



CONDITIONS OF CARRIAGE NLI

PASSENGERS' BEHAVIOUR AND SAFETY RULES

Passengers must behave correctly and respectfully, to comply with safety and civil coexistence rules, both on board and at the piers and service facilities.

The Captain and designated staff may refuse boarding or order the disembarkation of any passenger who:

- is under the influence of alcohol or drugs;
- behaves in a disruptive, aggressive or indecent manner;
- fails to comply with the instructions given by the staff;
- is in a state of hygiene that causes discomfort to other passengers.

In such cases, no refund will be due. The intervention of the police may be requested if the transgressors refuse to comply.

The marked seats are reserved for disabled passengers. In any case, people with walking or balance difficulties and pregnant women have priority over seats.

Do not distract the Captain whilst driving except in emergency situations.

Passengers must not:

- access areas closed to the public;
- damage or dirty boats, piers and structures;
- smoke cigarettes or vapes on board and on the piers;
- bring weapons, explosive or flammable materials or dangerous objects on board;
- engage in unauthorized commercial, advertising or fundraising activities;
- hold demonstrations, exhibitions, surveys or filming for commercial purposes without authorization;
- disturb other passengers with loud noises or inappropriate behaviour;
- consume food and drink unless otherwise specified by the Company.

Passengers are required to comply with all instructions given by staff to ensure safety and regularity of the service.

SAFETY RULES

Passengers must comply with maritime safety standards and follow the instructions given by the Captain and crew.

Passengers must not:

- lean over or sit on the gunwales;
- stand in the manoeuvring areas or near the mooring equipment during embarkation and disembarkation operations;
- obstruct escape routes and emergency exits.

In case of emergency, all passengers are required to follow the crew's instructions. Failure to comply with safety rules may result in removal from the service.

TICKETS

Tickets must be purchased at ticket offices, authorized sellers or through official online platforms. Passengers must validate their tickets before boarding, using the ticket validators installed at the boarding piers, and keep them until the end of the trip.

Tickets can be purchased directly on board if the ticket office is closed or there is no ticket office at the pier.

Any malfunction of ticket validators, or any refusal of the ticket, or any operational anomalies, must be promptly reported to the Captain or staff. Tickets are non-transferable after the start of the trip and can only be used in the zones for which they were purchased. "Multicorsa" tickets allow one individual passenger to make 10 trips.

REDUCTIONS AND FREE TICKETS

- Groups composed of at least 20 passengers are entitled to a 20% reduction on the ticket price.
- Children under the age of 6 may travel for free when accompanied by an adult.
- Disabled passengers who hold a Regional 'IVOL-Agevolata' card or European Disability Card may travel for free.

TRANSPORT OF ANIMALS

Pets are allowed on board, subject to national legislations and company regulations.



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- Dogs: muzzles and leashes are compulsory. Small dogs may not require muzzles if transported in suitable closed carriers (Art. 1 – paragraphs 1, 2, 3 and 4 – of Ordinance 13A07313 of 06/08/2013 of the Ministry of Health, published in the Gazzetta Ufficiale Serie Generale No. 209 of 06/09/2013).
- Guide dogs and security forces' dogs on duty may travel free of charge and without restrictions.
- Other animals (cats, birds, etc.) must be transported in suitable closed carriers.

The muzzles may be purchased on board and at ticket offices at a cost of €4.50.

BARRIER-FREE TRANSPORT

Navigazione Lago d'Iseo guarantees free transport for disabled passengers who hold a Regional 'IVOL-Agevolata' card or European Disability Card. The concession extends to the accompanying person only if indicated on the card.

The medical certificates or documentation of any other nature are not considered valid.

On-board staff and ticket office operators are not in any case authorized or qualified to consult, interpret, or verify medical documentation.

Consequently, reports or medical documents cannot be accepted as valid proof for the recognition of fare concessions.

This provision is adopted to protect users and in compliance with the applicable regulations on the protection of personal data.

Our staff is always available to assist disabled passengers during boarding and disembarking.

The gangways are suitable for wheelchairs, and there are accessible toilets on the main motorships.

TRANSPORT OF BICYCLES

Bicycles may be carried on board subject to available space on board and in compliance with safety conditions. The cost of transport is €2.60 and is valid for a single trip.

Boarding may be restricted or refused in the following cases:

- excessive crowding;
- adverse weather conditions;

- operational or safety requirements;
- exceeding the maximum number of bicycles allowed onboard.

Bicycles must be placed exclusively in the spaces indicated by the staff and must not obstruct the passage of passengers or escape routes.

NLI is not liable for any damage to bicycles during transport, except in cases of wilful misconduct or gross negligence.

NLI may suspend or restrict bicycle transport during high season, during special events or in compliance with orders issued by the Municipality of Monte Isola.

TRANSPORT OF CHILDREN ON STROLLERS

You may bring strollers on board free of charge.

For safety reasons, staff may ask you to fold them up during the trip.

Children under the age of 6 travel free of charge when accompanied by an adult.

TRANSPORT OF GOODS AND LUGGAGE

Luggage weighing less than 10 kg and not exceeding the dimensions of 50x30x25 cm may be carried on board free of charge.

Luggage and scooters, including electric ones, weighing more than the above-mentioned weight and exceeding the above-mentioned dimensions may be carried at a cost of €1.30.

For transport of oversized goods and luggage, passengers must give prior notice to the Operating Offices.

Passengers are responsible for the loading, transfer, positioning on board and unloading of their luggage, relieving NLI of any responsibility for its safekeeping, except in cases provided for by law.

LANDING FEE FOR MONTE ISOLA

Passengers heading to Monte Isola must pay a landing fee.

In accordance with Monte Isola Municipal Council Resolution No. 106 of 10 December 2024, with effect from 2025, the landing fee on Monte Isola costs €1.50, and apply directly to the ticket price.

The payment for the landing fee is valid for the entire day, even in the case of multiple stops made on



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Monte Isola, provided that the ticket proving payment is shown.

For information on exemptions:
www.comune.monteisola.bs.it

ELECTRONIC PERSONAL CARD

In order to purchase travel passes and preferential tickets, a personal electronic card is required.

The request must be made directly online through the MyCard membership portal. and picked up at the ticket offices or at the Operation Management after paying € 5.00.

The cost of reissuing the card is entirely charged to the passenger in case of theft, loss, damage, etc., with the exception of malfunctioning of the electronic card.

Improper use of the card will be prosecuted in accordance with the law.

CHECKING TICKETS

Travel tickets must be presented upon request to the staff responsible for checking tickets, in accordance with Article 46 of Regional Law 06/12. The authorised staff, equipped with a special identification document issued by the transport company, may also operate undercover, are qualified as public service officers, and may contest violations and draft a special report. Anyone who violates the conditions of transport set out in these regulations must provide their personal data by showing a valid identity document, failing which they may provide them verbally. Any offences ascertained by security staff (refusal to provide personal information or providing false personal details) will be prosecuted in accordance with criminal law.

VIOLATING CONDITIONS OF CARRIAGE

The passenger is considered to be without a valid ticket to all intents and purposes when:

a) despite being in possession of a ticket:

- they have not validated the ticket as required;
- they present a ticket which has been visibly manipulated or counterfeited;
- they use an expired ticket (beyond its period of validity);

- they use their ticket in a different fare zone than that specified on the ticket;
- they use a ticket that is no longer in use.

b) despite possessing an electronic card:

- they claim to be the holder of an electronic card but are unable to present it;
- they use the tickets on their card in a different fare zone other than that specified;
- they present a card belonging to someone else;
- despite being the holder of a travel pass or free pass, they have not validated the ticket as required.

SANCTIONS

Passengers who travel without a valid ticket will incur the following sanctions (Regional Law 06/12, Article 46):

- Passengers without a valid ticket will get an administrative penalty equal to 100 times the cost of a regular ticket. This fine is reduced to one third (1/3) if payment is made within 60 days of the dispute. The penalty, thus determined, is further reduced by thirty percent if payment is made within five days; in the event of a repeat offense within three years, the penalty is doubled;
- If the passenger is fined for not having a valid ticket, the fine will be canceled if the user can prove, within 5 days of the date of the penalty, that they had a valid travel pass at the time of the penalty, without prejudice to the payment of administrative costs of € 20,00.

The amount of the fine is rounded down and include procedural costs, except in the case of direct payment on the ferry. Those concerned may submit written defenses and/or documents within 30 days (Law 689/81, Article 18) and may request a hearing with the operating company. Sixty days after the transgression, an order will be issued for payment of the full fare.

In case of high penalties imposed on minors, the fine will be notified to those exercising parental authority. If it is not paid within 30 days since the notification of the injunction, the operating company will forward the file to the competent authority or to a debt collection



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agency for registration. If the act constitutes criminal offense, the administrative penalty shall apply regardless of any criminal penalties, as well as compensation for damages suffered by the Company. The managing body also reserves the right to report any irregularities of a fraudulent nature to the judicial authorities.

The user is also required to pay the standard ticket price for the journey corresponding to the route originating at the pier of departure of the ship on which the violation was ascertained and ending at one of the following destinations:

- The destination declared by the user at the time of the inspection;
- The stop following the one at which the violation was ascertained, if the passenger decides to get off the ship;
- The arrival stop of the ship in case of failure to declare by the user.

The payment of fines must be made in either one of the following ways:

- at the Operating Offices of Navigazione Lago d'Iseo srl - via Nazionale, 16 - Costa Volpino (Monday to Friday from 9:00 a.m. to 12:00 p.m. and from 2:00 p.m. to 4:00 p.m.);
- by bank transfer.

VIDEO SURVEILLANCE

For public safety reasons and protection of NLI property, a closed-circuit video surveillance system is installed on motorboats, at boarding piers and outside ticket offices. The captured recordings are processed and stored in accordance with current privacy legislation. Only the police and/or judicial authorities who request it in accordance with the law, are allowed to view the recordings. In cases provided for by specific company regulations, viewing is permitted to authorised personnel.

TICKET REFUND

Notwithstanding EU and national legislations, tickets purchased for line services may be refunded without any financial limit.

Refunds are granted upon request:

- a) 90% of the sale price, for ordinary and daily tickets, weekly and monthly passes, if not validated or before the start of validity;
- b) 90% of the difference between the sale price and the price due for one or more ordinary tickets corresponding to the number of trips already used, for "Multicorsa" tickets;
- c) 100% of the difference between the sale price and the price due for one or more corresponding monthly passes for the period of use, considering fractions of a month as a whole month, for annual passes.

The amount referred to in points a. and b. is increased to 100% if the passenger decides to use the refund to purchase other tickets.

Tickets subject to validation, such as ordinary, daily, and "Multicorsa" tickets, purchased and not yet validated, have no expiry date, except when fare adjustments apply: tickets purchased prior to the adjustment remain valid until sixty days after it comes into effect. Once said period has expired, these tickets can no longer be used, except in case of travel passes with residual validity.

In case of fare adjustment, refund for tickets that can no longer be used is equal to 100% of the fare, or the remaining amount for "Multicorsa" tickets, and is guaranteed for three months since the expiry date of the tickets. Alternatively, the passenger may choose to purchase a different ticket.

COMPENSATIONS FOR PASSENGERS

All compensation claims must be sent in writing to the Operating Offices of Navigazione Lago Iseo S.r.l. at the following address: via Nazionale 16, 24062 Costa Volpino (BG), or to the email address info@navigazione lagoiseo.it

For a correct reconstruction of the incident, we ask to provide detailed and documented claims which include the date, time, line, and description of NLI's failure to fulfill their obligations. Claims relating to disservice not ascribable to NLI will not be accepted. Refunds will therefore only be paid in case of delays, ascribable to NLI, that cause serious and proven damage to the customer; in particular, in the event of services not provided, or interrupted, and only if there are no other trips scheduled on the same line or no



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replacement service within 60 minutes (except for service interruptions due to adverse weather conditions or emergencies).

Depending on whether the passenger has purchased an ordinary ticket or a travel pass, the amount of the refund will be equal to the price of the ticket, or half the purchase price of the travel pass divided by the number of days of its duration.

In case of partially or totally unused Multicorsa tickets, a refund will be granted for the value of the single trip in the same way as indicated above.

No refunds will be given to passengers with integrated tickets, or to passengers who were informed of the delay before purchasing their ticket.

In order to submit a complaint, passengers must provide their personal details and contact information and may attach any documentation to facilitate the reconstruction of the facts. All reports will be considered by NLI, which undertakes to provide an adequate response within a maximum of 30 working days. Reports and complaints that are incomplete or contain inappropriate content will not be followed up.

passes for the employee and their family members are not included in the employment income.

DEDUCTION ON TRAVEL PASS EXPENSES

The 2018 Budget Law introduced a 19% income tax deduction for the purchase of local, regional and interregional public transport travel passes, up to a maximum annual cost of €250. The deduction applies to expenses incurred directly by the taxpayer for the purchase of a public transport travel pass and those incurred on behalf of dependent family members.

A payment certificate must be requested by emailing info@navigazione lagoiseo.it, specifying the card number and the card holder's data.

Since 2025, information relating to travel pass purchases and any refunds will be automatically sent to Agenzia delle Entrate (Italian Revenue Agency) for the pre-filled tax return (730).

In order to exercise your right to object, you must fill in an appropriate form, available at ticket offices and at the Operating Offices, by 31st December of the year in which the travel pass was purchased.

Finally, it should be noted that expenses paid or reimbursed to employees by their employer, incurred directly by the employer for the purchase of travel