

# THE SHIP HAS ARRIVED



LATE

LATE

ON TIME



**WE'RE PLEASED!**

Remember that the GNV ferries arrive on time in 88% of cases.



**REFUND 25%**

**2** hours' delay in a voyage lasting 4 to 8 hours

**3** hours' delay in a voyage lasting 8 to 24 hours

**6** hours' delay in a voyage lasting over 24 hours

**REFUND 50%**

If the delay on arrival exceeds twice the time indicated above, the voucher will be 50% of the ticket price.



**DUE TO WEATHER CONDITIONS OR CIRCUMSTANCES BEYOND CONTROL**

In the event of delay due to weather conditions or extraordinary circumstances, no refund can be paid.

**CONTACT US WITHIN 2 MONTHS OF THE DATE OF YOUR VOYAGE:**



Grandi Navi Veloci SpA  
Customer Care  
via Balleydier 7 - 16149  
Genova (Italia)



customercare@gnv.it



Fax (+39) 010.55.09.302

Further information on [www.gnv.it/condizioni-generalis](http://www.gnv.it/condizioni-generalis) - Art.8 - and dedicated leaflet.

 **GNV** WE SAIL FOR  
EACH ONE OF YOU.

