

## **PASSENGER TRANSPORT REGULATIONS FOR GUIDED TOURS IN THE PUNTA CAMPANELLA MARINE PROTECTED AREA**

The Management Consortium of the Punta Campanella Marine Protected Area, hereinafter referred to as the “Managing Authority,” provides passenger transport for guided tours in the MPA under the following conditions, which are considered fully known and accepted by anyone who purchases or uses tickets for the tours. The Passenger Transport Regulations for guided tours are available to users at the Authority’s Offices, online on its institutional website, at the sales agencies, and on board commands.

Fares, schedules, itineraries, and other conditions listed here can be changed according to the general conditions of the transport contract.

### **TICKETS AND RATES**

The full fare ticket is €120.00 per person, including VAT.

It is possible to book the entire unit at a rate of €1,500.00 per day, including VAT.

Tickets serve as fiscal receipts, also in downloadable electronic format. The ticket is personal, non-transferable, and valid only for the specified day.

The passenger will be promptly informed of the purchase outcome and the embarkation port.

Passengers must diligently keep the contract/ticket, even in electronic format, to justify their right to the sea visit of the AMP Punta Campanella and present it to any on-board or Authority operator upon request.

Paper tickets with abrasions and/or corrections are considered void.

The regulations and rates can be consulted at agencies and online on the Authority’s institutional website at departure and on board.

No duplicate tickets will be issued for lost or stolen tickets.

Passengers must present themselves at the embarkation at least 30 minutes before the scheduled departure time.

Ticketing is allowed:

- for online purchases up to two hours before departure;
- for tour operators up to one hour before departure, managing their transfer to the embarkation port;
- at the Authority’s offices up to one hour before embarkation, managing their transfer to the port to ensure safety.

### **ON-BOARD INSPECTIONS**

The on-board staff will allow access to the boat after checking the travel document.

## **CANCELLATION AT THE CUSTOMER'S REQUEST**

If the customer needs to cancel the booking, at least 24 hours notice is required. In this case, a fee of 50% of the paid amount and the entire VAT of the ticket, i.e., €585.00, will be withheld.

Cancellations made after 24 hours do not qualify for any refund.

## **REFUNDS AND COMPLAINTS**

In accordance with Article 400 of the Navigation Code, in cases of force majeure (e.g., bad weather conditions or technical issues), the company will recognize 50% of the ticket price net of VAT, which is never refundable, or issue a voucher for the tour on another date, subject to seat availability.

If the entire unit has been reserved, 50% of the paid amount net of VAT, i.e., €585.00, will be refunded, or it will be possible to reschedule the visit for another date, subject to unit availability.

## **BAGGAGE**

One shoulder bag per passenger is allowed on board. The Authority or the on-board command may refuse the boarding of luggage that is cumbersome or heavy, posing a hindrance or risk to safe mobility on board for staff and passengers, including strollers and cradles or wheeled and high-center-of-gravity transports. In any case, means for infant transport must remain closed and not contain children during the journey, posing a control hazard due to the unit's movements. No claims will be accepted for lost or damaged luggage, regardless of the reason. Unattended luggage left on board or at the embarkation station without being claimed will be stored in a suitable place by the Authority for up to 30 days (at the Authority's legal headquarters). After this period, unclaimed items will be handed over to the mayor of the municipality where they were found (article 927 of the Civil Code).

## **PROHIBITED TRANSPORT**

### **IT IS EXPRESSLY FORBIDDEN TO TRANSPORT DOGS, CATS, AND OTHER PETS ON BOARD FOR THEIR WELL-BEING.**

The transport of dangerous objects is not allowed.

Transport of weapons of any kind (e.g., even underwater guns or other fishing equipment) is prohibited, except for those in the possession of the Armed Forces and Law Enforcement. Transport of sharp objects, substances listed in official dangerous goods lists, flammable liquids, drugs, and other substances whose transport or possession is illegal under State laws and regulations is prohibited.

Transport of substances prohibited by law is strictly forbidden.

## **ON-BOARD REGULATIONS AND NOTICES**

From boarding to disembarkation, each passenger must follow the instructions given by on-board staff and posted notices.

Passengers must remain seated during navigation and mooring and unmooring operations and behave in a way that does not jeopardize navigation safety.

## **PASSENGER RESPONSIBILITY**

The passenger is liable for all damages caused directly by them or by a person under their custody to the unit, its furnishings, equipment, other passengers, the Authority's employees, auxiliaries, and third parties.

The passenger is required to pay fines, penalties, or expenses incurred by the Authority due to their actions.

## **EMBARKATION**

At embarkation, the passenger must present their travel document and any documents proving their right to fare reductions or exemption from payment.

The Authority is not responsible for sudden changes due to force majeure, ship impediment, or other justified reasons.

From embarkation to disembarkation, the passenger must comply with the instructions issued by the on-board command.

## **ITINERARIES AND SCHEDULES**

Departure and arrival times and itineraries are subject to changes due to technical reasons or force majeure; therefore, the Authority reserves the right to cancel or modify planned trips wholly or partially. It also reserves the right to cancel departures for the same reasons.

## **PASSENGER INFORMATION AND DATA**

Pregnant passengers are responsible for assessing their suitability for the MPA visit considering general sea travel conditions. Similarly, suitability for travel remains with passengers with health issues.

## **DATA PROCESSING AND CONSENT**

1. Passengers must provide their details at booking, including surname, first name or initials, gender, age category (infant, child, adult), or birth year. For shorter routes, name registration is not required. Personal data collected is stored only as necessary for the cited decree and

handled internally or by our agents, communicated externally only to meet legal obligations. Refusal to provide necessary data means services cannot be provided.

2. Compliance with administrative, accounting, and fiscal obligations requires no consent. Data is stored for the time required by law (10 years or more in case of tax audits).
3. To fulfill contractual obligations, consent is not needed unless sensitive data is provided. Refusal to provide personal data means services cannot be confirmed. Processing will cease after service completion, with some data retained as specified.
4. Health-related data (e.g., celiac disease, diabetes, allergies, vegetarianism, disability) is processed only to provide the requested service and ensure safety, requiring consent, which can be revoked anytime.

### **DATA PROCESSING MODALITIES**

Processing is done through paper, electronic, and telematic means, ensuring security and confidentiality as per our Privacy Policy. Data may be handled by internal and/or external subjects as processors.

### **COMMUNICATION AND DISSEMINATION**

Data may be communicated to external professional, consulting, and accounting firms for service provision. Data will not be disseminated.

### **DATA SUBJECT RIGHTS**

The EU Regulation grants rights such as access, rectification, erasure, restriction, objection, and data portability (articles 15-22 of EU Regulation 679/2016). Complaints can be filed with the supervisory authority. For further information or to exercise your rights, contact the Data Controller: Management Consortium of the Punta Campanella Marine Protected Area, Via Roma 29, 80061 Massa Lubrense, CF 90039460630, [www.puntacampanella.org](http://www.puntacampanella.org), Email: [info@puntacampanella.org](mailto:info@puntacampanella.org), PEC: [amppuntacampanella@pec.it](mailto:amppuntacampanella@pec.it), Phone +39 081 808 98 77.

The Data Processing Officer is the AMP director, reachable by email at [direttore@puntacampanella.org](mailto:direttore@puntacampanella.org), Phone +39 081 808 98 77. Data Protection Officer contact: [dpo@puntacampanella.org](mailto:dpo@puntacampanella.org), Phone +39 081 808 98 77.

### **PUBLICATION AND AMENDMENT OF REGULATIONS AND FARES**

These regulations are published for public information on the Management Consortium's website and on board of the Punta Campanella Boat, as indicated on tickets.

### **INTEGRATION AND AMENDMENTS OF THE REGULATIONS**

The Company reserves the right to integrate or modify the conditions governing the user relationship at any time. The relevant communications will be validly made by the Company

through a notice posted at the Company's Offices and Ticket Offices and on board, and will take effect from the date indicated in such notice.

#### **COMPETENT COURT**

For any dispute, the competent court is the one prescribed by law.