

# FREQUENT QUESTIONS

## SHIP

A/A	QUESTIONS	ANSWERS
1	How big is the ship?	The ship is 1.85m long
2	What kind of sockets are available on board?	There are available bipolar sockets on board.
3	Which languages are spoken on board?	Greek and English are spoken on board
4	Is smoking allowed on board? And where?	There is an outdoor designated smoking area and smoking is also allowed in the casino
5	Is there an orientation map on board?	Yes, is available in all common areas on board

## SERVICES & AMENITIES

A/A	QUESTIONS	ANSWERS
1	What type of cabins are available?	1st & 2nd class cabins are available, and Disability cabins
2	What kind of amenities are available in the cabins?	1st class cabins include beds, shower and toilet.  2nd class cabins include only beds. Showers and toilets are shared and are available in the cabin decks.
3	What kind of amenities are available on board?	Reception, restaurant, coffee shop, bar and casino
4	Are there any activities for children on board?	A small playground is available
5	Are there any computers with internet access on board?	No, there are not any.
6	is there any internet access on board?	Yes, there is internet access on board with a fee.
7	Can i travel with a large amount of cash?	You can travel with up to €10,000 of cash
8	Is there a safe box available on board?	Yes, there is and you can use it for a fee.

## FOOD & DRINKS

A/A	QUESTION	ANSWER
1	Can any nutrition/dietary needs be catered on board?	If the company is notified in advance (by completing the purchase of the ticket) yes it can.

## RESERVATIONS & BOARDING

A/A	QUESTIONS	ANSWERS
1	What's included in the ticket price?	Fare and port taxes
2	What documents do I need to travel?	Valid travel documents are only Civil IDs and passports.
3	How long before do I need to be at the port before departure?	You have to be at the port 4 hours prior the scheduled time of the departure
4	Can i minor person (below 18 years old) travel unaccompanied?	Unaccompanied minors below 18 years old, must be accompanied by a parent or guardian or an authorized adult.

## HEALTH, SAFETY AND EMERGENCY INCIDENTS

A/A	QUESTIONS	ANSWERS
1	What medical services are available on board?	There is a doctor's clinic.
2	How is the ship equipped to deal with Covid-19 cases?	There are isolation rooms in the clinic.
3	Is there a licensed staff/doctor available on board?	Yes a Doctor is available

## SPECIAL NEEDS & REQUESTS

A/A	QUESTIONS	ANSWERS
1	Can i travel if I have any special mobility needs?	Yes
2	Can i travel with a service dog?	Yes
3	Are there are any signs for visually impaired passengers?	No
4	Who will be responsible and handle the special needs request?	There will be a person in charge to help if the disable passenger needs anything
5	Are there any available cabins for passengers with disabilities or reduced mobility?	Yes
6	Can i bring on board my mobility scooter or my wheelchair?	Yes
7	Are there any wheelchairs available on board?	Yes

## CANCELLATION, CHANGES AND UPGRADE POLICY

A/A	QUESTIONS	ANSWERS
1	What is the refund policy if I cancel my reservation?	Regardless of the date of submission of a cancellation request for issued and paid tickets, only port taxes are refundable. Fare is not refundable.
2	What is the fee and policy for a name change in a booking?	The fee for a name change is as per below: <ul style="list-style-type: none"><li>• Adults: €10,00 per sector</li><li>• Children (4-12 years old): €10,00 per sector</li><li>• Children (0-4 years old): €10,00 per sector</li></ul>
3	What is the fee and policy for a date change?	The fee for a date change of your trip is as per below: <ul style="list-style-type: none"><li>• Adults: €10,00 per sector</li><li>• Children (4-12 years old): €10,00 per sector</li><li>• Children (0-4 years old): €10,00 per sector</li></ul>
4	What is the fee and policy for upgrading my booking?	For a booking upgrade and assuming that there will be available seats, the difference on the fare price will be paid. For the upgrade you will have to contact the call center (there is a service fee). You cannot upgrade online.

## GENERAL

A/A	QUESTIONS	ANSWERS
1	What kind of vehicles can be transported on board?	Vehicles up to 5m, motorcycles, bicycles, and caravans up to 5m
2	Do i need to carry cash on me or there are any ATM machines on board?	There are not any ATM machines on board. You will have to carry cash or a credit/debit card.
3	How can i locate an item that I have lost or forgotten on board?	If any items are found in the cabins, they will be handed to the sales agent and then to Scandro Holding in order to contact the passenger.
4	Are pets allowed on board?	Yes. Dogs and cats only.
5	What items are prohibited on board?	Prohibited items and customs restrictions can be found at the below link. **

6	What can i carry in the vehicle?	You can <u>only</u> carry in the car luggage with your personal items.
7	Do the vehicles can be transported only by their owner?	Vehicles can be transported either by their owner or by a 1 <sup>st</sup> degree relative who has a notarized authorization by a certified officer.
8	How many pets is each passenger allowed?	Each passenger is allowed to carry 1 pet and has to be the legal owner. Pets do not travel with any other passengers even with an authorization.

**\*\* Link:**

<https://www.mof.gov.cy/mof/customs/customs.nsf/All/3033C297FF82C294C225727B00421670?OpenDocument>

Prohibition and restrictions from Scandro Holding Ltd such as dangerous goods and others.

**Where do i contact for any complains or suggestions?**

Telephone number: [77777525](tel:77777525)

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