

BOAT TRANSPORT POLICY

Updated on 01.12.2023

Regarding the transport services by boat (i.e. Murighiol - Green Village Resort/Green Dolphin Camping transfers, excursions), Touring Imobiliare SRL - hereinafter "Dolphin Camping" - acts as a carrier, and you as a passenger, this being a relationship in which each of us has to observe the legal and conventional provisions, and respect the natural area of the Danube Delta.

1. GENERAL TRANSPORT PROVISIONS

The booking together with the transport terms and conditions herein form the Terms and Conditions of the Transport Contract between the passenger and the carrier. The carrier will only carry the passenger whose name is written in the booking form, the passenger being required to hold a valid ID document.

2. BOARDING PLACE AND DIRECTIONS

1.1. For the MURIGHIOL - GREEN VILLAGE RESORT/GREEN DOLPHIN CAMPING transfers, the boarding takes place on the pontoon in "STAR 2000" parking (paid parking, which is not in Green Village property. Parking payment shall be made upon departure, based on a card received upon arrival. Reserving a parking plot is not possible.

How can you get to the "Star 2000" pontoon? From the main road in Murighiol, going towards the exit to Dunavatu de Sus, turn left at the first crossroad, following the "Green Village" sign. Before the "Cormoran" parking, turn right following the "Green Village" sign and go on for about 700 m. On the left side as you go you will see the "STAR 2000" Murighiol Parking sign, as well as a board with the "Green Village" image and logo.

GPS coordinates: 45°02'36.9"N 29°11'29.0"E (45.043595, 29.191396) or Waze - "Star 2000" Parking, Murighiol.

Transfer contact number (callable only on the day of transfer): 0731.818.534 (Green Village Reception).

1.2. For excursions organized on request

Boarding and disembarking will take place at the metal boarding pontoon in "Egret" area or in another area that will be announced at the time of booking the excursion at the Green Village Reception.

3. BOARDING FORMALITIES

To fulfil the boarding formalities, the passengers shall arrive at the boarding pontoon 15-30 minutes before the set transfer time. To respect the other passengers, the boat will wait maximum 15 minutes after the scheduled time.

For the MURIGHIOL - GREEN VILLAGE RESORT/GREEN DOLPHIN CAMPING transfers, for the passengers who missed Trip # 1, there are two alternatives, subject to availability:



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- either they will be transported in Trip # 2, however priority will be given to the passengers who were confirmed for that transfer;
- or they will pay for a special transport (with an additional cost of 600 lei/boat/way for 1-3 people or 825 lei/boat/way for 4-5 people), subject to availability.

Remember! The special transport boat will arrive in Murighiol about 60-70 minutes after the confirmation and payment of the special transport. After sunset, we no longer operate water transport.

Boat ride from Murighiol to Green Village Resort/Green Dolphin Camping is approximately 60-70 minutes.

Boat transfer time can only be changed with carrier's agreement, at least 72 hours before the date of accommodation.

Fulfilling the boarding formalities is the sole responsibility of the passengers. The passengers who fail to show up for boarding in due time, for whatever reason, or who lack the necessary travel documents, will not be accepted, the carrier not being responsible for the financial losses caused.

Failure to show up at the boarding point at the specified time will result in a penalty of 100% of the transfer price and full payment for the next transfer.

4. SEATS IN THE BOAT

The carrier reserves the right to offer any seat to the passengers, subject to their acceptance of the offered availability. The carrier reserves the right to establish the seating of passengers on the boat, even after boarding, when this might be necessary for operational, safety or security reasons related to the transfer.

THE PASSENGERS HAVE THE LEGAL OBLIGATION TO WEAR A LIFE JACKET DURING THE TRIP!

5. CARRIER'S RIGHTS

The carrier reserves the right to refuse the boarding or to cancel the trip and return to the boarding place or to escort out of the board to an unplanned stop the passenger who is in one of the following cases:

- 5.1. s/he does not comply with the boat driver's instructions regarding the safety and security of the water transport, including the obligation to wear a life jacket during the transfer by boat;
- 5.2. s/he is in a visible state of agitation as a result of the consumption of alcohol and/or psychotropic substances, and her/his behavior may jeopardize the safety of the transfer or disturb other passengers.
- 5.3. s/he is in a special physical-psychological state or in a precarious state of health or in a special state (e.g. pregnancy, surgical intervention), without a doctor's certificate proving that the person is able to travel by boat on the day and for the duration of the trip.
- 5.4. s/he has behaved inappropriately during a previous transfer and there is reason to believe that the situation will repeat itself.
- 5.5. s/he has refused to comply with the conditions notified by the boat captain regarding the content, shape and size of the luggage and/or any other objects accepted on board.
- 5.6. s/he has not fully paid the transport rates and taxes.
- 5.7. s/he has choleric and/or violent behavior, uses threatening words or insults the captain of the boat or other passengers.

If the captain of the boat in his reasonable discretion refused to carry a passenger in accordance with the provisions of this article, or if the passenger was escorted out of the boat at an unscheduled stop,



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the carrier is not responsible for any loss or damage that will be deemed to be the result of any such refusal to carry the passenger.

If, according to this article, the carrier has to refuse the boarding of a passenger, or if a passenger is escorted out of the boat at an unscheduled stop, and this causes a trip delay, then the carrier is not responsible for such delay .

6. DISABLED PERSONS AND PEOPLE WITH REDUCED MOBILITY

Taking into account the principle of social inclusion and non-discriminatory treatment, the disabled persons and the persons with reduced mobility will be given the required support, in accordance with their special needs, without any additional charges.

In case a person with disability or reduced mobility is assisted by an accompanying person, the carrier will make all possible efforts to give that person a seat next to the person with disability or reduced mobility, provided that the specific additional service is requested at the time of booking.

The carrier will refuse to board and transport a disabled person or a person with reduced mobility if the size and equipment of the boat make her/his boarding and transport impossible.

7. SPECIAL CONDITIONS FOR PREGNANT PASSENGERS

In case of pregnant passengers, they can only travel if they provide a medical certificate issued maximum 10 (ten) days before the date of each transfer, which must mention: expected date of birth, confirmation that the pregnancy is uncomplicated, doctor's full name and telephone number, and that the passenger is able to travel on the boat on the day and for the duration of the transfer. The obligation to provide the above-mentioned documents, certifying the right to travel, is exclusively of the passenger. In the absence of such medical certificate, the carrier reserves the right to refuse the boarding of that passenger.

The carrier reserves the right to refuse the boarding of a passenger if he finds himself her special condition.

In such cases, the carrier shall be exempted from any responsibility, the passenger assumes the consequences of the transport and must sign a sworn statement. A postpartum mother can travel from the third day after birth, provided that the birth was uncomplicated and without surgical interventions. If the birth took place by caesarean section or a surgical operation was required, the passenger shall provide a medical certificate.

8. SCHEDULE OF MURIGHIOL - GREEN VILLAGE RESORT/GREEN DOLPHIN CAMPING TRANSFERS

| PERIOD | TRIPS | |
|--------------------|---------|--|
| 26.04 - 30.09.2024 | Trip #1 | Departure from Murighiol: 13:30 Departure from Green Village: 10:30 |
| | Trip #2 | Departure from Murighiol: 17:30 Departure from Green Village: 15:30 |
| 01.10 - 22.10.2024 | Trip #1 | Departure from Murighiol: 13:30 Departure from Green Village: 10:30 |
| | Trip #2 | Departure from Murighiol: 16:30 Departure from Green Village: 15:00 |



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9. RATES

MURIGHIOL - GREEN VILLAGE RESORT/ GREEN DOLPHIN CAMPING TRANSFERS

| PERIOD | RATE/PERSON/ ROUND TRIP |
|-------------------|----------------------------|
| 26.04 –22.10.2024 | 250 lei |

9.1. The rates are net values in lei, they include VAT and luggage transport from the boat to the room (round trip).

9.2. The carrier does not accept to transport a minor on his boats unless s/he is accompanied by an adult.

9.3. For safety reasons, the children aged between 0 - 2.99 years must be held by parents/adults during the entire transport duration. The children aged between 3 - 5.99 years will have a separate seat.

9.4. Rates for children:

- For children aged between 0 - 2.99 years, a transportation fare of 60 lei/stay (round trip) shall be paid.
- For children aged between 3 - 11.99 years, 50% of the list rates shall be paid.
- Children over 12 years are considered adults and they pay full rate.

9.5. For safety reasons and in accordance with our policy, bringing food and beverages from outside the Green Village Resort is FORBIDDEN.

9.6. The passengers may have one (1) piece of luggage per person, of maximum 20 kg, or a stroller, where applicable. For the luggage that exceeds this weight, an additional fee of 10 lei/kg shall be paid. We are not responsible for already damaged luggage!

9.7. The passengers may carry one (1) bicycle or fishing equipment, only with prior notification of the booking department and payment of a rate of 60 lei/way.

9.8. The passengers may have one (1) pet, in a special transport box for pets (or in her/his arms, at her/his own risk), with prior notification of the "Booking" department and payment of a fee of 60 lei/pet/round-trip. The transfer of pets by boat is for a fee, regardless of the place of accommodation (resort or camping).

9.9. For pets, an additional access fee to the Green Village Resort shall be paid, namely 60 lei/night/pet. In Green Dolphin Camping, the access is free.

9.10. Green Village reserves the right to refuse the transport of luggage over 20 kg/person, bicycle/stroller/pet or other objects/equipment that were not mentioned in the booking form.

9.11. The tourists may dock their personal boats in Marina Green Village, notifying the booking department at least 72 hours before the date of accommodation, at the rate of 60 lei/day/boat.

9.12. The boats have a minimum capacity of 2 seats and a maximum of 22 seats, and they will be allocated according to the number of passengers registered for that trip.

9.13. The boats may be covered or uncovered; we cannot guarantee covered boats for all trips.

9.14. Regardless of the season, we recommend the tourists to wear clothing suitable for the weather conditions and for traveling by boat.

9.15. In case of requests for exclusive luggage transport, from another arrival location in Sfantu Gheorghe, to the accommodation unit in Green Village Resort/Green Dolphin Camping, the service is available at the rate of 60 lei/room/way.