
PASSENGER RIGHTS POLICY

Cors'Express

This Passenger Rights Policy summarises the principles by which CORS'EXPRESS S.A.S. gives effect to the rights of passengers travelling on board the vessels operated by Cors'Express, in application of 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.

This document is provided for general information purposes. The precise conditions of application are determined on a case-by-case basis in accordance with the regulatory provisions in force.

1. Scope

The provisions of this Policy apply to passengers carried on board the vessels operated by Cors'Express on the routes operated between Bastia and the Italian ports of Genoa (Genova), Livorno and Civitavecchia, subject to the conditions laid down by Regulation (EU) 1177/2010.

The rights described do not apply in the situations expressly excluded by the Regulation, in particular certain cases of free carriage or carriage falling under another specific regime.

2. Non-discrimination

Cors'Express applies its fares and conditions of carriage without discrimination based on the passenger's nationality or place of residence within the European Union.

3. Persons with reduced mobility (PRM)

Cors'Express attaches particular importance to the reception of persons with reduced mobility and persons with disabilities. In accordance with European regulations:

- Bookings and tickets are issued at no additional cost to persons with reduced mobility
- Free and appropriate assistance is provided on board and at the port, subject to prior request
- Access is refused only for compelling safety reasons or where the infrastructure is not suitable

In order to enable optimal organisation of assistance, persons with reduced mobility are requested to notify their needs at the time of booking, and at the latest 48 hours before departure.

4. Information for passengers

Cors'Express undertakes to provide passengers with clear and accessible information relating to their rights, the general conditions of carriage, booking procedures, timetable and the conduct of crossings. This information is made available on the Website, at partner agencies and at boarding.

5. Cancellation or delay of a crossing

In the event of cancellation of a crossing or significant delay at departure, Cors'Express implements the following measures, in accordance with Regulation (EU) 1177/2010:

- Information of the passenger as soon as possible regarding the nature of the disruption and the options proposed
- Offer of re-routing by another comparable service, under equivalent conditions, at the earliest opportunity

- Or, alternatively, reimbursement of the ticket price for the part or parts of the journey not made

The passenger is free to choose between re-routing and reimbursement, under the conditions provided for by the regulation.

6. Assistance and accommodation

In the event of a delay or cancellation entailing a prolonged wait, Cors'Express shall arrange, within the limits of availability and operational constraints, appropriate assistance to passengers (snacks, meals, communication, etc.).

Where the cancellation or delay makes accommodation necessary, Cors'Express shall provide for such accommodation in accordance with the conditions set out in Regulation (EU) 1177/2010.

Such assistance is not due where the delay or cancellation results from weather conditions compromising the safe operation of the vessel or from other extraordinary circumstances beyond the Carrier's control.

7. Compensation in the event of delay at arrival

In the event of a significant delay at arrival at the port of destination, the Passenger may claim, in the cases and under the conditions provided for by Regulation (EU) No 1177/2010, minimum compensation calculated as a percentage of the price actually paid for the ticket. This compensation generally amounts to 25% or 50% of the ticket price depending on the duration of the delay in relation to the scheduled duration of the voyage, save for the exonerating circumstances provided for by the Regulation.

No compensation is due where the delay is caused by weather conditions compromising the safe operation of the vessel, by extraordinary circumstances hindering the performance of the carriage which could not have been avoided even if all reasonable measures had been taken, or by the other grounds of exoneration provided for by the Regulation.

8. Final decision of the Master

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. The safety of passengers, crew and the vessel constitutes the absolute priority of Cors'Express.

9. Complaints

Any complaint relating to passenger rights must be submitted to Cors'Express within two months from the date on which the transport service was performed or should have been performed.

To submit a complaint, the passenger may contact 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 shall inform the passenger as to the admissibility of the complaint within one month, and shall provide a reasoned response within a maximum period of two months from receipt of the complaint.

10. National enforcement bodies

In accordance with Article 25 of Regulation (EU) 1177/2010, each Member State designates a body responsible for the enforcement of the Regulation. In France, the passenger may, after first lodging a complaint with the Carrier, submit a complaint to the competent national body. The contact details of national enforcement bodies are published on the website of the European Commission.