

**STAZIONI MARITTIME S.P.A.**

**CRUISE SHIP TRAFFIC**

**PRICES APPLICABLE FOR THE YEAR 2025**

## INTRODUCTION

The prices charged for the year 2025 by *Stazioni Marittime SpA* to shipowning companies or shipping agencies of cruise ships are related to the delivery of services and provision of port and terminal infrastructures as per the attached document “Services and infrastructures for cruise ships”, which is an integral part of this price list.

### **1. Prices applied to home port passengers**

#### **PREMISE NOTE**

#### **Minimum applicable to ships with home port passengers**

The minimum applicable for a ship that carries out home port passenger movements with or without simultaneous movement of passengers in transit is set at € 3,000.00 for terminal facilities, use of infrastructure, use of the terminal, control and surveillance of access to the docks.

It is understood that the costs for the X-Ray controls referred to in the following points 6.1 and 6.2. and the costs for the use of the quay in case of an extension of the berthing will be charged separately

#### **1.1. Contribution for general services including security fee**

Homeport passengers (starting and/or ending cruise) are charged, as a contribution for general services including a security fee, the amount of: **€ 2.05/pax**

This contribution, to be added to the prices specified in Sections 1.2. to 1.3.2.1., will be collected and paid by the shipowning company or the shipping agency based on the number of home port passengers of each of the ships that operates in the Terminal of *Stazioni Marittime SpA*.

As compensation for collection of the aforesaid contribution, *Stazioni Marittime SpA* will recognise to the shipowning company or the shipping agency a commission of 2%, which will be paid in the manner described in paragraph 8.3.

**Important note: the prices specified in Sections 1.2. to 1.3.2. are intended to apply to ships that record at least 30% of home port passengers of the total handling of passengers during the call. If the handling of the home port passengers is less than that percentage, an increase of € 2.45 will be charged on the price for passengers in transit referred to in paragraph 2.1.**

#### **1.2. Low Season Prices**

**From 01/01/2025 to 31/3/2025 and from 1/11/2025 to 31/12/2025**

#### **1.2.1. Class I – Ships up to 250m in length**

**1.2.1.1.** For the use of port and terminal infrastructures, for the Single Point service of luggage loading and/or off-loading and for the service of monitoring and surveillance of access to the quayside: **€ 6.49/pax**

**1.2.2. Class II – Ships more than 250m in length**

**1.2.2.1** For the use of port and terminal infrastructures, for the Single Point service of luggage loading and/or off-loading and for the service of monitoring and surveillance of access to the quayside: **€ 5.36/pax**

**1.3. High Season Prices**  
**From 01/04/2025 to 31/10/2025**

**1.3.1. Class I - Ships up to 250m in length**

**1.3.1.1.** For the use of port and terminal infrastructures, for the Single Point service of luggage loading and/or off loading and for the service of monitoring and surveillance of access to the quayside: **€ 8.39/pax**

**1.3.2. Class II - Ships more than 250m in length**

**1.3.2.1.** For the use of port and terminal infrastructures, for the Single Point service of luggage loading and/or off-loading and for the service of monitoring and surveillance of access to the quayside: **€ 7.26/pax**

**Notes:**

The prices referred to in points 1.2. to 1.3.2. refer to cruises of medium-term (up to 7 days), with luggage of 1.5 bags per passenger, with a duration of operative stay of the ship (10 hours) sufficient to operate the Single Point service as per the attached document.

The shipowning company or the shipping agency will be entitled to request the deployment of the service in view of the greater duration of the cruise (more than seven days) and so, predictably, the greater number of bags to be handled or in case of a shorter operative stop over time of the ship at the quay (less than 10 hours) and the necessary acceleration of the operations of luggage loading and off-loading obtainable with the use of a greater number of workers involved in the operation of facilities and baggage handling.

In the cases above, following prior agreed definition of operational procedures for the provision of additional services, the resulting relative additional cost of terminal services will be established.

**1.4. Price increases applied to home port passengers**

**1.4.1.** The prices referred to in points 1.2. to 1.3.2.1. and to the note at the beginning of point 1 refer to cruises where the request for infrastructure and services by the shipowning company or the shipping agency is submitted to the offices of *Stazioni Marittime SpA* with more than 48 hours' notice.

**1.4.1.1.** Should the request for infrastructure and services by the shipowning company or the shipping agency be submitted to the offices of the *Stazioni Marittime SpA* with less than 48 hours' notice, the prices referred to in points 1.2. to 1.3.2.1. and to the note at the beginning of point 1 will be subject to a 25% increase.  
Aforesaid increase will be applied to the ship whose share of home port passengers is higher than 5% of total passengers carried by the ship itself.

- 1.4.1.2.** Should the request for infrastructure and services by the shipowning company or the shipping agency be submitted to the offices of *Stazioni Marittime SpA* with less than 24 hours' notice, the prices referred to in points 1.2. to 1.3.2.1. and to the note at the beginning of point 1 will be subject to a 50% increase.  
Aforesaid increase will be applied to the ship whose share of home port passengers is higher than 5% of total passengers carried by the ship itself.
- 1.4.1.3.** The prices referred to in points 1.2. to 1.3.2.1. and to the note at the beginning of point 1 refer to services provided from 6.00am to 9pm. From 9pm to 6am the prices will be subject to a 50% increase

**1.5. Reception service for cruise ships**

*Stazioni Marittime S.p.A.* has arranged a service providing reception staff (hostesses and stewards) for ships of the cruise lines calling at the terminal under concession. The activity of management of "maritime passenger stations and support services to passengers" and therefore the supply of personnel, and as provided by the current Ministerial Decree 14 November 1994, is part of the provision of services of general interest as defined by Article 6 paragraph 1 letter. C) of Law no. 84, 1994. The service is provided at each ship stopover based on the needs of the shipowning company and/or shipping agency of the same, agreeing beforehand quantities, times and locations.

Hostess/steward service for assistance ashore

Ordinary working hours on weekdays:	<b>€ 18.00/hour/each</b>
Ordinary Sunday hours	<b>€ 19.80/hour/each</b>
Ordinary working hours on holidays	<b>€ 21.60/hour/each</b>
Weekday overtime	<b>€ 23.40/hour/each</b>
Holiday and Sunday overtime	<b>€ 25.20/hour/each</b>
Night overtime	<b>€ 28.80/hour/each</b>

**Note:** Overtime starts after 8 hours of service

**2. Prices applied to passengers in transit**

**PREMISE NOTE**

**Minimum applicable to ships with home port passengers**

The minimum applicable for a ship that carries only passengers in transit is set at € 3,000.00 for terminal facilities, use of infrastructure, use of the terminal, control and surveillance of access to the docks.

It is understood that the costs for the X-Ray controls referred to in the following point 6.2. and the costs for the use of the quay in case of an extension of the berthing will be charged separately

**2.1. Passengers in transit who are guests on ships carrying out home port operations:**

**1.26/pax**

**2.2 Passengers in transit who are guests on vessels carrying out only transit operations**

**2.2.1. Security fee applied to ships with only passengers in transit**

In order to comply with that imposed by the Italian authorities responsible for enforcing the ISPS CODE regulations, a security fee is envisaged for each port of call of the ship that carries out only transit operations equal to:

**€ 2.50/pax.**

*This fee is to be added to the price in the following point from 2.2.2.*

**2.2.2. Passengers hosted on ships carrying out only transit operations with use infrastructure:**

**€ 5.50/pax**

**2.3. The prices referred to in points 2.1. and 2.2.2.. refer to services provided from 6.00am to 9pm. From 9pm to 6am the prices will be subject to a 50% increase**

**Important note for home port ships and those in transit:**

- a) For cruise ships with a delay of more than 2 (two) hours compared to scheduled times, the prices shown in the previous points 1.1. e 2.2.1. (contribution for general services including security fee and security fee) will be subject to a 50% increase to cover extra costs for the infrastructure and personnel dedicated to the operation of the ships from the scheduled time of arrival at the departure time. This clause will not be valid only if the delay was due to reason of force majeure
- b) The Cruise terminals are made available with all the necessary equipment for ship operations, such as signs for passengers routes, equipment for security checks, check-in desks, etc. In the event that the Cruise Company deems appropriate or necessary a customization of the terminal, it will be put in place by staff of Stazioni Marittime S.p.A. on supply of the necessary material by the Company. This customization will be subject to the cost specified at the following point 7.13.

**3. Berth booking**

With regard to ships with passengers in transit scheduled in other destinations that make a request, as a precaution in case weather and sea conditions prevent arrival in the roads of these destinations, for the availability of mooring at the docks operated by *Stazioni Marittime S.p.A.*, said request will be acknowledged and evaluated as to whether or not there is availability in relation to operational issues and to other mooring bookings.

The notice of availability or unavailability of the berth will be given by *Stazioni Marittime S.p.A.*, having made appropriate assessments within 7 days prior to the expected arrival, after mandatory application by the shipowning company or shipping agency to be forwarded to the relevant departments of *Stazioni Marittime S.p.A.* absolutely no later than 10 days prior to the arrival.

#### **4. Prices applied to ships calling**

- 4.1.** Berthing for ships not carrying out embarkation and/or disembarkation operations and/or transit of passengers and luggage): **€ 1,500.00/day**
- 4.2.** Berthing for ships with passengers on board which use, beside the quay, the cruise terminal and gangway or only the cruise terminal:
- |                        |                       |
|------------------------|-----------------------|
| from Monday to Friday: | <b>€ 3,500.00/day</b> |
| Saturday:              | <b>€ 4,000.00/day</b> |
| Sunday:                | <b>€ 4,500.00/day</b> |

*The prices shown in point 4.2. are to be added to the prices as per points from 1.2. to 1.3.2.1. and/or from 2. to 2.2.2..*

**Note:**

Cruise ships that carry out disembarkation and/or embarkation operations and/or passenger and baggage transit take priority for mooring over ships at previous point 4.1.

#### **5. ISPS code – Security levels**

- 5.1.** The port and terminal infrastructures as per points from 2 to 2.2.2. of the attached document “Services and infrastructures for cruise ships” guarantee LEVEL 1 of security and any other possible levels imposed by the Italian authorities responsible for enforcing application of the ISPS CODE regulations.
- For the other levels of security requested by the ship in accordance with the ISPS CODE, the following increases shall be applied on the prices shown in the previous points from 1.1. to 1.3.2 and from 2.1. to 2.6.:
- |               |          |                 |
|---------------|----------|-----------------|
| <b>5.1.1.</b> | LEVEL 2: | increase of 25% |
| <b>5.1.2.</b> | LEVEL 3: | increase of 50% |

#### **6. Prices for X-ray and metal detector services**

- 6.1.** Security service – X-ray control of cumbersome luggage  
For each passenger: **€ 2.50/pax**  
*To be added to the prices applied for home port passengers*
- 6.2.** Security service – X-ray control of hand luggage and passenger control by means of metal detector  
For each passenger: **€ 1.00/pax**  
*To be added to the prices applied for home port and transit passengers*

Note: X-ray controls by Stazioni Marittime S.p.A. are compulsory both for embarking passengers and for transit passengers according to the Port Facilities Security Plan

#### **7. Prices for Accessory Services**

- 7.1.** Service of embarkation/disembarkation of supplies, spare parts etc. aboard/ashore  
With use of conveyor belt: **€ 2.50/package**  
Without use of conveyor belt (manually): **€ 4.50/package**

- 7.2.** Service of porter assistance at reception point during embarkation for  
Subdivision of luggage  
For each passenger: **€ 1.00/pax**  
*To be added to the prices applied for home port passengers*
- 7.3.** Luggage transport service from cruise terminal to *Ponte dei Mille*  
and/or *Ponte Andrea Doria* pier for ships berthed in ferry terminal  
For each passenger: **€ 4.50/pax**  
*To be added to the prices applied for home port passengers*
- 7.4.** Luggage transport service from/for trains from/to the station of *Santa*  
*Limbania* from/to the terminals of *Ponte dei Mille* and *Ponte Andrea Doria*  
For each passenger: **€ 4.50/pax**  
*To be added to the prices applied for home port passengers*
- 7.5.** Luggage transport service from ship to ship for ships berthed on the same  
pier/terminal  
For each passenger: **€ 3.50/pax**  
*To be added to the prices applied for home port passengers*
- 7.6.** Luggage transport service from ship to ship for ships berthed at different  
piers/terminals  
For each passenger: **€ 4.50/pax**  
*To be added to the prices applied for home port passengers*
- 7.7.** Luggage transport service from customs halls to the cruise terminals  
or from aboard ship to coaches located in the external parking areas  
adjacent to the same terminals:  
For each passenger: **€ 2.00/pax**  
*To be added to the prices applied for home port passengers*
- 7.8.** Service of porter supply  
For each work shift of 6.5 hours or part thereof: **€ 300.00/each**
- 7.9.** Supply service of fork-lift with operator  
For each work shift of 6.5 hours or part thereof: **€ 360.00/each**
- 7.10.** Security – surveillance service  
For each work shift of 8 hours or part thereof: **€ 300.00/each**
- 7.11.** Service of embarkation/disembarkation of packages etc. which by weight and size need  
the use of mechanical lifting means:  
*the methods and costs of the operations shall be agreed on a case by case basis*
- 7.12.** Luggage transport service from/to railway stations, C. Colombo Airport (Genoa)  
Malpensa Airport (Milan), etc:  
*the tariffs will be agreed on the basis of the distance, the quantity of luggage, the means  
and the times for the carrying out of the service*
- 7.13.** Staff and spaces for customizing the *Ponte dei Mille* and *Ponte Andrea Doria* cruise  
terminal: **€ 2,000.00**
- 7.14.** The prices referred to in points 6.1. to 7.13. refer to services provided from 6.00am to  
9pm. From 9pm to 6am the prices will be subject to a 50% increase

## **8. Means and terms of payment**

- 8.1.** *Stazioni Marittime S.p.A.* will arrange to issue an invoice for each call of a cruise ship relative to the sums due from the shipowning company or shipping agency with separate indication of the amounts due in relation to the “Contribution for General Services” as per point 1.1. and the amounts as per points from 1.2. to 2.3, 4.1., 4.2. and from 6.1. to 7.14.
- 8.2.** The payment terms are established as 60 days from the date of issue of the invoice. Should 60 days pass from the issue of the invoice without payment being made, *Stazioni Marittime S.p.A.* will apply the interest on arrears equal to Euribor at three months increased by three points.
- 8.3.** *Stazioni Marittime S.p.A.* shall pay the shipowning company or shipping agency the amounts relative to the commission as per the preceding point 1. in a single solution on balance by 31/01/2026 or monthly in the case of regularity and continuity of one company calls during the year.
- 8.4.** *Stazioni Marittime S.p.A.* reserves the right to apply to the shipowning company or shipping agency whose cruise traffic takes place with regularity and continuity of calls during the calendar year a financial discount equal to 4.5% against the regular payments of the fees due within 30 days from the invoice issue date.

## **9. Claims**

- 9.1.** Any possible objections or complaints shall not suspend the payment terms.
- 9.2.** Claims presented beyond the term of 30 days from the date of issue of the invoice shall not be deemed valid.

## **10. General Notes**

- 10.1.** The shipowning company or the shipping agency shall provide the cruise sector of *Ponte dei Mille*, at least 48 hours prior and for each cruise the information necessary for the operational programming of the berthing and terminal services.
- 10.2.** In case of cancellation of a scheduled berthing, no fee shall be due to *Stazioni Marittime S.p.A.* provided that the cancellation is communicated at least 48 hours prior to the time of delivery of the services requested.  
The communication shall be anticipated by telephone and confirm by fax or e-mail, the date and time of transmission will be proof of cancellation of the berth.
- 10.3.** In case of failure to respect said terms, *Stazioni Marittime S.p.A.* will be entitled to compensation as in the case of omission of berthing.



- 10.4.** In case of omission of berthing, *Stazioni Marittime S.p.A.* will charge the shipowning company or the shipping agency for delivery of the services requested and scheduled on the basis of the prices contained in this document.
- 10.5.** In case of delay in the times of arrival or departure compared to the scheduled timetables, *Stazioni Marittime S.p.A.* will have the right to charge the amount for the services placed at disposal according to the foreseen schedules (even if not supplied) and any possible further amounts for services made available following the same delay.
- 10.6.** In case of extension of the operative stopover of the ship and embarkation operations due to the delayed arrival of embarkation passengers, *Stazioni Marittime S.p.A.* reserves the right to charge the increase in costs relative to the supply of terminal services beyond the timetable.
- 10.7.** In case of a strike called by the trade unions that involves port labour, *Stazioni Marittime S.p.A.* will arrange to promptly communicate the times and means of the same strike to the shipowning company or shipping agency, indemnifying itself from any possible direct and/or indirect harm deriving from the consequent lack or reduced supply of terminal services.
- 10.8.** The shipowning company or shipping agency may request the delivery of customised services not included in this document, for instance: left luggage, embarkation/disembarkation of equipment, provisions, etc.; the carrying out of said services and of the relative suppliers, may be authorised time by time for direct management by the carrier or for supply by *Stazioni Marittime S.p.A.* with terms to be agreed.

## **11. Enclosures**

- 11.1.** The following enclosures are an integral part of this document and constitute mandatory requirements for the provision of the terminal facilities and services:
- DOCUMENTO: B.ESE/3.1 PO.03 - GESTIONE PASSERELLE
  - DOCUMENTO: B.ESE/3.1 PO.03 MO.01a -CHECK LIST  
PASSERELLA

Genoa, 23 December 2024

***STAZIONI MARITTIME S.P.A.***

***FERRY TRAFFIC***

***PRICES TO APPLY TO 2025***

## **INTRODUCTION**

The prices that Stazioni Marittime SPA has applied for the year 2025 to the ferry Shipping Agencies and Ship Owners refer to the assistance service of point 6.

### **1. Prices applied to Ferry traffic**

#### **1.1. Prices applied to Ferry operating domestic and Schengen routes**

##### **1.1.1. Contribution for general services - security tax included**

**1.1.1.1.** Every passenger disembarking and/or embarking on/ from a Ferry will pay the following amount as a contribution to general services:

**€ 2.00/each**

**1.1.1.2.** Every vehicle disembarking and/or embarking on/ from a Ferry will pay the following amount as a contribution to general services:

**€ 2.15/each**

##### **1.1.2. Prices applied to Ferry Traffic during Low-season (From 1/1 to 31/5 and from 1/10 to 31/12) to set aside from the partial or total use of the Port facilities , Terminal facilities and activities of point 6.**

- Embarkation/Disembarkation of passengers: **€ 1.19/each**
- Embarkation/Disembarkation of vehicles: **€ 2.00/each**
- Embarkation/Disembarkation of motorcycles: **€ 0.67/each**
- Embarkation/Disembarkation of commercial vehicles per linear metre: **€ 0.52/each**

##### **1.1.3. Prices applied to ferry Traffic during High season (From 1/6 To 30/9) to set aside from the partial or total use of the Port facilities, Terminal facilities and activities of point 6.**

- Embarking/disembarking of passengers: **€ 1.86/each**
- Embarking/disembarking of vehicles: **€ 3.13/each**
- Embarking/disembarking of motorcycles **€ 1.05/each**
- Embarking/disembarking of commercial vehicles per linear metre **€ 0.93/each**

#### **1.2. Prices applied to Ferry operating extra Schengen routes**

##### **1.2.1. Contribution for general services - security tax included**

**1.2.1.1.** Every passenger disembarking and/or embarking on/ from a Ferry will pay the following amount as a contribution to general services :

**€ 3.80/each**

**1.2.1.2.** Every vehicle disembarking and/or embarking on/ from a Ferry will pay the following amount as a contribution to general services :

**€ 4.60/each**

##### **1.2.2. Prices applied to Ferry Traffic during Low-season (From 1/1 to 31/5 and from 1/10 to 31/12) to set aside from the partial or total use of the Port facilities, Terminal facilities and activities of point 6.**

- Embarkation/Disembarkation of passengers: **€ 1.61/each**
- Embarkation/Disembarkation of vehicles: **€ 2.00/each**
- Embarkation/Disembarkation of motorcycles: **€ 0.67/each**
- Embarkation/Disembarkation of commercial vehicles per linear metre: **€ 0.52/each**

**1.2.3. *Prices applied to ferry Traffic during High season (From 1/6 To 30/9) to set aside from the partial or total use of the Port facilities, Terminal facilities and activities of point 6.***

- Embarking/disembarking of passengers: **€ 2.29/each**
- Embarking/disembarking of vehicles: **€ 3.13/each**
- Embarking/disembarking of motorcycles **€ 1.05/each**
- Embarking/disembarking of commercial vehicles per linear metre **€ 0.93/each**

The prices referred to in points 1.1.1 to 1.2.3. refer to services provided from 06.00am to 24.00pm. From 00.00am to 06am the prices will be subject to a 50% increase.

**1.3.** The Shipping Company or Shipping Agent shall collect the contribution of points 1.1.1.1, 1.1.1.2., 1.2.1.1. and 1.2.1.2. and pay it to Stazioni Marittime S.p.A.

In return for collecting the aforesaid contribution, Stazioni Marittime S.p.A. shall pay the Shipping Company or Shipping Agent a commission of 2% which will be paid as per the modalities in point 3.2 below.

**1.4.** To the Shipping Company or Shipping Agent of ferry vessels at moorings outside the areas of Stazioni Marittime S.p.A. that request even partially the assistance service of following point 6., will be applied the contributions for general services as per previous points 1.1.1.1, 1.1.1.2., 1.2.1.1. and 1.2.1.2. and the 50% of the prices of points 1.1.2., 1.1.3., 1.2.2. and 1.2.3.

**1.5.** To the ferry vessels with a delay of more than two hours to the scheduled time will be applied a 50% increase to the contributions for general services as per previous points 1.1.1.1, 1.1.1.2., 1.2.1.1. and 1.2.1.2. relating to the management of the operational infrastructure and dedicated personnel to the ships until time of their departure. This clause will not be applied to delays due to conditions of force majeure.

**1.6. *Prices for Ferries without passengers on board or empty Ferries***

**1.6.1.** For each 24-hour period or part of it: **€ 1,500.00/each**

**1.6.2.** Stazioni Marittime S.p.A will make available its quays to the ships stopping over without passengers (empty ship) unless the following conditions prevent them from doing so:  
operative unavailability of moorings;  
technical and operative inadequacy of moorings;  
previous assignment of moorings to other ships.

**1.6.3.** Empty Ferries or Ferries without passengers shall include all the ships that request the temporary use of moorings without any embarkation and/or disembarkation and/or transit operation of passengers and goods.

**1.7. *Parking of commercial vehicles in the pre-embarkation areas of the Ferry Terminals.***

**1.7.1.** The parking of vehicles on the pre-embarkation and disembarkation areas of the ferry terminal is limited to 48 hours before or after embarkation or disembarkation.

**1.7.2.** Who won't respect the above regulation will be liable to Genoa's Coast Guard sanctions and also indictable in accordance with the art. 1174 of the Navigation Code, except that the fact does not amount to a violation.

**1.7.3.** Even during the first 48 hours before the embarkation and after the disembarkation those areas are not under the custody of Stazioni Marittime S.p.A., that doesn't take care of any vehicles either of any goods transported. Stazioni Marittime S.p.A. doesn't guarantee or make in those areas any parking activity.

**1.7.4.** Stazioni Marittime S.p.A. doesn't guarantee any surveillance on the commercial vehicles and on carried goods either in coming or in exit from the port areas, even if those port areas are supervised by the staff of Stazioni Marittime S.p.A. or by a security service company charged by Stazioni Marittime S.p.A.

**1.7.5.** Stazioni Marittime S.p.A. doesn't undertake any obligation of custody or storage either of the parked vehicles or of the transported or parked goods. Consequently Stazioni Marittime S.p.A. is not responsible for any possible damages or thefts, even partial, to the vehicles and/or goods transported or parked in the above-mentioned areas.

**1.7.6.** The Shipping Company shall inform their clients about the above-mentioned parking regulations and the above-mentioned liability system.

**2. *Access to the operative areas***

**2.1.** Access to the operative areas granted to Stazioni Marittime is permitted exclusively to authorised people and vehicles only.

**3. *Payment terms***

**3.1** Payment shall be made within 60 days from the date of emission of the invoice relevant to the services rendered.  
After 60 days from the date of emission of the invoice, if the payment remains unsettled, Stazioni Marittime S.p.A shall apply a penalty interest on arrears equal to the Euribor "three months" increased by three points.

**3.2.** Stazioni Marittime S.p.A shall pay the Shipping Agent or Shipping Company the amount relative to the commission as in point 1.3. above in a single lump-sum payment totalled as at 31/01/2026.

**3.3.** In case of not keeping of the terms of payment of the point 3.1. in the years before 2025, Stazioni Marittime S.p.A will have the right to ask to the Shipowner or to the Shipping Agency for a Guarantee Deposit or a Bank

Suretyship and the amount of it will be the equivalent sum of last year activity.

- 3.4.** *Stazioni Marittime S.p.A.* reserves the right to apply to the shipowning company or shipping agency whose cruise traffic takes place with regularity and continuity of calls during the calendar year a financial discount equal to 4.5% against the regular payments of the fees due within 30 days from the invoice issue date.

**4. *Complaints***

- 4.1.** Any disputes or complaints shall not suspend payment terms.
- 4.2** Any complaints lodged after 30 days from the date of emission of the invoice will not be considered.

**5. *General notes***

- 5.1.** The Carrier (Shipping Agency, Ship Owners) must provide *Stazioni Marittime S.p.A.* beforehand (at least 3 months before the end of the previous year) and for each trip the programme of the current year with the specification of:
- a) The information required for planning and assignment of operative areas
  - b) The information necessary for supplies to the Terminal services.
- 5.2.** *Stazioni Marittime S.p.A.* will accept the programme of the previous point 5.1 only after the payment in full of the Carrier for the previous and current year.
- 5.3.** The Shipping Company or Shipping Agent using the data processing system managed by *Stazioni Marittime* for the check-in and the boarding card release service, must provide *Stazioni Marittime S.p.A.* the needed information regarding the every month's traffic within the first 10 days of the following month.  
The above-mentioned data must be related to the number of passengers (paying and not paying) vehicles, motorcycles and linear metres lively for every trip (arrival and departure) and they also will have to be divide per line, per trip and per ship.
- 5.4.** The Shipping Company or Shipping Agent that doesn't use the data processing system managed by *Stazioni Marittime S.p.A.* for the check-in and the boarding card release service, must provide *Stazioni Marittime S.p.A.* the needed information regarding each single trip within 24 hrs from the departure of the ship.  
The above-mentioned data must be related to the number of passengers (paying and not paying) vehicles, motorcycles and linear metres lively for the trip.
- 5.5.** In the event of changes to the arrival and departure schedules, the Carrier (Shipping Agency, Ship Owners etc...) must inform the Operative Office of *Stazioni Marittime S.p.A.* immediately.
- 5.6.** In case of delays in arrivals or departures in relation to the scheduled timetable, after the services requested have been rendered or supplied,

Stazioni Marittime S.p.A. will have the right to charge any costs deriving from these circumstances.

**5.7.** The Carrier may request customized services that are not included in this list; such services may be agreed individually with Stazioni Marittime S.p.A.

**6. *Definition of assistance service provided for Ferries***

- The ferry ship assistance service is rendered through port and terminal infrastructures, plants, services and activities that Stazioni Marittime S.p.A. makes available to ferry traffic operating between Ponte dei Mille and Ponte Caracciolo
- The assistance service for ferry traffic handles:
  - Embarkation/Disembarkation of passengers
  - Embarkation/Disembarkation of vehicles
  - Embarkation/Disembarkation of motorcycles
  - Embarkation/Disembarkation of commercial vehicles
- The Ferry assistance service will be rendered during the terminal opening hours every day of the year.
- The opening hours of the Ferry Terminal are from 06.00 to 24.00.
- The opening hours of the Ferry Terminal may be extended for an earlier/ later closing to accommodate a ferry's arrival/departure.
- The term "Port infrastructure" is used to denote all of the quays set aside for berthing of ships, the operative areas for stowage and embarking of cars and commercial vehicles, and the internal roadways linking these areas.
- The term "Terminal infrastructures" is used to denote the building known as the "New Ferry Terminal" of Calata Chiappella, (equipped with waiting rooms, ticket offices, toilets etc.), the Ponte Colombo and Ponte Caracciolo Passenger Terminals (both equipped with ticket offices, control tickets positions and runs, customs checks, passengers waiting rooms, toilets, etc.) and the Ponte dei Mille and Ponte Andrea Doria Cruise Terminals set up as necessary to handle ferries ( structures and areas for ticket control, customs checks, passengers waiting rooms, toilets etc.)
- The term "Activities "is used to cover:
  - Assistance provided through the operative office.
  - Organization and coordination of ferry traffic
  - Maintenance, nighttime lighting (including specific embarkation and disembarkation operations) as well as cleaning of quays, working areas, septic tanks, de-ratting and nighttime patron of the working areas.
  - Management of access routes to the terminals, including sign posting and notices, as well as laying out embarkation routes.
  - The service of check-in and issuing of boarding passes for companies connected to the computer system managed by Stazioni Marittime. To the Shipping Company or Shipping Agent that for their own choice don't use the above-mentioned service, will be not applied any reduction in prices of points from 1.1.1. to 1.2.3.
  - The service for the route of vehicles disembarking toward the way out of the Terminal.

**7. Enclosures**

**7.1.** The following enclosures are an integral part of this document and are mandatory requirements for the use of terminal facilities and services as in point 6:

- DOCUMENTO: B.ESE/3.1 PO.03 - GESTIONE PASSERELLE
- DOCUMENTO: B.ESE/3.1 PO.03 MO.01a -CHECK LIST PASSERELLA

Genoa, 23 December 2024