

FREQUENT QUESTIONS

SHIP

A/A	QUESTIONS	ANSWERS
1	How big is the ship?	The ship is 168m long
2	What kind of sockets are available on board?	There are bipolar sockets available 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 a designated outdoor area for smokers.
5	Is there an orientation map on board?	Yes, is available in all common areas on board.

SERVICES AND AMENITIES

A/A	QUESTIONS	ANSWERS
1	What type of cabins are available?	There are 1st class cabins, Disability cabins and pet friendly cabins.
2	What kind of amenities are available in the cabins?	All the cabins include beds, shower and toilet.
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?	Not 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 a safe. A fee applies for its use.

FOOD AND 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 AND 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 a 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 AND 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 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?	Only port taxes are refundable, and the refund is processed within 15 days.
2	In which cases are port taxes refunded?	Port taxes are refunded in the following cases: in case of ticket cancellation (before the trip), in case of passenger no-show, and when a ticket has been issued for more passengers than those who actually traveled (e.g. cabins with fewer occupants)
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 data-bbox="909 709 1425 867" style="list-style-type: none">• Adults: €25,00 per sector• Children (3-12 years old): €10,00 per sector• Children (0-2 years old): €0,00 per sector
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.
5	What is the fee and policy for change car number plates?	The fee for vehicle / caravan or motorcycle is €20,00.

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. Company cars and VAN-type vehicles are not accepted. Vehicles or motorcycles enter in Republic of Cyprus via occupied area cannot board.
2	What documents are required for the transport of vehicles?	The following documents are required for the transport of vehicles: the vehicle registration certificate (original), a valid driving license, valid vehicle insurance, the driver's ID or passport, an authorization (if the driver is not the owner, from a first-degree relative or spouse), and in case of co-ownership with a bank,
3	How will I be informed about which documents I need to provide for the transport of my vehicle?	You will be informed by the port agent through written communication, who will guide you regarding the required documents.
4	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.
5	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 Port agent and then to Scandro Holding in order to contact the passenger.
6	Are pets allowed on board?	Yes. Dogs and cats only.
7	What items are prohibited on board?	Prohibited items and customs restrictions can be found at the link below. **
8	What can I carry in the vehicle?	You can only carry in the car luggage (90x75x43) with your personal items.
9	Do vehicles travel only with their owner?	Vehicles can be transported either by their owner or by a 1st degree relative who has a notarized authorization by a certified officer.
10	How many pets can each passenger accompany?	Each passenger is allowed to carry maximum 2 pets and has to be the legal owner. Pets are not allowed to travel with another person even with an authorization.
11	Are there any restrictions or prohibitions regarding specific dog breeds?	The transport of certain breeds considered dangerous is prohibited, such as: Dogo Argentino, Fila Brasileiro, Japanese Tosa, Pit Bull Terrier, American Pit Bull, and Doberman.
12	Where can I find the terms and conditions?	You can find the terms and conditions on the company's official website (https://scandroholding.com/#), on the official website of the travel agent (https://www.orthodoxouaviation.com/), during the booking or ticket purchase process, and on the ticket.

COMPLAINTS / COMMENTS

A/A	QUESTIONS	ANSWERS
1	How can I submit a complaint?	By sending a written request via email to: support@scandroholding.com
2	Is there a time limit for submitting a complaint?	The complaint must be submitted within two (2) months from the date the journey took place or was scheduled to take place.
3	When should I expect my complaint to be reviewed by the contractor company?	The company will inform you within one (1) month from the submission of the complaint.
4	If I am not satisfied with the outcome of the contractor company's response, what can I do?	You can submit your complaint to the Deputy Ministry of Shipping via email at: passengerrights@dms.gov.cy , or you can complete the relevant complaint form through the official website of the Deputy Ministry of Shipping.
5	How can I submit any suggestions or comments for improving the service?	By sending a written request via email to: support@scandroholding.com

**** 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.