



CORS'EXPRESS S.A.S.

Cors'Express

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GENERAL TERMS OF SALE AND CARRIAGE

Cors'Express

These General Terms of Sale and Carriage (the "Terms") apply to any booking and purchase of tickets for the maritime passenger transport services operated by CORS'EXPRESS S.A.S. on the Bastia – Genoa (Genova), Bastia – Livorno and Bastia – Civitavecchia routes, on board the vessels operated by Cors'Express.

Article 1 — Definitions

For the purposes of these Terms:

- "Cors'Express" or "the Carrier" means CORS'EXPRESS S.A.S.
- "Passenger" or "Customer" means any person who has purchased a transport ticket.
- "Ticket" means the transport document issued to the Passenger.
- "Crossing" means the voyage between the port of departure and the port of arrival.
- "Website" means www.corsexpress.com.

Article 2 — Purpose

The purpose of these Terms is to define the conditions of sale of tickets and the general conditions of carriage. Purchasing a ticket entails full and unreserved acceptance of these Terms.

Article 3 — Booking and ticket

Bookings may be made on the Website or through the Customer Service. The Ticket is personal to the Passenger. At boarding, the Passenger must be able to present a valid transport document together with a valid identity document.

Any incorrect or incomplete information provided at the time of booking engages the Passenger's liability and may result in boarding being refused.

Article 4 — Price and payment

Prices are stated in euros, VAT and taxes included, at the rate applicable on the date of booking. Payment is made by debit or credit card at the time of booking. The ticket is only issued upon receipt of full payment.

Fares may vary depending on the season, availability, fare type (Pioneer, Standard, Promotional) and selected options.

Article 5 — Cancellation or change by the Passenger

Any request for cancellation or change must be submitted to Customer Service. The applicable conditions are as follows:

- Cancellation more than 30 days before departure: full refund within 14 days
- Cancellation between 30 and 8 days before departure: refund of 70% of the ticket price
- Cancellation between 7 days and 24 hours before departure: refund of 50% of the ticket price
- Cancellation less than 24 hours before departure or no-show at boarding: no refund

Save for specific fare conditions more favourable or more restrictive that are clearly stated at the time of purchase (in particular Pioneer tickets, promotional offers or flexible tickets), the conditions set out above shall apply by default.

Ticket changes (date, time, route) are possible subject to availability and may give rise to a fare adjustment as well as administration fees of €15 per change.

Article 6 — Cancellation or delay by the Carrier

In the event of cancellation, significant delay or modification of the voyage attributable to Cors'Express, the Passenger benefits from all rights granted under Regulation (EU) No 1177/2010 of the European Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway.

The detailed terms (re-routing, refund, assistance, compensation) are set out in our Passenger Rights Policy available on the Website. To assert your rights, you may contact our Customer Service.

Article 7 — Extraordinary circumstances

Cors'Express shall not be liable for the consequences of any delay, cancellation or change to the voyage resulting from extraordinary circumstances beyond its control, including weather or maritime conditions affecting the safe operation of the vessel, industrial action, acts of public authorities, health emergencies, force majeure or other unforeseeable events beyond the Carrier's control.

The final decision regarding departure, postponement or cancellation of a crossing rests with the Master of the vessel, in coordination with the competent authorities and in accordance with applicable safety procedures.

Article 8 — Boarding

The Passenger must report for boarding at least 60 minutes before the scheduled departure time for boarding formalities (identity check, ticket check, security check). Any Passenger arriving after the close of boarding may be refused access on board.

Article 9 — Baggage and articles carried

Each Passenger may carry free of charge one piece of cabin baggage and one piece of hold baggage, within the limits (number, weight, dimensions and any additional charges) specified on the Website and clearly displayed prior to confirmation of the booking. The carriage of dangerous, unlawful or otherwise prohibited articles is strictly forbidden.

Cors'Express accepts no liability for valuables, cash, documents or undeclared baggage left unattended on board.

Article 10 — Conduct on board

The Passenger undertakes to comply with the safety rules, the instructions of the Master and crew, and to act with due regard for other Passengers. Any conduct disrupting safety or the proper running of the voyage may result in immediate disembarkation without refund.

Article 11 — Complaints

Any complaint must be submitted in writing to Cors'Express within two months of the date of the relevant voyage. To submit a complaint, you may contact our Customer Service:

- Email: serviceclient@corsexpress.com
- Telephone: +33 (0)4 95 48 44 84
- Postal address: Cors'Express S.A.S. — Complaints Department — 7 rue Miot, 20200 Bastia, France

Cors'Express undertakes to provide a reasoned response within one month of receipt of the complaint.

Article 12 — Consumer mediation and governing law

In the event of a dispute that remains unresolved following a complaint, and in accordance with Articles L. 611-1 et seq. of the French Consumer Code, the Passenger may refer the matter, free of charge, to the consumer mediator designated by Cors'Express:

- MTV — Médiation Tourisme et Voyage
- BP 80 303, 75823 PARIS CEDEX 17, France
- Website: www.mtv.travel
- Online referral via the dedicated form on the website

The Passenger may also rely on the alternative dispute resolution mechanisms provided for under applicable European and national law.

These Terms are governed by French law. Any dispute shall fall within the jurisdiction of the courts of the registered office of Cors'Express, save where any mandatory legal provision in favour of the consumer provides otherwise.