

General Conditions

EOLIAN Shuttle Service

The following travel conditions are applied to all Clients/Passengers that purchase the service called EOLIAN Shuttle.

1. - SUPPLIER

1.1 The transport service EOLIAN Shuttle is provided by TARNAV Travel, TARNAV srl travel agency, with its head office in Via dei Mille, 43 – 98057 Milazzo (Messina). VAT number 0197280832.

Contact addresses

Telephone +390909223617

Fax +390909285210

Email: eolianshuttle@tarnav.it

Web site: www.eolianshuttle.com

2. - ACCEPTANCE OF GENERAL CONDITIONS

2.1 The following Terms and General Conditions of this service, written below, can be updated or changed by the Supplier at any time, by the web site www.eolianshuttle.com.

2.2 The following Conditions that regulate the service EOLIAN Shuttle, can be seen *on line* by the Client/Passenger who has to confirm the complete oversight and acceptance. The Customer Care Service TARNAV is available for any explanation referring to these Terms and Travel Conditions..

2.3 These General Conditions are written in Italian and in English.

3. - SERVICE

3.1 EOLIAN Shuttle is a transfer service for the transport of passengers to and from Catania's Airport, departing or arriving from the Aeolian Islands.

3.2 We provide two types of transfers, using always vehicles equipped with every comfort and suitable to the number of passengers.

3.3 **EOLIAN Shuttle** service.

the above mentioned service is a collective transfer, provided for Passengers that ask to make use of it, in the same day, at the same hour and with the same conditions.

The EOLIAN Shuttle is not an everyday passenger service, it is made through a reservation by the single Client/Passenger.

a) The service is provided the whole year, including public holidays.

b) Departures will be every day at the following times:

- from **Milazzo**: first departure 8.00 am – last departure 7.00 pm.

- from **Catania's Airport**: first departure 9.00 am – last departure 7.00 pm.

These time schedules could change, depending on new working needs or circumstances beyond one's control.

3.4 **EOLIAN Shuttle** VIP service.

the above mentioned service is a type of transfer using private vehicles for every single Passenger or for the group that will specifically ask for.

a) The service is provided the whole year, including public holidays.

b) The transfers will be continually available (also at night).

c) During the journey Catania's Airport – Aeolian Islands – Catania's Airport the EOLIAN Shuttle VIP service has the possibility to do halfway stops or cultural visits in chosen resorts.

4. - BOOKING AND PURCHASE OF THE TICKET

4.1 The ticket can be bought on our web site www.eolianshuttle.com, or at the ticket office TARNAV, at the hotels and bed & breakfast, at the Travel Agencies and affiliated Tour Operators.

4.2 The purchase of the ticket is contextual to the reservation.

4.3 At the moment of the reservation the Client declares to be an adult and assures that all the given details are reliable, correct and complete.

4.4 When the Client purchases *on line* he will receive a document by e mail that confirms the reservation and the purchase of the service with the vouchers needed for the journey. When purchasing in an agency, a b&b or hotel affiliated they will give the Passenger all the documents and the vouchers needed.

4.5 Tickets can be bought on line until 48h before transfer departure.

4.6 We also accept last minute bookings, but for confirmation the Passenger has to contact the Customer Care Service at the number + 390909223617.

5. - RATES

5.1 The rates charged include the cost of the transfer by highway and by sea, insurance, customer care and welcoming, luggage depot in our offices TARNAV in Milazzo.

5.2 Not included, possible regional or local taxes in force at the moment of purchase.

5.3 For Passengers that come or go to Stromboli, Filicudi e Alicudi, there will be an extra of 6,00 € vat inclusive.

5.4 These rates are different for the two types of transfers described in point 3.

5.5 The rate applied to the EOLIAN Shuttle service is for one way and for a single Passenger.

a) Ticket € 59,00 vat 10% inclusive.

Children under 3 years old do not pay; they are charged only the eventual taxes (see point 5.2).

When booking the presence of infants should be notified.

5.6 Passengers under 14, must be accompanied by an adult.

5.7 Rates applied to the EOLIAN Shuttle VIP Service are referred to vehicles suitable to the number of passengers.

Each vehicle can transport a maximum of passenger (including luggage).

5.8 The rates for the eventually halfway stops of the EOLIAN Shuttle VIP Service are elaborated by the Customer Care Service.

6. - CHANGES, CANCELLATIONS, ANNULMENTS

6.1 All types of EOLIAN Shuttle services are not refundable, except for circumstances beyond one's control and according to the law. In these cases the Supplier has to be informed immediately.

6.2 If the Passenger wants to change the transfers he may contact the Customer Care TARNAV.

The Supplier will try to fulfil the requirements checking the availability for the change.

6.3 Possible changes in the EOLIAN Shuttle service can be accepted until 48h before the supply of the service.

6.4 Possible changes in the EOLIAN Shuttle VIP service can be accepted until 24h before the supply of the service.

6.5 TARNAV can annul the journey, in any moment before departure according to the law n.1084 of 27/12/1997, refunding the amount already given.

7. - VOUCHER

7.1 After receiving all documents, the Client has to print a copy and show it to the EOLIAN Shuttle staff, before the transfer.

7.2 The "shipping transfer" voucher, does not allow the boarding; it has to be replaced by a travel ticket bought in our ticket offices.

7.3 TARNAV is not responsible for possible mistakes in the voucher, due to inaccurate compilation on the *on line* reservation. In the case of poor service or if the service is not available the Supplier will not refund anything.

7.4 In case of purchase in TARNAV' s ticket office, in Travel Agencies, in hotels or b&b and affiliated Tour Operators, the Client will receive a copy of all documents and vouchers that certify the purchase.

Same conditions of point 7.1 and 7.2

8. - TRANSPORT CONDITIONS

8.1 The EOLIAN Shuttle service, is made by TARNAV with the collaboration of transport societies that regularly operate on the territory.

8.2 Transfers are organized by TARNAV. Passengers have to follow the given indications. The organisation of single trips will be communicate to the Client 24h before the transfer, and the Passenger should contact the Customer Care TARNAV at number +390909223617.

In this way each Client will have the best organisation as possible.

8.3 When received the logistical indications:

a) the Passenger departing from the Aeolian Islands (or other Islands), has to be at the ticket office at least 30 minutes before boarding time, deliver the "shipping transfer" voucher and get the ticket useful for boarding the indicated ship by TARNAV.

b) the Passenger arriving at Catania's Airport, has to go to the indicated *meeting point*, where he will be welcomed by a TARNAV member staff. The welcoming agent will have a sign with the name of the passenger and the name of the service.

8.4 The EOLIAN Shuttle leaves the Airport within an hour of the arrival of the flight.

8.5 In case of flight change or delay, annulment and boarding on a new flight, the Client will be received on the next transfer service, if available.

8.6 If one of the options noted at 8.5 occurs, and there are no more transfers available, the EOLIAN Shuttle VIP service rates will be applied, integrating the amount already given.

8.7 For the sea transfer from Milazzo to the Aeolian Islands, TARNAV will book a place on its ship, or otherwise the Passenger will board the first ship available of another company.

8.8 In case there is no possibility at boarding any type of ship (bad weather conditions, delay of the flight, ect..) TARNAV will provide accommodation. On demand the Client can be accommodated in one of our affiliated hotels or b&b.

9. - SPECIAL ASSISTANCE

9.1 For every kind of assistance including disabled people before booking, contact Customer Care Service TARNAV, which will provide adequate transport.

10. - LUGGAGE

10.1 One luggage is allowed for each Passenger.

10.2 For organisation reasons every extra luggage has to be communicated when booking. If this luggage is not declared it may not be carried.

10.3 If the luggage not declare can not be carried, it will not be refunded.

10.4 Each extra luggage will cost € 10,00 extra, vat inclusive.

10.5 There is no portorage service.

11. PETS TRANSPORT

11.1 The transport of pets is allowed only in VIP services. The presence of pets have to be always notified in advance.

TARNAV can refuse transport of pets not notified.

11.2 The Supplier can accept transport of small pets. Pets should weigh not over 10 kg and they should stay in their boxes. Passengers have to take care of their pets, the box must have a waterproof bottom and with an opening for ventilation. Pets should be clean and stay in their boxes.

11.3 The Supplier can refuse the transport of pets if points 11.1 and 11.2 are not respected.

12. - IMPORTANT WARNINGS

12.1 It is forbidden to smoke, eat, use drugs and alcoholic drinks in transfer service.

12.2 In case of urgent communication, the Passenger has to always be available by mobile phone, except when in flight.

12.3 For security reasons, Passenger can not take:

- Compressed gas (frozen food, flammable, inflammable and poisonous) such as butane, oxygen, liquid nitrogen, oxygen tank;
- Corrosive such as acids, alkali, mercury, batteries and liquid elements;
- Explosive munitions, guns, fireworks and rockets;
- Liquid fire and solid fuel such as gas lighters.
- Matches, solvents, paints and lighters;
- Radioactive elements;
- Bags and luggage with alarms;
- Oxidizing elements such as bleach or peroxide;
- Poisons and infective substances such as insecticides, weed killers and materials with alive viruses.
- Other dangerous objects.
- Weapons and munitions.
- Illegal substances.

12.4 The member staff of TARNAV will attend Passengers.

12.5 The Supplier is exclusively responsible for transfers with his vehicles. In case the use of vehicles on behalf of other companies, on demand TARNAV can give the details.

12.6 In case of mistakes due to a wrong booking registration, the Supplier is responsible only for the ones made in his ticket offices. Eventual protest should be notified directly to the affiliated hotels, b&b, Travel Agencies or Tour Operators.

12.7 Complaints should be done in writing form and sent to the e mail address eolianshuttle@tarnav.it within 3 days from the transfer service.

12.8 These General Conditions are subject the Italian Legislation. For every type of complaint between Client and TARNAV it will be solved by the Court of Barcellona Pozzo di Gotto (Messina).

13. - WEB SITE USAGE – COPYRIGHT – SOFTWARE

All contents of the web site www.eolianshuttle.com, such as texts, graphics, logo, images and software are property of TARNAV srl and are protected by the laws regarding copyright.

14. - USE OF THE LOGO

EOLIAN Shuttle is a registered trademark TARNAV, in writing and for a limited period, may grant the use of trademark for the sole purpose of promoting the service EOLIAN Shuttle. All those authorized to use the trademark, must respect all information provided, including graphics and colour provided expressly by TARNAV.

In case of improper use of the trademark EOLIAN Shuttle, TARNAV reserves any legal recourse to get the full compensation for any material and moral damages.

15. - PRIVACY STATEMENT

15.1 TARNAV collects and uses personal information with adequate notice and consent, according to the Italian law n. 196 of the 30 June 2003, concerning the “Codice in materia di protezione dei dati personali”, in compliance with the Directives issued by the European Union.

15.2 All those concerned have the right to obtain confirmation of the existence of personal data that involve him, even if still not registered, and its clear communication.

15.3 All those concerned have the right to know: **a)** the origin of personal data; **b)** the aim of its use; **c)** the logic put in place when personal data is processed through electronic means; **d)** personal details of the holders and representatives in charge of processing, as stated in paragraph 2 of the law above mentioned; **e)** the bodies or type of bodies to which personal data is communicated or can become acquainted with, as the representative of the State territory, responsible or in charge of.

15.4 All those concerned have the right to obtain: **a)** the update, correction or, if necessary, the inclusion of new data; **b)** the deletion, transformation, in anonymous form, or the blocking of personal data when it is processed against the law, including that for which conservation is not included in relation with the aims for which the data was previously collected or subsequently processed; **c)** the declaration that the operations mentioned in letters a) and b) have been communicated to those whose data has been used or diffused, even as far as its content is concerned, unless such fulfilment cannot be brought forward or needs means which are not proportionate to the right safeguarded.

15.5 All those concerned have the right to oppose in whole or in part: **a)** for legitimate reasons relating to the processing of personal data or to the aim of the collection; **b)** the processing of personal data that concerns him for the dispatch of advertising materials, direct selling, market research or advertising communications.