COMPLAINTS

The activity carried out in the year 2023 produced a single complaint case promptly resolved by our administrative offices.

Complaint category:

• <u>Suspension of the ride due to adverse weather conditions</u> - The customer has taken advantage of the free date change, but not the compensation for the additional hotel expenses for the overnight stay on the island presented by her, as they are not provided for by our transport regulations signed at the time of purchase.