

Terms of contract

- This ticket is personal and non-transferable, as well as the vehicle whose license plate appears on the pass. The use of the boarding pass by a different person or vehicle to those listed in the document lead to the responsibilities established by laws. This boarding pass will not be valid if it has not been fully paid in advance. Its payment constitutes acceptance of the following terms and conditions.
- The cabin passenger may carry up to 20 kilos of personal luggage.
- The vehicle has to have the same dimensions indicated in the boarding pass or in the reservation. The crew may require the technical specifications sheet of the vehicle for its verification. In case it does not have the declared dimensions, Trasmapi does not guarantee the boarding of the vehicle. If the vehicle exceeds the dimensions and there is space available in the ship, the passenger will have to pay the price difference according to the current rates.
- No responsibility will be assumed for valuables not previously entrusted to the Captain for custody. The Company will not be responsible for damages of any kind caused, directly and solely, by compliance with governmental laws, orders or regulations.
- All claims, to be acknowledged, must be accompanied by a copy or the ticket in possession of the passenger, who accepts all conditions set forth therein merely by using the tickets as title of transportation.
- The holder of the present boarding pass is covered by the compulsory Travel Insurance. The passenger is subject to the police regulations and to the regulations established on board by the Captain. Trasmapi will not be liable for any loss or damage arising directly or exclusively from the compliance of the norms, rules and regulations of the competent authorities or from the passenger's imprudence or incompliance of the indicated norms.
- The transport of vehicles covered by this boarding pass is carried out in compliance with the current regulations on the matter and with the international agreements signed by Spain.
- The pre-boarding of the vehicle shall be done at least 60 minutes (30 minutes to boarding) before the scheduled departure time of the ship. Following this period Trasmapi reserves the right to offer the assigned place, not being able to guarantee the booked accommodation to the passenger or the vehicle.
- Vehicles shall be boarded with their conductor, who will board on their own; the rest of the passengers shall board through the accesses authorised for such purpose. The conductor and the rest of companions may do the unshipping together on their vehicle whenever the crew authorises it. Trailers cannot travel without their towing vehicle.

- The boarding and unshipping of the vehicles will be done according to the instructions given by the crew. Trasmapi will not be liable for any damages suffered by the vehicle arising from the unfulfilment of the instructions. Those vehicles subject to suffering damages during the boarding due to their characteristics or to the access ramps will not be admitted on board.
- The conductor of the vehicle will be responsible for the damages caused by its vehicle to other users or to the ship's facilities during boarding or unshipping, thus exempting Trasmapi from any responsibility.
- During the boarding of motorbikes, due to their different modalities, conductors will be responsible for their lashing and handling. Trasmapi's crew may help the passengers if necessary. The motorbike's conductor will be responsible for the damages caused to its vehicle, to its neighbouring vehicles or to the ship. Trasmapi will not be liable for any responsibility arising from an incorrect lashing.
- The fare for the carriage contracted with this ticket is subject to modification before the start of the voyage, without prejudice to the passenger's right to nullify the contract, with refund of the amount paid if the variation exceeds 20% of the initial price. This ticket will not be valid unless the fare has been paid.
- The passenger will be able to obtain from the Company a refund or the ticket if it has not been used, providing:
- After deducting 10% of the price paid for the ticket, if the request is presented 7 days prior to the departure.
- A claim for refund submitted at least 48 hours before departure is subject to a deduction of 20%.
- Tickets presented for cancellation outside the above mentioned periods will not be accepted. Refund claims for tickets issued by travel agents must be made to the travel agent who issued the ticket.
- The times and itineraries may suffer variation due to breakdowns, accident, or force majeure. In such cases the Company will adopt reasonable measures to inform the passenger. If necessary, the Carrier may be replaced, or another vessel may be used.
- In case the vessel indicated on this ticket is not going to sail due to breakdowns, accident or force majeure, the Company undertakes only to refund the full cost of the ticket.
- The Company is not liable if the passenger loses any service as a result of being late and the company is not obliged to delay any service to wait for the arrival of the passenger, or to provide a seat in another service if the passenger loses transport.

- The company will not be responsible for lost or stolen tickets and is not obliged to replace or reissue such tickets or refund the amount paid
- An OPEN tickets is valid for one year from date of issue. Its use is subject to prior place reservation.
- The passenger is subject to police regulations, to the requirements of orderly behaviour, and to such rules as the Captain may lay down.
- **Any reservation changes will be made by calling the tel. +34 971 31 44 33, by sending an email at info@menorcalines.com or through our sales ticket office.** The changes are subject to availability and the payment of fare difference if any in addition to handling fee.
- Any booking with date and time will only and exclusively use for the date and time indicated. It is necessary to make a reservation change to use the booked ticket at another time or day.
- The passenger is in all cases required to check in at our offices at the port to collect his/her boarding card, at least one hour before departure.
- The Company reserves the right to refuse to transport any person who appears to be under the influence of alcohol or drugs or whose behavior is considered a threat to the crew or other passengers. No refunds will be made in any of these circumstances.
- Use of the ticket on domestic lines will be subject to the Civil Prosecuting Law. Where conveyance is by international lines, the Athens Treaty of 1974 and/or its modifications will apply and Clauses 5th and 7th of Law 11/2010 of November 2, management of shipping of the Balearic Isles.