

## General Information for Passengers of POLSCA S.A.

Detailed rules governing the provision of transport services are set out in the **General Conditions of Carriage**, which form an integral part of the contract concluded between the passenger and **POLSCA S.A.** Before making a reservation or purchasing a ticket, passengers should familiarize themselves with these conditions. The Conditions are available at sales offices, ferry terminals, on board vessels, and on the carrier's website.

### Transport Service:

1. The term "transport service" means the carriage of a passenger and their luggage by sea on the basis of a concluded contract of carriage.  
Transport services are sold through the Shipowner's website, Ferry Terminals, and authorized Agents.
2. It is recommended that reservations for all types of transport services be made no later than 24 hours before the planned travel date.
3. Transport services are sold only for a specific date of travel.
4. By paying the transport service fee, the passenger confirms the selected service and simultaneously accepts the Conditions of Carriage.
5. The person making the reservation is required to provide the Carrier with the names and surnames, age (including children and infants), gender, and nationality of the passengers at the time of booking.  
Passenger details appearing on travel documents must always be identical to the data contained in the passenger's passport or identity card.  
The Carrier will refuse transport to any person not registered in the computerized sales and reservation system.  
In the case of a ticket, the final details of the travelling persons must be provided no later than 24 hours before the start of the voyage.
6. The transport service may be used within 6 months from the originally declared travel date, unless the conditions of special offers provide otherwise.  
The sailing date may be changed within this period provided that the change is registered in the computerized sales and reservation system no later than 24 hours before the declared travel date.  
Failure to report the change within the above deadline will result in the inability to perform the service without the right to a refund of the transport fee.  
The first change to the ticket is free of charge, while each subsequent change is subject to a fee.

7. The passenger may cancel the whole or part of the transport service and retain the right to a partial refund, provided that the cancellation is registered in the computerized sales and reservation system no later than 24 hours before the start of the voyage.  
When making a refund, 25% of the transport service fee will be deducted.  
Later cancellation or failure to appear for check-in at the designated time does not constitute grounds for a refund of the paid fee.
8. Any changes to the ticket must be reported at least 24 hours before the start of the voyage.
9. Refunds for unused services will be made in the same form as the original payment (to a card or by bank transfer).  
Cash refunds are possible at Ferry Terminals.
10. In the case of booking an entire cabin, the passenger is required to pay for all beds, even if fewer persons occupy the cabin.
11. Children under 12 years of age may travel only under the supervision of an adult.  
In the case of a minor aged 12 or older travelling alone, prior written consent from the legal guardian is required.
12. Passengers with disabilities or reduced mobility should report their need for assistance in advance, preferably no later than 48 hours before travel, so that the carrier can provide the necessary support.

### **Passengers with Vehicles:**

1. The driver of a vehicle must possess, in addition to a valid driving licence and the original vehicle registration certificate, a valid third-party liability insurance policy, an international motor insurance certificate (Green Card), and a country identification mark of the vehicle's registration.  
In accordance with EU regulations, citizens of European Union member states are exempt from the obligation to possess a Green Card.
2. If the gross vehicle weight exceeds 3.5 tonnes or the total length exceeds 15 meters (including a trailer), the vehicle is treated as a cargo vehicle.
3. During the ferry voyage, passengers are not allowed to remain in their vehicles or on the vehicle deck.  
Vehicles must be left in gear, with the handbrake applied, wheels straightened, and properly locked to prevent access by third parties.  
The transport of petrol in canisters or other containers, technical gas cylinders (e.g., welding gas cylinders) in vehicles that do not meet safe transport requirements, and other hazardous materials is prohibited.  
Smoking on the vehicle deck is strictly prohibited.

4. The order of loading and unloading vehicles, as well as their arrangement on the vehicle deck, is determined solely by the cargo officer.  
Drivers must wait for the cargo officer's signal before starting the engine and moving the vehicle.
5. The waiting list becomes invalid on the day of the ferry's departure.

## Check-in

1. At the Ferry Terminal, upon presentation of a valid identity document (passport or identity card; the digital ID *mDowód* available in the *mObywatel* application is also accepted) and a valid ticket, the passenger will receive a boarding card, which must be kept for the entire duration of the voyage.
2. Check-in for passengers and vehicles begins 120 minutes before the scheduled departure of the ferry.  
Passengers should arrive at the terminal sufficiently early 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 vehicles

Passengers travelling with electric vehicles are required to check in no later than 120 minutes before the scheduled ferry departure.

Failure to appear for check-in within the required time may result in refusal of transport of the passenger or vehicle, despite having a reservation or a purchased transport service.

## Liability

1. The Carrier shall not be liable for the non-performance or improper performance of the contract of carriage in the event of circumstances beyond the Carrier's control, in particular force majeure, adverse weather conditions, decisions of port authorities, or other events beyond the Carrier's control.
2. The passenger is obliged to cover the cost of any damage caused by their actions or negligence during the ferry voyage.
3. If the border authorities issue a decision preventing the passenger from disembarking (e.g., due to visa or administrative reasons), the passenger shall bear the cost of their return journey.
4. The Captain of the vessel or an authorized crew member may refuse to allow a passenger to board the vessel or may disembark a passenger during the

voyage if the passenger's condition or behavior may endanger the safety of the vessel, other passengers, or disturb order on board.

5. The passenger is required to comply with the rules and regulations in force on the vessel and at the ferry terminal, as well as to follow the instructions of the Captain and crew members.

In the event of a breach of order or behavior posing a threat to the safety of the vessel or other passengers, the passenger may be placed in a separate room and charged a disciplinary fee in accordance with the applicable list of charges on board the vessel.

6. The Carrier shall not be liable for the loss or damage of luggage left unattended by the passenger.

7. Any comments or complaints regarding services on the ferry should first be reported to the ship's reception desk.

Complaints may also be submitted by email to [reklamacje@polsca.com](mailto:reklamacje@polsca.com) or by post to the Shipowner's address.