



**NAVIGAZIONE LIBERA  
DEL GOLFO — *Since 1953***

# MOBILITY CHARTER

## **Ed. 2023**

The Mobility Charter, a charter of services for the transport sector, strengthens the guarantee of freedom of movement (mobility) of citizens provided for by art. 16 of the Italian Constitution which states in paragraph 1: "Every citizen may move and reside freely in any part of the national territory" and in paragraph 2: "Every citizen is free to leave the territory of the Republic and to re-enter it". This provision is reflected at Community level in art. 8 of the Maastricht Treaty, which expressly provides that: "Every citizen of the European Union has the right to move and reside freely within the territory of the Member States".

The Mobility Charter is the communication and information tool through which Navigazione Libera del Golfo is committed to ensuring compliance with quality standards for the service offered.

The following pages explain some of the values that inspire Navigazione Libera del Golfo in carrying out its activities, as well as quality indicators and objectives, communication channels with the Company and a series of useful information on the services offered.

The Charter is available at the Free Navigation Offices of the Gulf, at all the ticket offices of the ports operated by the Company, on the official website [www.nlg.it](http://www.nlg.it) and on board the naval units.

## **Map Scheme:**

### **Section I:**

The Fundamental Principles of the Charter  
Presentation of Navigazione Libera del Golfo S.r.l.

### **Section II:**

The quality of the service offered  
Monitoring of Quality Standards  
Confidentiality and data protection

### **Section III:**

Route Map  
Harbours  
Purchase of travel tickets  
Luggage transport  
Transport Protected animals and species

### **Section IV:**

The relationship with the passenger  
Insurance coverage for passenger accidents  
Persons with reduced mobility  
(PRM)

### **Section V:**

Information Service  
Variation penalties  
Delays  
Total ticket cancellation and refunds  
Complaints and Suggestions

## **SECTION I:**

### ***1. The fundamental principles of the Charter***

The Mobility Charter is an opportunity to meet with the passenger that allows Navigazione Libera del Golfo to briefly illustrate its role as a carrier aimed at guaranteeing and improving travel needs from the islands and to the islands served.

In drafting the Charter, Navigazione Libera del Golfo s.r.l. followed the indications of the Directive of the President of the Council of Ministers of 27.01.1994 concerning the "Principles on the provision of public services" and the subsequent D.P.C.M. 30.12.1998 relating to passenger

mobility, as well as EU Reg. 1177/2010 for the protection of passengers' rights, including those with reduced mobility.

Navigazione Libera Del Golfo considers the Mobility Charter an incentive to persevere in its programs to improve the quality of the service offered to passengers in compliance with the **following fundamental principles**:

### *1.1 Equality and Impartiality*

- The provision of the service is inspired by the principle of equal rights of users, excluding any discrimination on grounds of sex, race, language, religion, political opinions and nationality. The principle of equal treatment is compatible with forms of differentiated tariffs (ordinary and resident) that are practicable on the basis of objective and known criteria.
- The Company adopts initiatives aimed at continuously improving accessibility to services for certain groups of users (the disabled, the elderly, pregnant women).
- The Company's behaviour, more generally, is inspired by criteria of objectivity, justice and impartiality towards users.

### *1.2 Continuity*

- The provision of the service is guaranteed continuously, regularly and without interruption, except in circumstances beyond the control of the Company.
- In the event of a strike, news about the minimum guaranteed services will be promptly disseminated; however, this fulfilment remains conditioned by the conduct of third parties with respect to the Company. In the event of irregular operation or failure to provide the transport service for reasons attributable to the Company, the Company adopts passenger information measures in order to cause users the least possible inconvenience.

### *1.3 Participation*

- The passenger has access to information through the Company's website, ticket offices and offices, where information and changes regarding the services offered are published.
- Through the Call Center, the passenger can have a direct relationship with the Company. The Call Center supports the customer in choosing their itinerary, offers logistical information, facilitates the booking process and collects suggestions from users regarding the services offered.
- The Company undertakes to strengthen this relationship with its passengers by periodically acquiring evaluations and suggestions regarding the service rendered, in accordance with the procedures set out in Section II of this Charter.

### *1.4 Efficiency and Effectiveness*

- The entire organizational process of the Company is aimed at improving the efficiency and effectiveness of the service offered; to this end, the Company adopts the quality indicators referred to in Section II of this Charter.
- The staff of Navigazione Libera del Golfo wears uniforms to facilitate the process of recognition of personnel by passengers both on board and on land.
- With the precise aim of consolidating the relationship of trust between passengers and the Company, the behaviour of the staff is courteous, professional and helpful, designed to meet the needs of passengers, always in compliance with safety regulations on board.

### *1.5 Freedom of choice*

- Accessibility to information is enhanced and guaranteed through modern means of communication to facilitate passenger choice.

## ***2. Presentation of Navigazione Libera del Golfo S.r.l.***

The company is currently managed solely by the Aponte family, of Sorrento origin and of ancient maritime tradition, dating back to the seventeenth-eighteenth century.

The recent history of the company began in 1953 with the motor ships "Italia" and "Linda", and then with the "Santa Teresa", the "Santa Lucia Luntana", the "Santa Maria del Mare", the "Santa Rita", the "Pola" and, even later, with the M/V "Patrizia" and "Mergellina".

In 1981 the soc. "NLG – Navigazione Libera del Golfo S.r.l.", kicking off a profound corporate and fleet transformation.

Modern monohulls with waterjet propulsion were purchased in rapid succession, which gradually replaced the motor ships: the "Capri Jet" in 1988, the "Sorrento Jet" in 1990, the "Napoli Jet" in 1991, the "Amalfi Jet" in 1993 and the "Ischia Jet" in 1995.

In 1999, they were joined by the "Super Jet", a modern and fast HSC monohull capable of carrying 580 passengers.

Leadership in the sectors of competence was now assured, but the phase of strengthening the fleet did not stop: in 2003 the "Vesuvio Jet" and the "Tremi Jet" were purchased, very fast HSC monohulls, electronically stabilized and capable of carrying 440 passengers, at a speed of 35 knots, even in the least favorable weather and sea conditions.

In 2006 the "Salerno Jet", with similar characteristics, was acquired for the further enhancement of the services that the company carries out in the Gulf of Salerno.

In 2007 the "Picasso" was purchased, which allowed the activity carried out for the Tremi Islands to be extended to the ports of the Gargano (Rodi Garganico and Capojale).

Finally, in the same year, the fleet was enriched with two modern catamarans, also of very advanced technology and very high level of comfort: the "Zenit", intended for the new Vieste-Tremi Islands line, and the "Ponza Jet" with which the company has also established new connections for the Pontine Islands: the Terracina-Ponza line and the Terracina-Ventotene line.

Currently, the social fleet includes 10 fast monohulls and 1 catamaran; to these are added 3 "historic" motor ships, the "Santa Lucia Luntana", the "Patrizia" and the "Ala", which also symbolize and testify to the ancient seafaring tradition of the company.

In 2019, the company purchased the "Jumbo Jet", a fast unit built with the aim of carrying up to 700 passengers.

In short, a mix of tradition and modernity that, together with the commitment, resources and professionalism constantly lavished, place the company at the forefront on all reference markets, especially in terms of safety, comfort and reliability of the services it regularly provides.

### ***2.1 The NLG Fleet dedicated to the NAVE Termoli - Tremi line***



#### ISLAND OF CAPRAIA

Chartered vessel, owned by the company Caremar S.P.A., used while waiting for the entry into service of the ship "Santa Lucia"

- **Length:** 71 meters
- **Gross tonnage:** 1925 tons
- **Speed:** 27 knots
- **Carrying capacity:** 522 passengers and up to 57 cars



#### SANTA LUCIA

- **Length:** 60 meters
- **Gross tonnage:** 2312 tons
- **Speed:** 32 knots
- **Carrying capacity:** 550 passengers and up to 50 cars

## 2.2 Social commitment

Navigazione Libera del Golfo places the utmost commitment in the fields of Safety and Environmental Protection.

The Company establishes that all operations carried out by its personnel must pursue the following business objectives:

- Avoiding harm to individuals and loss of life;
- Protect the environment, especially the marine environment;
- Maintain the technical and operational efficiency of ships at the highest level;
- Protect ships and crews from the consequences of illegal practices;
- Transporting passengers safely and efficiently.

## 2.3 Safety

The safety of people and goods transported, the well-being of crews and the protection of the marine and coastal environment represent the Company's greatest responsibility

Navigazione Libera del Golfo is committed to continuously improving its Safety and Environmental Management System in accordance with the standards required by national and EU legislation.

In accordance with the principles dictated by the International Maritime Organization (I.M.O.), the Company's policy ensures the operation of its ships and land-based operating structures through a safety system, verified and certified by the State Administration, according to the directives of the IMO/ISM code integrated by the environmental protection procedures of the MARPOL Convention, by the standards required by the STWC Convention for the qualification and training of the and the rules of the ILO/MLC2006 Convention for the protection of the rights and health of workers on board. Offices and ships receive an annual audit by the Maritime Authority and the Technical Surveillance Body (RINA) whose results confirm the safety certifications issued in accordance with national and international legislation.

## **SECTION II:**

### ***1. The quality of the service offered***

The Company places the service offered and the needs of the passenger at the center of its work. With this view to continuous improvement, new and competitive quality objectives are set.

The Company has identified some **quality indicators** to be adopted as a basis for representing the quality level of the service provided and on the basis of which to proceed with the relative measurement in order to improve the service provided.

The indicators identified are:

1. Travel safety;
2. Personal and financial security of the passenger;
3. Regularity of service and punctuality of ships;
4. Cleanliness and hygienic conditions of ships;
5. Comfortable travel;
6. Additional services on board, where applicable;
7. Services for disabled passengers and passengers with reduced mobility;
8. Customer information;
9. Relational and communicational/behavioral aspects of staff in contact with users;
10. Level of service in counter and embarkation/disembarkation operations;
11. Modal integration;
12. Attention to the Environment.

With reference to each quality factor/indicator, Navigazione Libera del Golfo S.r.l. guarantees compliance with high quality standards, as provided for in the following diagram.

#### ***1.1 Travel Safety***

Safety, understood as both "safety" and "security", is guaranteed not only by the levels of training and education of the crews but also and above all by the multiple certifications, which are issued following periodic visits by the Port Authorities and RINA (Italian Naval Register). The rules that ships and crews must meet in order to obtain certificates that allow nautical and commercial operation derive from the IMO (International Maritime Organization - a UN body responsible for

dictating provisions on maritime safety), from the European Community, from national laws and regulations, from the classification regulations of the Italian Naval Register.

These are the main certificates that each ship of Navigazione Libera del Golfo S.r.l. is equipped with:

1. Class certificate issued by the Italian Naval Register and certifying the quality of the hull and engine.
2. Passenger transport safety certificate issued by the Harbour Master's Office following joint visits carried out together with the Italian Naval Register.
3. Safety Management Certificate (SMC), relating to the safety procedures followed by ships and issued by the Port Authority following joint visits carried out with the Italian Naval Register. This certificate certifies the compliance of the procedures themselves with the system called International Safety Management - ISM Code - issued by the aforementioned International Maritime Organization and implemented by the European Community for passenger ships and Ro-Ro high-speed craft.
4. Certificate for on-board services issued by the Harbour Master's Office with annual validity and certifying the ability of the crew and on-board security services to deal with any type of emergency.
5. In order to manage the type of vessel it owns, the company itself must be in possession of a safety management certificate called DOC (Document of Compliance) which certifies compliance with the rules of the aforementioned International Safety Management - ISM Code
  - the International Maritime Organization from the point of view of the ability of the offices on land to manage security. This certificate is issued to the company following a visit to the operational offices of the central management by the Port Authority and the Italian Naval Register and is valid for five years, with the obligation of annual revalidation.

With reference to "travel safety", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

<b>Typology</b>	<b>Units of Measurement</b>	<b>Quality Standards</b>	<b>Results</b>	<b>Modality</b>
Passenger accidents on board	n. incidents/tot. Pass. Transported	0,001%	0,003%	Information system
Car accidents	n. accidents/tot. Cars transported	0,010%	0,019%	Information system
International Application Safety Management	N. Audit positivi/tot. audit RINA	100%	100%	Certification
Classification level RINA	n. ships with max/tot. ships	100%	100%	Certification

---

Overall perception of security	No. of satisfied passengers/No. of passengers interviewed	85%	81%	Survey via questionnaire
--------------------------------	---	-----	-----	--------------------------

---

## 1.2 Passenger's personal and property security

Free Navigation of the Gulf to the passenger's personal and patrimonial property:

- Passengers are not allowed access to on-board rooms that are not intended for them or to remain in the garage and/or access them while sailing;
- The on-board staff supervises the correct behaviour of passengers who entertain themselves in the lounges, lounges or other common areas reserved for them;
- The garage areas are monitored with a CCTV system;
- An automated procedure is activated for the temporary custody of forgotten objects found on board, aimed at returning, where possible, to their legitimate owners.

With reference to the "personal and financial security of the passenger", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Extent of theft from passengers	n. furti/tot. Passengers	0,000%	0,000%	Information system
Entity of car theft	n. thefts/tot. Cars transported	0,000%	0,000%	Information system
Availability of valuables storage service (trips m/l duration)	n. ships with dep. values/ tot. Ships	100%	100%	Company specifications
Surveillance of on-board garage areas	n. areas monitored/total areas	100%	100%	Company specifications
Overall perception of personal safety and patrimonial	No. of satisfied passengers/No. of passengers interviewed	85%	82%	Survey via questionnaire

---



### 1.3 Regularity of the service and punctuality of the ships

The services of Navigazione Libera del Golfo S.r.l. are structured to guarantee the travel needs of people and comply with the five-year planning plans approved by the administration pursuant to the laws on affiliated services. The connections are carried out by the Company's units continuously and regularly throughout the year.

The itineraries and frequencies suitable for facilitating the movement of passengers from the islands and to the islands reflect the mobility needs of the island populations - which the State has decided to guarantee through Navigazione Libera del Golfo - not separated from those of tourist flows, with consequent differentiation between winter and summer seasons.

The details can be found on the "[www.nlg.it](http://www.nlg.it)" website from which the network of connections and the composition of the fleet also emerge

The efficiency of the Gulf Free Navigation fleet ensures the possible containment of any delay and the related best achievable punctuality.

Delays can be attributable:

- In adverse marine weather conditions. In such cases, the Ship Command privileges, as far as possible, the comfort of the passenger by changing standard course and speed;
- To embarkation/disembarkation operations that are prolonged for reasons not attributable to the shipowner's responsibility;
- To deficiencies/inefficiencies related to landings that prolong the time of mooring/unmooring nautical operations;
- A unforeseeable technical failures;
- Port security checks and also any police checks;
- To extraordinary events independent of the carrier's organization, such as but not limited to:
  - waits or speed reductions due to intense incoming/outgoing port traffic;
  - assistance/rescue of other boats in difficulty.

With reference to the "regularity of the service and punctuality", the quality indicators reported in the table below have been identified with the relative methods of monitoring the service.

<b>TERMOLI-TREMITI ISLANDS</b>	<b>Units of Measurement</b>	<b>Quality Standards</b>	<b>Results</b>	<b>Modality</b>
Service continuity	A/S	At	At	System informative
Service frequency	As indicated on the <a href="http://www.nlg.it">www.nlg.it</a> website or on +39 375 5872244			
Reliability*	omissions of service/ tot. Service offered	100%	100%	Company specifications

Compliance with arrival time final balance/timetable of programmed**	ARR-schema Scheduled ARR	100%	100%	Company specifications
Perception of regularity	No. of satisfied passengers/No. passengers interviewed	85%	81%	Survey via questionnaire

(\*) Omissions of service for reasons not attributable to NLG S.r.l. (weather and sea conditions, technical failures beyond the carrier's control and other extraordinary events) are excluded.

(\*\*) Excluding delays not attributable to NLG S.r.l. (marine weather conditions, technical failures beyond the carrier's control and other extraordinary events).

#### *1.4 Cleanliness and hygienic conditions of ships*

NLG S.r.l is committed to ensuring hygiene and decorum on board its units. To this end, preventive rodent control, pest control and internal and external deep cleaning interventions are carried out on a periodic basis; Normal cleaning of public spaces and toilets is carried out daily with the frequency suggested by the type and duration of the trip as well as the density of passengers.

In addition, the rooms frequented by passengers are equipped with quickly accessible waste containers. Cleaning operations in cabins and public spaces, except in emergencies that require prompt intervention, are carried out in the absence of passengers on board.

Each ship is periodically subjected to unannounced inspections by the NAS (Anti-Sophistication Unit of the Carabinieri) for the catering areas and passenger accommodation and to periodic visits and inspections by the Maritime Health Offices for the areas reserved for crews. Following these last visits, specific certifications are issued.

In addition, as required by Legislative Decree 155/97 on the hygiene of food products, specific controls scheduled periodicals are carried out by certified companies. Finally, internal inspections, including on traveling units, verify compliance with company directives on the subject.

Interventions are planned as follows:

- Pest control: not less than N° 4/year
- Rodent control: not less than N° 4/year
- Cleaning public spaces: before each crossing
- Eco-friendly service (toilet cleaning): before each crossing and during the journey on a regular basis.

With reference to the "cleanliness and hygienic conditions of ships", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

<b>Typology</b>	<b>Units of Measurement</b>	<b>Quality Standards</b>	<b>Results</b>	<b>Modality</b>
NAS inspection visits	N. Ispez. positiva/ tot. ISP.	100%	100%	Certification
Periodic inspections Maritime Health	N. Ispez. positiva/ tot. ISP.	100%	100%	Certification
Checks by certified companies	N. Ispez. positiva/ tot. ISP.	100%	100%	Certification
Overall perception of cleanliness level	No. of satisfied passengers/No. of passengers interviewed	85%	76%	Survey via questionnaire

### 1.5 Travel Convenience

The centrality of the passenger finds Navigazione Libera del Golfo committed not only to paying the utmost attention to the efficiency of the services but also to making the crossing comfortable and pleasant.

The fleet renewal process has aimed and continues to improve passenger comfort through:

- The adoption of stabilization systems that minimize roll movement;
- The air conditioning of the rooms, in order to promote healthy environmental conditions.

These conditions are also protected by the introduction of a ban on smoking in all closed rooms on board. Smoking passengers may, however, use the external decks and in any case the uncovered areas of the ship, where this is not expressly prohibited for safety reasons. Passenger accommodation on ferries is able to accommodate the passenger density of the connecting lines served.

With reference to "travel comfort", the following quality indicators have been identified (by type and unit of measurement) and the related standards (at service level)

<b>Typology</b>	<b>Units of Measurement</b>	<b>Quality Standards</b>	<b>Results</b>	<b>Modality</b>
Seating availability	Num. Seats / Tot pass. Transp.	100%	100%	Certification

Anti-roll stabilization systems	Unit No. Stabilized / Total units	100%	100%	Certification
Air conditioning	Unit No. Air Conditioned / Total Units	100%	100%	Certification
Overall perception of travel comfort	No. of passengers sodd. / Total passengers interviewed	85%	81%	Survey via questionnaire

### 1.6 Additional services on board

To make the journey more comfortable and shorten the crossing time in the passenger's perception, the ship has a living room equipped with a bar / sandwich shop and comfortable armchairs. All units that offer catering service comply with the dictates of Legislative Decree 155/97, which implements the EU directives on controls on the cleanliness of on-board environments and the hygienic treatment of food products, according to the Hazard Analysis and Critical Control Points (HACCP) analysis and control system.

With reference to "additional services on board", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Bar service	n. ferries equipped/tot. Ferries	100%	100%	Arrangement Company
Overall perception of quality	No. of passengers sodd. / Total passengers interviewed	85%	80%	Survey via questionnaire

### 1.7 Services for disabled passengers and passengers with reduced mobility

To facilitate the mobility of passengers with disabilities and reduced mobility, the units of the Gulf Free Navigation fleet implement all the provisions in force on the subject. In particular, they have parking areas in garages reserved for cars of passengers in wheelchairs, stairlifts, and, in general, for all PRMs, reserved areas in armchair rooms and common areas, as well as a suitably equipped public toilet room. In addition, all units make public spaces accessible. Finally, the staff has been specially trained.

As far as access and stay on board are concerned, those who have booked and need assistance with boarding have a preferential route: it is sufficient that they show up alongside at least two hours before departure.

Of course, the Ship Command is required to verify the actual existence of the conditions that determined the assignment of these accommodations at the time of purchase of the ticket.

As regards the details of the services guaranteed to passengers with disabilities and reduced mobility, please refer expressly to what is reported in this mobility charter in section IV paragraph 3.

With reference to "services for passengers with disabilities and reduced mobility", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Accessibility of public places (ramps for access to premises, etc.)	n. ferries equipped/tot. Ferries	100%	100%	Company Provisions
Overall perception of the quality of services for passes. Disabled and Reduced Mobility	No. of passengers sodd. / Total passengers interviewed	85%	82%	Survey via questionnaire

### 1.8 Customer Information

Passengers can obtain up-to-date information on services, connections, timetables and fares and make reservations in the following ways:

- From the official website of Navigazione Libera del Golfo S.r.l. [www.nlg.it](http://www.nlg.it) (available in Italian and English);
- At travel agencies authorized to issue travel tickets of Navigazione Libera del Golfo S.r.l.;
- At the boarding stations during ticket office service hours;
- At the information office available on board the ships of Navigazione Libera del Golfo.

For further details, please refer to section V paragraph 1 of this mobility charter.

Information on planned strikes and guaranteed minimum services are disseminated, in compliance with the relevant legislation, in the press or on the website [www.nlg.it](http://www.nlg.it) of Navigazione Libera del Golfo S.r.l.

With reference to the "Customer Information" service, the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Information points at the boarding gates	No. of ports equipped/Total number of airports	100%	100%	Arrangement Company
Information points on board	No. of ferries equipped/tot. Ferries	100%	100%	Arrangement Company
Comprehensive perception of information	No. of passengers sudd. / Total passengers interviewed	90%	86%	Survey via questionnaire

### *1.9 Relational and communicative/behavioural aspects of staff in contact with users*

The personnel of Navigazione Libera del Golfo in contact with the public, as regards:

#### **Recognizability**

- It must be clearly identifiable through a club uniform bearing the Club's logo. Booking centre staff are required to identify themselves by indicating their name and the office to which they belong.

#### **Presentability**

- Must wear the required social uniform;
- It must have a well-groomed appearance, avoiding forms of neglect or excessive eccentricity.

#### **Behavior**

- Must treat the passenger with respect and courtesy, express themselves in understandable and irreproachable language;
- It must ensure readiness and availability for the resolution of the passenger's problems should they arise.

With reference to the "relational and behavioural aspects", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Personal front-line recognition	n. staff identified / tot. staff	100%	100%	Company Provisions

Personal front-line presentability	n. people in uniform /until. Personale	100%	100%	Arrangement Company
Overall perception of front-line staff	No. of satisfied passengers/No. of passengers interviewed	90%	86%	Survey via questionnaire

### 1.10 Level of counter and embarkation/disembarkation service

Navigazione Libera del Golfo adopts a computerized procedure for the issuance of travel tickets. This allows the airport ticket offices and agencies connected to the network:

- The immediate display of the possibility of satisfying the passenger's request and the possible alternative offers;
- The issuance of tickets with minimum ticketing times;
- The possibility of booking for groups, with a deadline if not converted into a travel document.

The turnout at the airport counters and the embarkation/disembarkation operations are rationalized with channeling by queues.

For further details, please refer to section III paragraph 3 of this mobility charter.

With reference to the "level of counter and embarkation/disembarkation service", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
System adoption computerized for the issuance of Travel documents	no. of points of sale equipped/tot. Stores	100%	100%	Information system
Rationalization adoption Passenger turnout	n. equipped yards/tot. Airports	100%	100%	Company Provisions
Overall perception of the service level	No. of satisfied passengers/No. of passengers interviewed	85%	81%	Survey via questionnaire

### 1.11 Modal Integration

Navigazione Libera del Golfo, aware that the movement of passengers does not begin and end with the crossing, strives to ensure that users can become aware of intermodal services and

connections with other transport carriers and provides, in particular, adequate information on the viability and methods of access to each individual port on the official [website www.nlg.it](http://www.nlg.it).

With reference to "modal integration", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

Typology	Units of Measurement	Quality Standards	Results	Modality
Port facilities with parking for private users, taxi and bus stops.	No. of equipped airports/No. of airports served	100%	100%	Detection
Perception on the visibility comprehensibility and effectiveness of the Port signage	No. of passengers sodd. / Total passengers interviewed	85%	81%	Survey via questionnaire
Perception of the adequacy of the Port/city and port/quay connections	No. of passengers sodd. / Total passengers interviewed	85%	82%	Survey via questionnaire
Overall perception of modal integration	No. of passengers sodd. / Total passengers interviewed	85%	83%	Survey via questionnaire

### 1.12 Attention to the Environment

In the development and improvement of its services, NLG S.r.l. pays particular attention to environmental protection issues.

#### **Marine pollution**

To protect the marine environment, the naval units are equipped with oily water treatment plants, black water; The related certification and periodic validation checks ensure that the



functionality of these plants complies with the regulations aimed at preventing the discharge of oils, sludge and sludge and/or solid residues into the sea.

### **Air pollution**

The utmost attention is paid - maintenance and conduction - to the correct functioning of the engine equipment in order to prevent the emission of combustion fumes rich in unburnt particles.

### **Noise pollution**

To protect against noise pollution, the units incorporate the most advanced technologies, in terms of design and the adoption of sound-absorbing materials, aimed at achieving the best possible sound insulation and ensuring that the noise level does not exceed the limit of normal tolerability.

With reference to "attention to the environment", the following quality indicators (by type and unit of measurement) and the related standards (service level) have been identified.

<b>Typology</b>	<b>Units of Measurement</b>	<b>Quality Standards</b>	<b>Results</b>	<b>Modality</b>
Marine anti-pollution systems and procedures	n. ferries equipped/tot. Ferries	100%	100%	Certification
Anti-pollution systems and procedures atmospheric (level equipment maintenance engines and sulphur content level)	n. ferries equipped/tot. Ferries	100%	100%	Certification
Anti-noise systems and procedures	n. ferries equipped/tot. Ferries	100%	100%	Certification
Overall perception of the level of attention to the environment	No. of satisfied passengers/No. of passengers interviewed	80%	77%	Survey via questionnaire

## **2. Monitoring of Quality Standards**

In order to assess the quality of the service provided, with particular regard to the maintenance of the expected standards, NLG S.r.l. carries out checks and monitoring actions on customers regarding the efficiency of the services provided. In particular, the detection and monitoring of customer satisfaction is understood as:

- a tool for growth in the quality of the service provided with a view to continuous improvement;
- a tool for rational listening to customer issues.

The quality indicators of each factor are monitored with data collection methods.

The degree of passenger satisfaction with regard to each quality factor is measured by means of a special questionnaire that is sent to the email address indicated at the time of purchase of the NLG S.r.l. ticket.

Any comments and/or suggestions from passengers will be received with the utmost consideration by NLG S.r.l.

NLG S.r.l. also takes care to promptly analyze the phenomenology related to the complaint by producing periodic statistics on the subject.

### ***3. Confidentiality and data protection***

Navigazione Libera del Golfo applies the current regulatory provisions on the protection and confidentiality of Customer data (Legislative Decree 30 June 2003 no. 196 and GDPR Regulation 2016/679) and adopts the appropriate technical and organizational measures required by law in this regard.

#### **SECTION III:**

##### ***1. Route Map***

Navigazione Libera del Golfo is a leading company in the field of fast maritime transport with the smaller Italian islands.

In 2021, the company started a new connection with the ship in agreement, from the port of Termoli to the Tremiti Islands.

##### ***2. Ports***

Below is the list of the port ticket offices of the lines subject to public service obligations on the "Termoli-Tremiti" line

###### **TERMOLI**

FREE NAVIGATION OF THE GULF  
MOLO DI NORD EST, VIA DEL PORTO 86039 -  
TERMOLI (CB)  
Tel. +390875704859  
E-mail: [tremiti.termoli@nlq.it](mailto:tremiti.termoli@nlq.it)

###### **TREMORS**

FREE NAVIGATION OF THE GULF  
PORTO SAN DOMINO 07026 – TREMITI  
Tel. +393497597429  
E-mail: [tremiti.termoli@nlq.it](mailto:tremiti.termoli@nlq.it)

##### ***3. Purchase of travel tickets***

The Company markets its transport services through multiple sales channels, passage tickets can be purchased directly by the person concerned, through:

- il sito internet [www.nlg.it](http://www.nlg.it);
- the ticket offices located in the ports of embarkation, referred to in the "ports" paragraph of the third section, the references of which are also available on the [www.nlg.it website](http://www.nlg.it). They provide service to the public with timetables deriving from nautical activity and are open at least half an hour before the ship's departure time;
- the numerous travel agencies authorized to sell tickets

#### **4. Luggage transport**

**LUGGAGE** – Luggage, travel bags, backpacks and the like, containing personal effects, and traveling with the passenger, are considered luggage. The passenger is entitled to carry with him/her only one piece of baggage with a maximum size of 50x30x15 cm and a maximum weight of kg. 5.00. Baggage in excess of the free baggage allowance will be checked in upon payment of the relevant fare. The baggage ticket only remunerates the maritime passage of the baggage itself. The embarkation, disembarkation, arrangement and custody of the packages during navigation are the responsibility of the passenger. Baggage items may not be placed on chairs or armchairs, or in such a way as to hinder other passengers. Packages not containing the passenger's personal belongings, especially if particularly bulky, will be embarked, always unless there are technical and health impediments, and at the sole discretion of the On-Board Command. Any passenger who introduces substances or objects of illegal possession on board, or not in compliance with current health or legal provisions, will be liable to the Company for damages, fines and fines that may be incurred as a result of such introduction. The Company is exclusively liable, within the limits of the law, for valuables delivered, against regular receipt, to the Command. The Company is not responsible for valuables, valuables, money or anything else left in the car or in common areas on board the ship. In any event, it is the responsibility of the complainant to prove the extent of the loss or damage suffered and the fact that such loss or damage occurred during transport.

##### *4.1 Lost property*

In the event of items being forgotten or lost on board, the passenger can contact the Purser's Office directly on the same day and possibly before the ship departs.

Subsequently, after further searches by the designated company structure, these objects are delivered to the Lost and Found Office of the Municipality of Naples, a place designated to receive them from all airports, which keeps them in storage and custody as duly indicated by the civil law on the subject.

##### *4.2 Procedure for compensation for damage to transported property*

For harmful events affecting the vehicles on board, the Ship Command shall draw up a special contradictory report, issuing the injured party with a copy of this document, signed by the parties, showing the damage and any other observations in this regard. The compensation for damages that can be claimed by the entitled party is assessed, also and above all, on the basis of the elements acquired during the minutes and possibly paid, directly by the Company or through co-obligors, to the extent provided for by the applicable legislation on the subject.

The injured party must mandatorily initiate the claim for damages no later than the six-month limitation period provided for by art. 438 of the current Navigation Code.

In the event of apparent damage, no claim for compensation, loss or anything else will be admitted if the condition of the vehicle has not been recognized in consultation with the Ship Command, according to the procedure indicated above.

### ***5. Transport of Protected Animals and Species***

**DOGS, CATS AND PETS** – Unless otherwise prescribed by law, dogs, cats and other small live pets may be transported with passengers and upon payment of the applicable fare. No animals may be brought into the lounges and rooms intended for passengers, with the exception of guide dogs for the blind.

Dogs must be muzzled and leashed. Cats or other pets should be transported in cages or baskets by their owners. The feeding of the animals is the responsibility of the owners. For animals travelling with passengers, the following documentation is required: a valid health or veterinary certificate stating that the animal is not affected by diseases and, in particular for dogs, that it has been vaccinated against rabies.

This documentation can be requested at the time of issuing the relevant ticket or by the on-board staff at the time of boarding. Specimens belonging to protected animal or plant species, in compliance with art. 727-bis of the Criminal Code, transposing EU Directives 92/73/EC, and 2009/147/EC, as well as Law no. 150 of 7/2/1992 transposing EC Regulation no. 338/97 of the Council of 9.12.1996, can only be transported if in possession of the relevant licence or certificate and under the conditions provided therein.

## **SECTION IV:**

### **1. The Passenger Relationship**

Navigazione Libera del Golfo is committed to the development of services dedicated to customers through an important fleet renewal and organization review.

When purchasing the ticket, the passenger and the Company establish a relationship characterized by mutual rights and duties.

#### *1.1 Passenger Rights and Duties*

The Company respects the following *passenger rights* :

- Travel safety;
- Continuity of service;
- Transparency and easy availability of information regarding the routes served, the dates of service provision, the timetables and the fares applied;
- Compliance with scheduled times in favorable weather and sea conditions and except in cases not attributable to the Company;
- Easy accessibility to the complaints procedure and the right to receive a prompt response to complaints;
- Hygiene and cleanliness of ships;
- Identification of personnel in direct contact with the public;
- Compliance with the ban on smoking on ships.

The passenger, for his part, is obliged to comply with the following *duties*:

- Communicate the following data precisely at the time of purchase of the ticket: personal details, telephone number, email address, so that he/she can, in good time, be informed of any delay, suspension or omission of departure of the means of navigation;
- Have a valid travel document and be in possession of a valid individual identity document;
- Occupy only one seat;
- Do not occupy the seats reserved for people with reduced mobility;
- Respect the ban on smoking on ships;
- Not to cause damage of any kind or nature to ships or company premises;

- Do not disturb other travelers with misbehavior;
- Do not carry objects considered harmful and dangerous;
- Do not misuse alarm signals or any emergency device;
- Do not compromise travel safety and service levels in any way;
- Comply with the provisions of the General Conditions of Carriage and the Safety Provisions;
- Comply with the laws and regulations governing the carriage of animals.

## **2. Insurance coverage for passenger accidents**

The passenger's journey benefits from insurance coverage for any accidents deriving from the responsibility of NLG S.r.l. that may affect the person on board, during embarkation and disembarkation operations or within the Company's offices.

Accidents must be promptly reported to the Ship Command, which, on the basis of what has been ascertained, draws up a report and issues a copy to the passenger, at the same time noting the event in the logbook.

The request for any compensation must be sent to the administrative headquarters of the Company

located in: **Naples – Via G. Melisurgo – zip code 80133.**

The Company will involve the Insurers, through its brokers, in the opening of the claim.

## **3. Persons with reduced mobility (PRM)**

The reception on board of passengers with specific needs is regulated by Legislative Decree no. 52 of 8 March 2005, by the implementing circulars issued by the Ministry of Infrastructure and Transport, by EU Reg. 1177/2010 as well as by the internal procedures of NLG S.r.l.

Passengers with reduced mobility (PRM) **are considered** to be persons whose mobility is reduced due to any physical disability (sensory or motor, permanent or temporary), intellectual disability or incapacity, or any other cause of disability, pregnant women or persons with reduced mobility due to age, whose condition requires adequate attention and adaptation of the service provided to all passengers to meet specific needs.

The Company accepts the booking of persons with disabilities or reduced mobility who request it under the same conditions as all other passengers and undertakes to provide assistance at no additional charge. NLG – Navigazione Libera del Golfo, in compliance with current regulatory provisions, is able to offer assistance to PRMs, Persons with Reduced Mobility, for the entire duration of the trip.

All airport ticket offices are able to provide, at the time of booking and/or ticketing, all the essential information on the on-board services available, providing the necessary information on a daily basis for each departure.

The units of the fleet are able to accommodate PRMs on board, including those who walk in wheelchairs. In addition, for the entire duration of the trip, from embarkation to disembarkation, qualified and trained personnel, recognizable by the wording "CREW" on the company uniform, will offer continuous assistance and information to the PRMs.

### **1. Assistance in ports:**

- The PRM will be assisted, if necessary, from the moment of access to the port area, whether this has been done by private means, bus or train;

- The PRM will be accompanied to the ticket office, to purchase the ticket or, if it already has it, to boarding;
- once disembarked, it will be accompanied to the airport ticket office.

## **2. Assistance on board the naval units:**

The PRM will be assisted by the on-board staff:

- in embarkation/disembarkation operations;
- in baggage handling;
- in reaching the assigned place; • in going to the toilets.

If the PRM is assisted by one of its companions, the latter may request to provide the necessary assistance in port as well as for embarkation and disembarkation.

For blind PRMs, NLG S.r.l. provides free accommodation for the accompanying passenger.

## ***4. Right to compensation for loss of or damage to mobility equipment***

If NLG is liable, through its own fault or negligence, for the loss of or damage to mobility equipment or specific equipment used by persons with disabilities, NLG will offer such persons compensation corresponding to the value of the replacement of the equipment in question or, where applicable, the costs of repair.

Passengers with ongoing clinical cases must be in possession of an appropriate medical certification, issued by a State facility, in original, dated no earlier than 48 hours before departure.

Persons with disabilities or persons with reduced mobility notify the Company, at the time of booking or pre-purchasing the ticket, of their specific needs for accommodation, seat, services requested, or the need to carry medical equipment provided that such need or necessity is known at that time. For any other type of assistance, PRMs must notify the Carrier or the terminal operator at least 48 hours in advance and arrive at an appropriate place at the agreed time, in advance of the published embarkation time.

If the trip is booked through an agency or tour operator, the passenger must make sure that the requests for special assistance required are reported according to the current computerized procedure of NLG S.r.l.

The purchase of the ticket, with the indication provided for one of the "PMR" categories, entitles you to a privileged boarding line for your car and the availability of reserved seats in the public areas on board. Therefore, passengers with disabilities or reduced mobility may board preferentially by presenting themselves for boarding at least two hours before the departure time.

If the aforementioned notification is not made, NLG S.r.l. makes every effort to ensure that assistance is provided in such a way that the person with a disability or reduced mobility can board the departing service or get off the incoming service for which he or she has purchased the ticket.

In order to ensure the best service, passengers with reduced mobility and/or who require special assistance, without a vehicle, must arrive for check-in at least one hour before departure.

The NLG:

- ensures that its staff, who provide direct assistance to disabled and reduced mobility persons, have specific training on disability assistance and awareness;
- ensures that all new employees receive disability training and that all staff attend disability training at the appropriate time;
- if a person with a disability or reduced mobility is accompanied by an assistance dog, the latter is accommodated together with the person in question, provided that notification is provided to NLG S.r.l., in accordance with the applicable regulations on the transport of assistance animals.

#### *4.1 Pregnant women*

Pregnant passengers may embark only after written notification of their condition on board and presentation of a medical certificate issued no later than 48 hours before departure expressly authorizing the trip, which must be delivered to the ship's officer. Boarding involves acceptance by the passenger of the risks associated with the absence on board of specialized assistance and structures suitable for managing any emergencies related to the condition of pregnancy, as well as the specificities of transport by sea with consequent difficulty in accessing external assistance, with consequent indemnification and exemption of any and all liability on the part of NLG S.r.l. and all its personnel.

#### *4.2 Minor*

Passengers under the age of 14 must travel accompanied by adult passengers and must be in possession of a valid individual identity document, in accordance with the provisions of EC Regulation no. 2252/2004.

They must be supervised at all times by their parents and/or guardians and may not travel on the ship unaccompanied. Under no circumstances shall the Carrier be liable for damages incurred by minors in violation of the above.

Minor passengers between the ages of 14 and 18 may travel alone, provided that they are in possession of a written authorization containing all the information on the ticket, with which the parents or those exercising parental authority assume responsibility for the journey made by the minor by attaching, in addition, the family status and the identity document of the undersigned.



## SECTION V:

### 1. Information Service

To request information on routes, services, fare concessions or for simple communications, the Company provides users with the following contact details:

**Help Center**  
[Customarecare@nlq.it](mailto:Customarecare@nlq.it) – [www.nlg.it](http://www.nlg.it)

### 2. Variation penalties

In the event of a delay of more than 90 minutes from the scheduled departure time or the cancellation of a passenger service, passengers can choose between:

- alternative transport to the final destination under similar conditions, as soon as possible and at no extra charge;
- refund of the ticket price and, where appropriate, free return to the first point of departure indicated in the contract of carriage, as soon as possible.
- 1 hour, in a regular service of up to 4 hours
- 2 hours, in a regular service of more than 4 hours, but not exceeding 8 hours
- 3 hours, in a regular service of more than 8 hours, but not exceeding 24 hours • 6 hours, in a regular service of more than 24 hours.

Passengers can claim financial compensation equal to 50% of the ticket price if the delay in arrival at the final destination exceeds:

Passengers can claim financial compensation of 25% of the ticket price if the delay in arrival at the final destination exceeds:

- 2 hours, in a regular service up to 4 hours
- 4 hours, in a regular service of more than 4 hours, but not exceeding 8 hours •  
6 hours, in a regular service of more than 8 but not exceeding 24 hours •  
12 hours, in a regular service of more than 24 hours.

However, the carrier is relieved of the obligation to pay financial compensation to passengers in the event of a delay in arrival if it proves that the delay is caused by weather conditions that jeopardise the safe operation of the ship, or by extraordinary circumstances that hinder the performance of the passenger service, which could not reasonably have been avoided.

### ORDINARY TICKETS

Changes in date, line, number of passengers, timetable will be accepted, within the limits of available seats and spaces and provided that they are requested at least 2 hours before the booked departure (limited to the call center hours), upon payment of € 3.50 from the € 5.00 web ticket office as reimbursement of expenses for each change (in addition to the payment of any fare differences), only if you indicate them on the ticket.

### **3. Delays**

Passengers can claim financial compensation of 25% of the ticket price if the delay in arrival at the final destination exceeds:

- 1 hour, in a regular service of up to 4 hours
- 2 hours, in a regular service of more than 4 hours, but not exceeding 8 hours
- 3 hours, in a regular service of more than 8 hours, but not exceeding 24 hours
- 6 hours, in a regular service of more than 24 hours.
- Passengers can claim financial compensation equal to 50% of the ticket price if the delay in arrival at the final destination exceeds:
  - 2 hours, in a regular service up to 4 hours
  - 4 hours, in a regular service of more than 4 hours, but not exceeding 8 hours
  - 6 hours, in a regular service of more than 8 but not exceeding 24 hours
  - 12 hours, in a regular service of more than 24 hours.
- However, the carrier is relieved of the obligation to pay financial compensation to passengers in the event of a delay in arrival if it proves that the delay is caused by weather conditions that jeopardise the safe operation of the ship, or by extraordinary circumstances that hinder the performance of the passenger service, which could not reasonably have been avoided.

### **4. Total and partial cancellation of the ticket and refunds**

- Tickets purchased online on the official NLG website: [www.nlg.it](http://www.nlg.it):

In the event of cancellation of the trip by the passenger, the booking fees will not be refunded and the tickets will be refunded with a penalty of 30%, provided that the ticket has been duly cancelled, as specified below. Cancellations must be notified by filling out the online form on our [www.nlg.it](http://www.nlg.it) website or by sending a request by e-mail to [rimborsi@nlg.it](mailto:rimborsi@nlg.it) indicating the booking code, no later than 48 hours before the scheduled departure. After this deadline, the ticket cannot be cancelled and, therefore, refunded. The refund amounts will be reversed to the credit card used to purchase the tickets online. In case of withdrawal of boarding passes, a scan of the same must be attached to the refund request or, alternatively, the boarding passes must be sent by ordinary or registered mail to: NLG S.r.l.  
Via G. Melisurgo,4  
80133 - NAPLES

- Tickets purchased online on the web portals or at travel agencies:

In the event of cancellation of the trip by the passenger, the booking fees will not be refunded and the tickets will be refunded with a penalty of 30%, provided that the ticket has been duly cancelled, as specified below. Cancellations must be notified by sending a request by e-mail to the customer service of the chosen portal or agency indicating the booking code, no later than 48 hours before the scheduled departure. After this deadline, the ticket cannot be cancelled and, therefore, refunded. The amounts due will be refunded directly by the customer service of the portal or agency used for the purchase. In case of withdrawal of boarding passes, a scan of the same must be attached to the refund request or, alternatively, the boarding passes must be sent by ordinary or registered mail to: NLG S.r.l.  
Via G. Melisurgo,4  
80133 - NAPLES

- Tickets purchased at one of the NLG social ticket offices:

In the event of cancellation of the trip by the passenger, the booking fees will not be refunded and the tickets will be refunded with a penalty of 30%, provided that the ticket has been duly cancelled, as specified below. Cancellations must be notified by filling out the online form on our website [www.nlg.it](http://www.nlg.it) sending a request by e-mail to [rimborsi@nlg.it](mailto:rimborsi@nlg.it) indicating the booking code and IBAN, no later than 48 hours before the scheduled departure. After this deadline, the ticket cannot be cancelled and, therefore, refunded. The refund will be made by bank transfer to the IBAN communicated in the refund request. In case of withdrawal of boarding passes, a scan of the same must be attached to the refund request or, alternatively, the boarding passes must be sent by ordinary or registered mail to: NLG S.r.l.

Via G. Melisurgo,4 80133  
- NAPOLI

In the event of non-provision of the service for reasons attributable to Navigazione Libera del Golfo S.r.l., the passenger who, in the seven days following the cancellation of the service, intends to use the ticket on the same route, must first go to the ticket office to allow the issuance of the new ticket. The issue will take place without the application of any surcharge.

In the same cases, the passenger who intends to obtain a refund of the price must:

- For Tickets purchased online on the official NLG website:  
[www.nlg.it](http://www.nlg.it), fill out the online form on our website [www.nlg.it](http://www.nlg.it) or by sending a request by e-mail to [rimborsi@nlg.it](mailto:rimborsi@nlg.it) indicating the booking code. The refund amounts will be reversed to the credit card used to purchase the tickets online.
- For tickets purchased online on the web portals or at travel agencies:  
A request must be sent by e-mail to the customer service of the chosen portal or agency indicating the booking code. The amounts due will be refunded directly by the customer service of the portal or agency used for the purchase.
- For tickets purchased at one of the NLG ticket offices:  
It is possible to request a refund directly at the ticket office where they were purchased by presenting the unused tickets or, alternatively, by sending a request by e-mail to [rimborsi@nlg.it](mailto:rimborsi@nlg.it) indicating the booking code and attaching a scan of the tickets.

NLG - Navigazione Libera del Golfo undertakes to refund the ticket price within 30 working days of submitting the request.

## **5. Complaints and Suggestions.**

Any complaints must be notified in writing directly to the Company. Accidents or damage suffered by persons or property must be immediately notified to the On-Board Command of the ship on which the voyage was made.

### **Administrative Headquarters**

Navigazione Libera del Golfo S.r.l.

Via G. Melisurgo n.4 – 80133 Napoli

### **Customer service**

E-mail: [customercare@nlq.it](mailto:customercare@nlq.it)

Tel. +39 375 5872244

Sito web: <https://www.nlg.it>