how to make complaints;
- it accepts complaints, reports, proposals and suggestions from customers on the service provided;
- it manages the received complaints procedure;
- it provides written replies to complaints received;
- it handles requests from customers exercising their right to access information pertaining to them in the company’s possession, as laid down by law n.241/1990, processing the requests.

5.2 Complaints procedure for events that could give rise to indemnity/compensation

Complaints may be presented for these events:

- a. For arrival delays of more than 60 minutes see the provisions of Regulation (EU) 1177/2010.
- b. Passengers suffering accident or injury on board the vessel must immediately inform the ship’s command of what happened. The command, in addition to supplying any assistance needed, will compile a “verbal process” form describing the dynamics of the event to be countersigned by the passenger.

The customer must contact management within six months of the date of the accident/injury to provide the documentation needed to obtain compensation.

In the case of apparent damage no request for compensation, loss or other damage suffered by a passenger’s luggage or vehicle will be admitted unless their condition has been recognised in cross questioning with the ship’s command, according to the procedure described above.

Complaints may be sent, within two months of the date in which the service was provided or should have been provided, in the following ways:

- in writing by letter or fax to the address of the UrP described in the previous paragraph, by p.e.c. to the address direzione@pec.moby.it;
- by filling in the form available on the website www.moby.it in the section “complaints”.

Within a month of receiving the complaint the company will notify the passenger that the complaint has been accepted, rejected or is still under examination. The time needed for a definitive reply must not exceed two months from the arrival of a complaint.

The company has stipulated an insurance policy as laid down by current legislation to cover risks deriving from any injuries to passengers or damage to property and/or vehicles which, by civil responsibility, may interest the person and/or property and/or vehicles on board during boarding and disembarking operations.



5.3 Conciliation procedure

To initiate a conciliation procedure to resolve the dispute with the company, the customer may submit an application to:

- the Camera Arbitraria di Conciliazione, in the Chamber of Commerce competent for the territory. The procedure is free if the applicant is assisted by a consumers' Association; however legal representation is not required.
- The "Difensore Civico" (ombudsman) competent for the territory, and institutional figure that can settle any disputes between customers and MOBY.

To appeal to the judicial authorities, customers must turn to the Justice of the Peace or to the court competent for the value and the territory, according to the procedures laid down by current law.

5.4 Authority for the Regulation of Transport – Notice to Passengers

Customers are informed that, only after making a complaint to

Moby S.p.A.
Largo Augusto n.8,
20122 Milano

or compiling the relevant form available on the website www.moby.it in the section "complaints" and after waiting 60 days from sending it (for voyages departing from Italian ports or arriving in Italy from ports outside the EU), they may approach the Authority for the Regulation of Transport under the provisions of Regulation (EU) n.1177/2010 on the rights of passengers in transport by sea and on navigable internal waterways, using the telematics system (SiTe) available on the website of the Authority, or using the form to send by registered mail to Via Nizza n.230, 10126 - Torino, or by email to one of the addresses below:

- pec@pec.autorita-trasporti.it
- art@autorita-trasporti.it

For further information visit www.autorita-trasporti.it.



6. THE COMPANY'S UNDERTAKINGS

MOBY assumes the following factors with their indicators as useful elements that can trolling the quality of the service offered to users. It undertakes to monitor them and to make the results known in future editions of the Charter of Services.

6.1 Factors of quality, indicators and standards

1. Safety

A fundamental characteristic of MOBY is the safeguarding of passengers. Constant maintenance of vessels is carried out by highly specialised personnel to guarantee safety and protection for users.

2. Punctuality of the service

The "S.Teresa di Gallura-Bonifacio-S.Teresa di Gallura" follows a timetable available to users (paragraph 3.1 of this Charter).

MOBY undertakes to respect the times published and, in the case of delays or interruptions not attributable to the company, undertakes to inform customers to cause them the minimum disturbance possible.

3. Cleaning and hygiene of vessels and structures

Ordinary cleaning will be carried out on vessels at the end of each trip and general cleaning at the end of the day.

4. Comfort on the voyage

Vessels have air-conditioning.

5. Boarding procedures for Persons with Reduced Mobility (PMR)

See paragraph "4.5 Persons with reduced mobility" of this Charter.

6. Information to customers

The company undertakes to guarantee timely information to users.

7. Personnel: relations and behaviour

MOBY undertakes to train personnel to behave in a professional, courteous and respectful way towards passengers.

8. Level of commercial and front-office service

9. Modal integration

10. Protection of the environment

The vessels used are built and maintained respecting current legislation on environmental safeguarding.



6.2 Customer satisfaction surveys

Quality standards are verified through monitoring of the degree of satisfaction of users. This verification is carried out by distributing questionnaires to passengers asking for their degree of satisfaction on a scale from 1 to 6.

Below is an example of the table used (6 = best rating):

Table 1

Quality indicator	Standard of quality on connections					
	1	2	3	4	5	6
Safety						
Punctuality of the crossings						
Cleanliness and hygiene of vessels and structures						
Comfort on the voyage						
Boarding procedure for PMR						
Information to customers						
Personnel: customer contact and behaviour						
Level of commercial and front-office service						
Connection possibilities with other public transport systems						
Protection of the environment						



6.3 Editing, distribution and updating of the Charter of Services

The company undertakes to publish annually the full version of the Charter of Services, including the results of the survey described in paragraph “6.2 Customer satisfaction surveys”; this full version is displayed for customers in ticket offices in ports of departure, on the ships, the website and is also sent to the Sardinia Region.

6.4 Insurance coverage

The company provides the insurance cover required by current regulations to guarantee compensation for damage to people or property during the carrying out of the service.

6.5 Company Quality Observatory

The Company Quality Observatory has the following functions:

- monitoring the quality perceived by users through a sample survey of customer satisfaction to obtain useful indications for company management;
- analysing complaints, reports and suggestions arriving through the UrP to formulate proposals for improving the service;
- preparing the reports needed for compiling the Charter of Services.

6.6 Services guaranteed in case of strikes

In full-day strikes the company guarantees the following services:

Monday to Saturday	<u>departure</u>		<u>arrival</u>
S.Teresa di Gallura	07:00	Bonifacio	07:50
S.Teresa di Gallura	17:00	Bonifacio	17:50
Bonifacio	08:30	S.Teresa di Gallura	09:20
Bonifacio	18:30	S.Teresa di Gallura	19:20

Sundays and Italian holidays	<u>departure</u>		<u>arrival</u>
S.Teresa di Gallura	09:00	Bonifacio	09:50
S.Teresa di Gallura	17:00	Bonifacio	17:50
Bonifacio	10:30	S.Teresa di Gallura	11:20
Bonifacio	18:30	S.Teresa di Gallura	19:20