

INFORMATION BEFORE THE JOURNEY

1. Travel reservation

Due to the limited number of places available on ferries, passengers are advised to make a reservation as early as possible once the decision to travel has been made. Early booking increases the chance of seat availability.

Reservations for all types of passenger transport services should be made **at least 24 hours before the planned travel date**. In the case of special offers, earlier booking may be required in order to take advantage of a given promotion.

When making a reservation, the following information must be provided for all passengers:

- full name
- date of birth (including children and infants)
- gender
- citizenship
- vehicle registration number, vehicle dimensions and type of propulsion – if travelling with a vehicle

Passenger data provided in the reservation must match the data in the identity document.

2. What is a passenger ticket?

A passenger ticket is a **personal document confirming the conclusion of the transport contract and payment for the service**. The ticket may not be transferred to another person without the consent of the carrier.

Based on the ticket, and after presenting a valid identity document, the passenger receives a **boarding card**, which entitles them to board the ship and use the services specified in the ticket.

Passengers are required to keep their **ticket and boarding card throughout the entire journey until leaving the ship**.

3. When should I check in?

Passenger and vehicle check-in begins **120 minutes before the scheduled departure of the ship**.

Passengers should arrive at the terminal and remain ready for check-in from the moment it begins.

Check-in closes:

- **15 minutes before departure** – for foot passengers
- **30 minutes before departure** – for passengers travelling with a vehicle

Passengers travelling with an **electric vehicle must arrive for check-in no later than 120 minutes before the planned ferry departure.**

4. What documents are required during check-in?

During passenger check-in you must present a valid identity document:

- passport or national ID card

and a **valid ticket.**

The **mDowód in the mObywatel mobile application** is also accepted (including for children).

Drivers travelling with a vehicle should additionally have:

- a valid driving licence
- vehicle registration certificate
- vehicle insurance policy
- country registration mark of the vehicle

An international insurance certificate (**Green Card**) is not required for citizens of European Union countries.

5. Can vehicles with gas installations travel on the ferry?

Yes, vehicles equipped with **gas installations (LPG)** are allowed on board.

However, it is strictly prohibited to transport:

- petrol or other fuels in canisters
- propane-butane gas cylinders
- other hazardous materials

6. Can weapons or other dangerous items be transported?

Special regulations apply on ferries regarding the transport of items and substances that may pose a risk.

Foot passengers are not allowed to carry, among others:

- firearms or sports weapons
- ammunition
- knives, swords or other bladed weapons

- flammable substances
- explosive or chemical materials

An exception may apply to passengers travelling by passenger car or camper, provided that such items are:

- declared during the reservation process
- transported in accordance with applicable regulations
- stored in a closed and non-visible place inside the vehicle

In the case of ammunition transport, a maximum of 1000 rounds per vehicle (UN 0012 or UN 0014, class 1.4S) is permitted, provided they remain in the manufacturer's original packaging.

The ship's captain may refuse the transport of such items for safety reasons.

7. I did not receive my online booking confirmation – what should I do?

If a payment card was provided during the booking and the payment was successfully authorised, the reservation has been confirmed.

If the ticket message has not arrived, please first:

- check your SPAM / Junk folder,
- make sure the email address entered during booking was correct.

If the confirmation still cannot be found, please contact the Passenger Helpline, which will assist in verifying the reservation.

If the reservation process was not completed with payment, the booking has not been saved in the system and a new reservation must be made – either online or by phone.

8. Can I change the date of travel?

Yes – the travel date may be changed up to 24 hours before the planned departure.

To make a change, please contact the Passenger Helpline or Ferry Terminal in order to check seat availability and any applicable fare adjustment.

9. Ticket refund

Cancellation of the journey must be reported no later than 24 hours before the planned departure.

In such cases, the carrier deducts 25% of the net fare as an administrative fee.

The refund will be issued to the card or bank account used for payment.

A refund is not possible if the cancellation is reported on the day of the sailing or after the scheduled sailing date, in accordance with the applicable General Terms and Conditions of Carriage.

Refund requests should be sent to: zwroty@polsca.com

10. Travelling with a pet

Transport of pets is possible only when a special pet-friendly cabin has been booked.

The number of such cabins is limited and they are available only via telephone booking.

To confirm the possibility of travelling with a pet, please contact our Helpline.

Passengers travelling with animals are required to possess all veterinary documents required by the destination country.

DURING THE JOURNEY:

1. Can passengers stay on the car deck during the journey?

For safety reasons, passengers are not allowed to remain in their vehicles or on the car deck during the voyage.

After parking the vehicle on board, it should be properly secured:

- leave the car in gear
- apply the handbrake
- keep the wheels straight
- lock the vehicle and secure it from third-party access

During the voyage, access to the car deck is restricted in accordance with the ship's safety regulations.

2. Is there a luggage limit?

Each passenger may bring luggage with a total weight of up to 60 kg.

Maximum dimensions of a single piece of luggage should not exceed:

2 × 70 cm × 50 cm × 40 cm

The luggage must be of a size and weight allowing the passenger to carry it on board independently.

Luggage exceeding the permitted weight or dimensions may be classified as cargo and transported under a separate cargo transport agreement according to the applicable tariff.

3. Is there a restaurant or a place to eat on board?

Yes - our ferries offer restaurants and catering facilities where passengers can enjoy a wide selection of meals and beverages.

We offer:

- full meals from the restaurant menu
- quick meals and snacks in the cafeteria
- a wide selection of drinks and desserts

We strive to ensure that every passenger can find something suitable – from a quick snack to a full, delicious meal during the journey.

4. If I did not book a cabin – where can I spend the journey?

Passengers who have not booked a cabin can spend their journey in comfortable public areas on board the ship.

Available facilities include:

- lounges with comfortable airline-style seats
- restaurants and bars
- cafeterias
- onboard shops
- other recreational spaces available on a given ferry

The range of available amenities may vary depending on the ship.

5. Can I use the internet during the journey?

On selected ferries it is possible to purchase internet access on board.

Availability of this service may vary depending on the ship and technical conditions. Current information can be obtained on board or at the ship's reception.

6. What currency can be used on board?

Prices for goods and services on board ferries are expressed in PLN (Polish złoty).

Payments can also be made in EUR.

Change is given in PLN.

In most outlets on board, card payments are also accepted.

7. Is assistance with luggage available?

Yes - assistance with carrying luggage is primarily available for elderly passengers and passengers with disabilities.

If you require assistance, please inform the staff:

- during check-in, or
- at the ship's reception.

The crew will do their best to provide support depending on operational possibilities.

8. Can I use my mobile phone during the journey?

During the voyage the ship is located on international waters, therefore different telecommunications rules apply than on land.

Please note that:

- EU roaming does not apply on board,
- the cost of phone calls and data transmission may be significantly higher than standard roaming rates.

Charges for the use of the satellite network are determined by the passenger's mobile operator and are entirely independent of the carrier.

To avoid very high charges, we recommend switching off data roaming and activating airplane mode on your mobile device before boarding the ship.

AFTER THE JOURNEY:

1. Lost property

If you lose an item during your ferry journey, please report it as soon as possible at the ship's reception during the voyage.

If the loss is noticed after the journey, please contact the appropriate passenger service office depending on the route.

2. I need an invoice for ferry services

To receive an invoice for the purchase of a ticket, it is necessary to provide invoice details (including the VAT number) before making the payment.

If you need to correct the data on an issued invoice, please contact:

faktureprom@polsca.com

3. Where can I submit a complaint regarding ferry services?

If you experienced problems related to service or onboard facilities during your journey, please report the issue first at the ship's reception. This often allows the problem to be resolved during the voyage.

A complaint can be submitted:

- using the form available at the ship's reception, or
- by email.

Complaints must be submitted no later than by the end of the second month from the date the journey was completed or should have been completed.

Complaints can be sent to: reklamacje@polsca.com

4. Share your travel experience

We hope your ferry journey was a pleasant experience. We would be delighted if you shared your opinion after the trip.

We encourage you to leave a comment or review on our social media profiles.

Your feedback helps us continuously improve our services and develop our offer for passengers.

Every opinion is valuable to us – thank you for your time and we look forward to welcoming you on board again.