



a Grimaldi Group company

To All
Sales Network
Port Agents
Central Agencies

Our ref. MINOAN-11-73714 / 20.12.2024

Dear Partners,

**Subject: Passengers and Vehicles Commercial Policy
Piraeus-Milos-Heraklion route 2025**

We would like to inform you that the itineraries on the Piraeus - Heraklion - Piraeus route with daily calls at the port of Milos, as well as the day sailings, are available on the reservation system of our company.

Here below you can find our new Commercial Policy for the Piraeus-Milos-Heraklion route for 2025.

OFFERS

FAMILY OFFER	<p>“3+1 FREE” in a 4-BERTH CABIN</p> <p><u>On the condition that</u> at least two tickets are full-fare and four passengers travel together in the same cabin. The free ticket is issued to the passenger with the lowest fare (or highest discount).</p> <p><u>Partial cancellation</u> is not permitted.</p> <p><u>Note:</u> Tickets with Minoan Lines Bonus Club discount are considered as full fare ones.</p> <p>The discount is automatically provided by the system.</p>
RETURN TRIP DISCOUNT	<p>20% return trip discount for passengers and vehicles, provided that both legs are issued simultaneously.</p> <p>It can be applied in combination with the “3+1 FREE” offer.</p> <p>The discount is automatically provided by the system on the return ticket.</p>
MINOAN LINES BONUS CLUB MEMBERS	<p>BLUE MEMBERS 20% discount on Deck 10% discount on cabins and VIP seats</p> <p>GOLD MEMBERS 20% discount on all accommodation categories</p> <p><u>Car offer discount is automatically applied by the system when the passenger travel with a car.</u></p> <p>The discount is automatically provided by the system by inserting the Bonus Club Member Card Number.</p>

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G.E.C.R.: No 77083027000

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DISCOUNTS

DISCOUNTS	DESCRIPTION	CODE
Children up to 5 years old	<p>Free of charge on economy accommodation (deck).</p> <p>50% discount on all cabin categories.</p> <p>The discount for a cabin is provided if the child is escorted by an adult accommodated in the same cabin.</p>	<p>MINOAN B2B The discount is applied automatically when the date of birth is inserted</p> <p>LIKNOSS & CERTUS IN inserted in passenger type column</p>
Children from 5 to 12 years old	<p>50% discount on all accommodation categories.</p> <p>The discount for a cabin is provided if the child is escorted by an adult accommodated in the same cabin.</p>	<p>MINOAN B2B The discount is applied automatically when the date of birth is inserted</p> <p>LIKNOSS & CERTUS CH inserted in passenger type column</p>
Passengers over 60 years old	<p>25% discount on all accommodation categories.</p> <p>20% discount on motorcycles and cars, provided that the owner is travelling with his/her vehicle.</p>	<p>MINOAN B2B The discount is automatically provided by the reservation system when inserting the birth date.</p> <p>LIKNOSS & CERTUS SE discount inserted in passenger type column</p> <p>OVAVD discount inserted in vehicle type column</p>
Students Students of Greek universities, European Youth Card and ISIC card holders.	<p>50% discount on all accommodation categories (except Deluxe and single berth cabins).</p> <p>20% discount on motorcycles and cars, provided that the owner is travelling with his/her vehicle.</p>	<p>STP50 discount inserted in discount type column</p> <p>STM20 discount inserted in vehicle type column</p>

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<p>30% discount for domestic routes for Adriatic line ticket holders</p>	<p>The discount is valid for passengers (on all accommodation categories except Deluxe and single berth cabins) and vehicles, holders of Adriatic line tickets traveling from Europe to Greece with Grimaldi Lines, provided that both international and domestic route tickets are purchased at the same time.</p>	<p>MINOAN B2B CJ30 discount inserted in passenger type column CJC30 discount inserted in vehicle type column</p> <p>LIKNOSS & CERTUS Same procedure.</p> <p>Via our B2B Platform, you have to select manually the conjunction ticket discount from the Discount Field (eg. CJ30) and insert the ticket number of the international route in the 'Voucher' field. The ticket number consists of the ticket letter 'G' and an 8digit ticket number.</p> <p>Via Liknoss CRS, you have to insert the ticket number of the international route in the id/passport field for the passenger and in the document no. for the vehicle.</p>
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NOTE: The above discounts are not cumulative and only one of them, the highest one is granted at a time.

VEHICLE CATEGORIZATION

<p>Adjustment of the vehicles' categories (except the one of the private cars) in the Piraeus-Heraklion-Piraeus Line (including the connection with the island of Milos from Piraeus and Heraklion). The vehicle categories are as follows: <u>CARA, MOTOS, VBT, PICK-UP, VARS</u></p>	
<p>Private vehicles up to 4,5 meters in length and up to 2 meters in height</p>	<p>CARA</p>
<p>One category for all motorcycles and bicycles</p>	<p>MOTOS (MOTO A & MOTO B)</p>



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Including baggage trailers, 3-4 wheeled vehicles (ATV, KART/JETSKI etc.) up to 2,5 meters in length and 2 meters in height	VBT
One category for all professional vehicles/pick-up trucks up to 5,5 meters in length, regardless of height	PICK UP (PICK UP 1 & PICK UP 2)
One category for all motorhomes, trailers, semi-trailers, trailers, boats, caravans up to 10 meters long. The charge will be applied per meter. MINIBUS and BUS are not included.	VARs (all VTR1, 2, 3, 4 and VAR2, 3, 4 categories)

NOTE: For unaccompanied vehicles, NO SPECIAL OFFERS OR DISCOUNTS are applied.

VIP CLASS SEATS – HERAKLION LINE

The **VIP Class seats category**, with more space, luxury and comfort that meets the needs and expectations of leisure and business travelers, offers:

- Wide reclining seats
- Footrest and extra legroom
- Personal TV monitor (10'')
- USB port, LED light and audio jack plug
- Luggage racks

The VIP seat area on deck 8 will be card only accessible.

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MINORS

Unaccompanied minors under the age of 15 are not permitted to travel without being accompanied by an adult / legal guardian.

For minors at the age of 15 and over (15-18) travelling without an adult companion, a statement of the parent or legal guardian should be submitted to the Company. Statement Forms are available at the company's offices (Customer Service: e-mail: customer@minoan.gr) or by visiting the official page <https://www.minoan.gr/en/page/1366/terms-and-conditions>



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DAILY NIGHT ITINERARIES with call at the port of Milos

The schedule of the daily night sailings from Piraeus and Heraklion with call at the port of Milos is the following:

FROM PIRAEUS	DEPARTURE	ARRIVAL
PIRAEUS – MILOS	21:00	01:00
MILOS – HERAKLION	01:20	06:30

FROM HERAKLION	DEPARTURE	ARRIVAL
HERAKLION – MILOS	21:00	02:10
MILOS – PIRAEUS	02:30	06:30

All night sailings will call at the port of Milos, except for the night sailings where the next day there is a day sailing.

DAY SAILINGS SCHEDULE

CHRISTMAS 2024-2025

EASTER & SUMMER 2025 with call at MILOS port

FROM PIRAEUS	DEPARTURE	ARRIVAL
PIRAEUS – MILOS	09:30	13:30
MILOS – HERAKLION	13:45	18:45

FROM HERAKLION	DEPARTURE	ARRIVAL
HERAKLION – MILOS	09:30	13:50
MILOS – PIRAEUS	14:00	18:45

DAY SAILINGS TABLE

2024	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
DECEMBER	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	

2025	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
JANUARY	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
APRIL	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
JULY	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	
AUGUST	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	
SEPTEMBER	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	WE	TH	FR	SA	SU	MO	TU	

OFFERS of day itineraries TO/FROM HERAKLION (NOT VALID for itineraries to/from MILOS):

- 30% discount on all cabin categories, except LD/LD1/A1/AB1/P1/AP1
- 10% discount on deck, single berth LD1/A1/AB1/P1/AP1 cabins, LD cabins & VIP Seats
- CAR OFFER valid ONLY on CARA category & 10% discount on all the other vehicle categories (NO discount for unaccompanied vehicles)

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CANCELLATION POLICY

For ticket cancellations of individuals (not groups) the following refund policy applies:

- From the date of the ticket issue and up to 14 days before the scheduled departure: Full refund without cancellation fees
- From 13 days up to 7 days before the scheduled departure: 75% refund
- From 6 days up to 12 hours before the scheduled departure: 50% refund
- From 12 hours up to the scheduled time of departure: No refund
- **Non-Show tickets** cannot be cancelled and cannot be converted into "open" tickets.

For your convenience, please note that:

- The reservation system (B2B, LIKNOS, CERTUS) enables a 30-minute reservation so as to confirm all passenger and vehicle details.
- When issuing a ticket, the reservation system allows 30 minutes to cancel a ticket without any cancellation fees (except for tickets that have been replaced).

OPEN DATE TICKET POLICY

- All tickets are **PERSONAL and NON-TRANSFERABLE**.
- All tickets can be converted into **OPEN date tickets UP TO TWO TIMES free of charge**.
- The validity period of OPEN date tickets is **STRICTLY limited to one (1) year from the date of the original trip** (first leg date).
- The OPEN date tickets as well as the new replaced tickets are **PERSONAL, NON-TRANSFERABLE, NON-REFUNDABLE and CANNOT BE CANCELLED**.
- If the trip, recorded in the open ticket, has not been realized within the year, from the trip date of the first leg, the ticket is **no longer valid and cannot be used**.

Here below you can find the options available to the customers in order to convert their tickets into "open":

1. Through the agency that had issued the tickets
2. Through the call center of MINOAN LINES (daily 08:00-21:00).
3. Through the website of MINOAN LINES (<https://open.minoan.gr/>)

IMPORTANT INFORMATION

- **Replacement of "open" tickets is done exclusively within the reservation system to check their validity.**
- When finalizing the date of an OPEN date ticket, if the passenger does not find availability on the desired date, at the same category indicated on the ticket but lower and he/she selects it or if the price of the new ticket at the same category is lower, then he/she will not be entitled to a refund of the difference.
- If a higher category is selected or the price of the originally mentioned category has increased, the relevant price difference must be paid.



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CONTACT INFORMATION

For any further assistance or more information, please feel free to contact our Central or Port Agencies and our Reservation Department,
E-mail: reservation@minoan.gr, tel. +30-2810-399899, +30-210-4145700

For issues concerning your bookings you can contact the e-mail: agencies@minoan.gr or call at: +30 2810 399923 (from Monday to Friday 09:00 – 17:00 Greek local time).

For commercial issues you may contact the below sales persons of our company:

- **Mr. Zakos Chatzigiannakis, Sales Executive Passengers**
E-mail: chatzigiannakis@minoan.gr, tel.: +30-210-4145753 / mob.+30-6945050488
- **Mrs. Afroditi Pitsaki, Piraeus Agency Responsible & Agencies Support**
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- **Mr. Manolis Giampoulakis, Passenger Sales Manager Attica, Peloponnese, Viotia, Evia**
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- **Mr. Nikos Chatzinikolakis, Passenger Sales Responsible Crete & Islands**
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- **Mrs. Maria Nteiana, Passenger Sales Responsible Western Greece, Thessalia, Ionian Islands, Epirus, Macedonia, Thrace**
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- **Mr Manolis Cheretakis, Piraeus Port Agency Deputy Manager**
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- **Mr. Giannis Maniadakis, Heraklion Port Agency Manager**
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- **Mr. Giannis Lironis, Heraklion Port Agency Deputy Manager**
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- **Mrs. Eleni Konstantaki, Heraklion Central Agency Manager**
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GROUP DEPARTMENT

For group reservations and further information concerning Group Commercial Policy, please contact the Group Department of our company in Heraklion, tel. +30-2810-399954 / mobile +30-6983053030 / e-mail: groupdept@minoan.gr.

- **Mr Michalis Orfanoudakis, Group Department Manager**
E-mail : orfanoudakis@minoan.gr, tel.: +30-2810-399943



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MINOAN LINES BONUS CLUB

For further information concerning MINOAN LINES BONUS CLUB, please contact the relevant department in Heraklion, tel.: +30-2810-399850, e-mail: bonusclub@minoan.gr

In addition, we would like to inform you that, for the convenience of Minoan Lines Bonus Club members, the following automated ways of information are available.

For information regarding Minoan Lines Bonus Club card points balance:

- Call 2142148990 and then enter the card number or
- Send an SMS to 19619, type MC, leave one space and then type the card number.

Updated redemption tables can be found at:

<https://www.minoan.gr/bonusclub/e3argyrwsh-pontwn>

MINOAN LINES - B2B RESERVATION SYSTEM

We would also like to remind you that the new B2B reservation system of our company is available for reservations for all domestic itineraries. It is web based and you may have access by visiting <http://b2b.minoan.gr/> from any device, including smartphones and tablets. You can find your passwords on <http://agents.minoan.gr/agents/> (site for the update of the agents).

For technical support, you can contact:

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This Commercial Policy shall remain in effect until further notice.

We would like to thank you all and express our appreciation for your continued cooperation and loyalty.

Best regards,


Christos Batsidis
Chief Passenger Sales Officer