



General Conditions of Transport - Nouris el Bahr Ferries

Article 1: Applicable Law

This contract is governed by international maritime conventions, the laws and regulations in effect in Algeria, and French and Spanish maritime law.

Article 2: Ticket Validity and Pricing

- Tickets or travel documents are personal, non-transferable, and valid only for the specified date and route.
- Passengers must arrive at the embarkation port at least 5 hours before the scheduled departure time. Boarding is not guaranteed after this time, and no refunds will be given.
- Check-in ends two hours before the scheduled departure time.
- Fares are subject to change without prior notice. Any fare adjustments must be settled before boarding.
- Full payment for the ticket is required before boarding. A 30% surcharge applies for tickets purchased at the embarkation port, subject to availability.
- Promotional tickets are non-refundable but can be modified.
- A refund request will be reviewed for cancellations notified at least 72 hours before the scheduled departure. Any refund will be reduced by applicable cancellation fees.
- Any ticket modification request is subject to seat availability and applicable fees. Modification fees will apply for any changes made beyond 24 hours after ticket issuance. All change requests must be submitted prior to the scheduled departure date, and fees will be determined based on the ticket classification.
- For passengers who fail to check in or board ("no-show"), the company reserves the right, at its sole discretion, to waive modification fees and revalidate the ticket. This consideration is subject to review of individual circumstances and is not guaranteed.
- Passengers are encouraged to contact our support team promptly in the event of unforeseen circumstances to explore potential accommodations.
- For safety reasons, children under 14 years old cannot travel alone. They must be accompanied by parents or friends who take responsibility for them. Unaccompanied minors between 14 and 19 years are permitted onboard with a signed parental waiver releasing our company from liability. Please contact our customer service for more details.
- Passengers should ensure that destination country regulations allow for the transport of pets and their entry according to local laws. Pets must have a valid passport and an up-to-date vaccination certificate. Additional fees may apply; please check our website for more information.
- The carrier reserves the right to refuse transport of any pet if it compromises the safety of the journey or other passengers or if it may cause inconvenience to others.
- Passengers with reduced mobility are invited to inform us of their specific needs at the time of booking so that we can provide the necessary assistance.
- Pregnant women can travel by sea up to seven months of pregnancy, provided they present a medical certificate allowing the journey. Approval from the onboard doctor is mandatory.



Article 3: Baggage Allowance and Prohibited Items

Baggage Allowance

- Algeria-France and Algeria-Spain Routes
 - Cabin Class: 2 bags (maximum 60 kg per bag, maximum dimensions 158 cm linear (length + width + height)).
 - Economy Class: 2 bags (maximum 23 kg per bag, maximum dimensions 158 cm linear).
- Any excess baggage will be charged according to the current fee schedule. Excess baggage rates are available upon request at the check-in counter or through our customer service.
- Only personal belongings and medications are allowed onboard for passengers traveling with vehicles.

Prohibited Items

- It is strictly forbidden to transport flammable, explosive, or toxic substances; weapons (unless authorized by relevant authorities); sharp or blunt objects; or any other items prohibited by applicable laws unless authorized.
- Violators may face legal action and will be held liable for any damage or harm caused.
- The transportation of goods for commercial purposes is subject to specific conditions. Please contact our freight service for more information.

Article 4: Onboard Conduct

- Passengers must comply with safety instructions and follow crew member guidance.
- Access to different areas of the ship is regulated according to ticket class. Any violation may result in additional charges.
- Smoking is strictly prohibited onboard except in designated areas. Failure to comply may result in penalties.
- Disruptive or dangerous behavior that jeopardizes the safety or comfort of other passengers will be penalized.

Article 5: Boarding & Disembarkation Checks at Algerian Ports

Pre-Boarding Check by Nouris el Bahr Ferries

- Passengers:
 - Present a valid travel document and a current biometric passport. A boarding access card will be issued according to the reserved class.
 - Once onboard, retain the final section of the access card.
- Vehicles:
 - Present the vehicle registration document, travel document, and passport. A vehicle control form will be issued and must be attached to the vehicle's windshield. This form will be checked by police and customs before boarding.
 - For vehicles running on LPG, only those equipped with a safety valve are permitted onboard. It is strictly prohibited to recharge electric and hybrid vehicles onboard.

Police Formalities

- A passport valid for six months is required, with a consular visa for foreigners if applicable, or a valid residency card.
- Complete the police departure form.
- A boarding access card issued during pre-boarding check is mandatory.
- Minors (legal majority in Algeria is 19 years + 1 day) traveling alone or with someone other than parents or legal guardians require paternal authorization to exit the country.
 - Minors over 15 years old must carry an individual passport; if they hold dual nationality (Algerian and another), they must use the same travel document (passport) presented upon entry.
- National service registration is required for individuals aged 18 to 20.
- Proof of military service or exemption must be presented by persons over 20.
- For dual nationals (French/Algerian), military proof from either country is acceptable.



Customs Formalities

- Vehicles:
 - o Present a valid passport and a Customs Passage Document (TPD).
 - o Return of the vehicle to the national territory will be documented by a passport stamp. In case of TPD loss, provide a police-issued loss declaration and a port service transport certificate.
 - o Presentation of currency and valuable items declaration.
 - o For vehicles registered in Algeria, provide the vehicle registration document (carte grise); if the vehicle is not registered to the owner, present a notarized power of attorney.

Article 6: Force Majeure

The company shall not be held liable for delays, cancellations, or route changes due to force majeure events, such as adverse weather, strikes, government restrictions, or other events beyond its control.

Article 7: Company Liability

The company's liability for loss, theft, or damage to baggage or vehicles is limited under international maritime conventions and applicable law. Passengers are advised to take out appropriate travel insurance.

Article 8: Travel Insurance

Passengers are strongly advised to purchase travel insurance covering cancellations, delays, baggage loss, accidents, and medical expenses.

Article 9: Personal Data Protection

Personal data collected during booking and travel will be processed in compliance with data protection laws.

Article 10: Complaints

All complaints must be submitted in writing to the company before disembarking from the vessel.

Service fees for vehicles departing from European ports:

Any tourist vehicle or other vehicle intended for export, for which the ticket was purchased in Algerian dinars, will be subject to mandatory service fees, applicable upon departure from European ports.

Registration fees for passengers:

All passengers who have purchased their tickets in Algerian dinars must pay a flat fee of 10 euros upon departure from European ports, corresponding to registration fees.

Modification of amounts:

The customer expressly agrees that the company reserves the right to modify the amounts of the aforementioned fees without prior notice. These changes will take effect immediately, and any use of the services implies implicit acceptance of these conditions.

Nouris el Bahr Ferries wishes you a pleasant journey!