



FAQ - FREQUENTLY ASKED QUESTIONS

Can I depart from one port and return to another?

Yes, this is possible. You can reserve your return ticket with different departure and return ports.

Can I reserve a specific seat?

We regret to inform you that Venezia Lines operates a 'free seating' policy on board all our vessels.

On Venice-Istria routes our vessels have 280 seats in economy class and 30 seats in VIP class (Comfort Lounge). Comfort Lounge salon is located on the upper deck. 30 passengers can be accommodated in large and comfortable seats.

Do children pay for tickets?

Infants up to age of 3.99 travel for free on all routes. Children from 4 to 13.99 years have a discount of 50% on ticket price (taxes and fuel surcharges excluded). Please note that all children and infants need correct document for travelling.

Are children allowed to travel unescorted?

Children under the age of 16 are not permitted to travel without being accompanied by an adult which should be a parent or a legal guardian.

What if my child will be travelling with somebody else's parents?

A minor can travel with somebody else than parents only with a written accordance by his/her parents which has to be certified by a public notary and police. Please refer to our terms and conditions for further details.

Can I take luggage with me on the ship?

Passengers purchasing one way or return tickets (excluding Day trip tickets – returning in the same day) are entitled to carry:

1 (one) checked-in luggage of not set size or weight and,
1 (one) hand luggage of not more than 56cm x 45cm x 25cm in size and 10Kg in weight. Handbag, briefcase, laptop, shop purchases, camera etc must be carried in your 1 (one) permitted piece of hand luggage.

- The above items of luggage are included in the ticket price and do not need to be announced at booking stage.
- Excess luggage can be booked at booking stage at an additional cost of €5.00 per luggage per leg or during check-in at an additional cost of €10.00 per luggage per leg.
- There is no checked/hand luggage allowance for infants. However, one fully collapsible pushchair per infant may be carried free of charge.
- Additional infant equipment such as car/booster seats and travel cot may be carried in addition to your personal checked-in luggage allowance and will be subject to additional charges should your regular allowance be exceeded.
- All luggage should have name tags attached to them.

- When departing from Croatia all luggage including the checked-in luggage must be carried by the passenger through the border control.
- When departing from Venice checked-in luggage is to be deposited at the check-in desk and will be taken by the port security in order to be scanned. Hand luggage is to be taken by the passenger when passing through the security gates and border control. It is of utmost importance that the passenger identifies the checked-in luggage which will be found alongside the vessel before embarking the vessel in order for it to be embarked on the vessel by The Company's crew members.
- For security reasons passengers are only allowed to take to their seats small baggage items such as handbags, briefcase, laptop, shop purchases, camera bags. All other items including bulkier hand luggage is to be deposited by the passengers during embarkation in the storage place reserved on the vessel as indicated by the vessel's crew.
- When travelling with a Day trip ticket (Istria-Venice-Istria or vice versa) returning in the same day, passengers are not entitled to carry any checked-in luggage, but are only entitled to carry one hand luggage as indicated above. Should a passenger travelling with a day trip ticket, present himself at time of check-in with more than 1 (one) item of luggage and is not within the limitations of the hand luggage dimensions and weight indicated above, The Company reserves the right to charge for the price difference (if applicable) between a day trip and one way ticket price as well as extra luggage charges.

Can I send a piece of luggage for a relative to pick it up on arrival?

For safety reasons and customs regulations we cannot accept any unattended luggage.

Can I store my luggage in port?

In Venice San Basilio there is a storage luggage. For more information you can contact +390415334734

Please note that this service is not provided by Venezia Lines.

In all other ports there are no luggage storage facilities.

What type of vehicle takes your ships?

For our connection between Venice and Slovenia/Croatia we can only take passengers and bicycles (limited number).

Can I go with bicycle on the ship?

Yes, you can take your bicycle with you with a supplement charge of €10.00 per trip. We have limited space for bicycles and we suggest that you book in advance on our online system.

Please note that bicycles are not to be considered as luggage even if they are carried in appropriate bags/luggage and are subject to the additional cost.

Can I take my pet with me?

If you are travelling with your pets please be sure to be in possession of the international passport for animals. All animals should be in possession of all vaccines required by both the point of origin and the destination port. The Company is not responsible in the event that the animal is not allowed to embark at the point of origin or to disembark at the port of destination due to lack of the necessary documents and vaccines. In such instances the passenger travelling with the animal shall compensate the company for any eventual damages and expenses including the issuance of a return ticket, if this is applicable.

Cats need to be transported in appropriate cages, whilst dogs cannot be larger than 60

cm in length and 50 cm in height (from head down). All dogs must be in possession of a leash and a mouth muzzle. All animals have to be announced at time of booking. The Master of the vessel may, at his discretion and in the interest of the other passengers, disallow boarding of the animal irrespective if it is properly announced or in possession of all required documentation or vaccines. In such situations The Company will not be liable to refunds of the animal and neither the passenger tickets.

Are there any restrictions for passengers with special needs?

Passengers with special needs are to advise The Company of any requirements when effecting a reservation. At booking stage the requirements can be indicated in the "Additional Notes" field in Section 3 of the booking page.

If passengers are not self reliant, we require them to travel with an able bodied accompanying person aged 16 years and over.

Reduced mobility passengers may travel on our vessels as long as they are accompanied by an able bodied accompanying passenger aged 16 years or over.

Wheelchairs, Electric wheelchairs and walking frames can be carried free of charge.

Due to space restrictions on the vessel, Mobility scooters cannot be accepted on the vessel.

Our cabin crew will be happy to provide required assistance, however, they are not allowed to provide medical services such as administering injections.

For safety reasons cabin crew cannot lift passengers or assist with personal hygiene.

Is smoking allowed during the trip?

Smoking is not permitted on all Venezia Lines vessels.

Is it possible to get a coffee during the trip?

Yes. Our vessels are equipped with a bar where you can get coffee, water, juices, soft drinks, alcoholic drinks as well as small snacks such as croissants, toast, sandwiches, chocolates and sweets.

All payments on board (bar & duty free shop) can only be made in cash. We accept both Euro and Croatian Kuna. The rates of exchange are not necessarily the same as you can find in the local bank.

Do you have duty free shop on ship?

No, as from 2013 Duty free is no longer available on board Venezia Lines vessels.

What are my travelling rights?

We would like to inform our passengers that the terms and conditions of our company fully comply with rights of passengers when travelling by sea regulation (EU) No 1177/2010. The regulation can be viewed on the following link: <http://eur-lex.europa.eu/Notice.do?mode=dbl&lng1=en,it&lang=&lng2=bg,cs,da,de,el,en,es,et,fi,fr,ga,hu,it,lt,lv,mt,nl,pl,pt,ro,sk,sl,sv,&val=553926:cs>

Who can I contact if I need assistance with regards to my passenger rights?

You may contact the national enforcement body for your country if you have any questions regarding compensation legislation in the European Union. http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf