

ALLEGATO 9 AL CONTRATTO DI SERVIZIO: CARTA DEI SERVIZI

VERSIONE N°	DEL	Scadenza	EMANATA DA	APPROVATA DA
0001	30/03/2015	19/04/2018	NLI	AUTORITA' DI BACINO
0002	20/04/2018	11/04/2019	NLI	AUTORITA' DI BACINO
0003	12/03/2019		NLI	AUTORITA' DI BACINO



INTRODUCTION

In this document, we present to our clients the principles that we follow in our daily activity, the services that we offer to citizens and tourists and the quality objectives that our company wants to achieve within 2019.

For the first time in our history, we explain in a systematic way all the elements that highlight our commitment for the transportation of users and for the promotion of the territory.

This document is, as much as our services, conform to the national regulation. (DPCM 27 January 1994, D.L.gs n. 286/1999, D.Lgs. 206/2005 –Law n. 244/2007).

This document will be eventually reformed in case of the approval of regional standards, in accordance with the regional law n. 6/2012.

The navigations service on Iseo Lake is subject to the regulation of Lombardy region.

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1 WHO ARE WE?

Iseo Lake s.r.l. is a navigation company, born in 2003. It's unique partner is the local authority "Autorità di Bacino Lacuale dei laghi d'Iseo, Endine e Moro", in charge of scheduling and managing the regional service of public navigation on the lake since 2002. The company is directed by an Administrative Board, made up of 3 members, nominated every five years.



2 OUR ACTIVITY

Since 2003 we've been managing the service of public navigation on Iseo Lake. We ensure all the connections between the different towns on the lake during the whole year, according to the demands of the territory.

We offer an essential service for people who live in Monte Isola, the biggest natural island of Europe, and for all the people who want to go there. During the whole year, we transport students, commuters, tourists and all the people that use our services, offering our competence and experience.



According to mobility needs and the amount of users (occasional and commuters), we plan our services as follows:

- Winter scheduling (from January to March and from October to December)
- Spring scheduling (from April to half June)
- Summer scheduling (from half June to August)
- Autumn scheduling (in September)

The stopovers available all the year are:

- Iseo
- Sale Marasino
- Carzano – Monte Isola
- Sensole – Monte Isola
- Predore
- Lovere
- Sulzano
- Peschiera Maraglio – Monte Isola
- Siviano – Monte Isola
- Località Paradiso – Monte Isola (su richiesta)
- Tavernola Bergamasca
- Pisogne

The stopovers available only during spring, summer and autumn seasons are:

- Sarnico
- Marone
- Castro
- Clusane
- Riva di Solto

3 OUR RESOURCES

Our team is composed by 40 people, who increase up to 50 people during summer. Our fleet, which belongs to Lombardy Region, is composed by 13 ships with different dimensions, able to host from 70 up to 430 passengers. The catamaran “L’Isola” is the latest acquisition to our fleet: it has been in service since 2010.

We finance our activity through:

- sale of tickets
- rents
- regional contribution.

Information about our fleet:



Ships “Città di Brescia” and “Città di Bergamo”: they are the biggest boats of the fleet; “Città di Bergamo” has a kitchen and a café for catering services in rooms with air conditioned.

	Città di Brescia	Città di Bergamo
Number of passengers:	395	430
Total seats:	210	257
Indoor seats:	164	90
Seats in the restaurant:	0	90



Ships “Monte Isola”, “Sebino” and “Lovere”: Monte Isola and Sebino have been in service since 1999. They have been recently refitted and a sun deck has been built, in order to host more passengers.

	Monte Isola	Sebino	Lovere
Number of passengers:	250	250	250
Total seats:	153	151	151
Indoor seats:	60	60	60



Ship “Costa Volpino”: a versatile and elegant ship that is used for every needs.

	Costa Volpino
Number of passengers:	210
Total seats:	106
Indoor seats:	72



Ship "La Naf": it has been in service since 1988. This boat is mainly used on the line "Sulzano-Monte Isola (Peschiera Maraglio)".

	La Naf
Number of passengers:	120
Total seats:	54
Indoor seats:	24



Ship "Marone": it has been in service since 2006 and is mainly used on the line Sale Marasino-Monte Isola (Carzano).

	Marone
Number of passengers:	120
Total seats:	60
Indoor seats:	30



Ships "Gardenia" "Iris" "Ninfea": these ships have a good number of indoor seats that are ideal for short excursions and for small groups.

	Gardenia	Iris	Ninfea
Number of passengers:	90	90	90
Total seats:	54	64	59
Indoor seats:	32	64	32



Ships "Libeccio": this boat is perfect for short excursions on the lake with small groups.

	Libeccio
Number of passengers:	70
Total seats:	46
Indoor seats:	35



Catamaran “L’Isola”: this is the latest acquisition to the fleet (2010) and this is used on the line Sale Marasino-Carzano. This catamaran has been built following the most recent European standards and has been given the first European certificate for the inland navigation.

	L'Isola
Number of passengers:	70
Total seats:	57
Indoor seats:	32

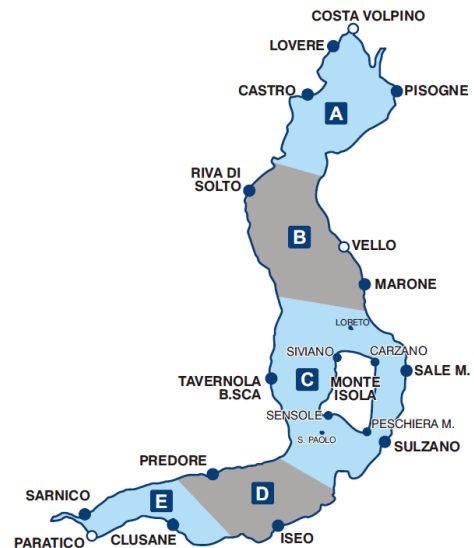
4 TRAVEL WITH US...

Our fares depend on how far you travel: fares are determined by the location of the origin and destination of your journey. Iseo Lake is divided into five zones, as represented in the map:

- A. Lovere, Pisone, Castro
- B. Riva di Solto, Marone
- C. Monte Isola, Tavernola B., Sulzano, Sale M.
- D. Iseo, Predore
- E. Clusane, Sarnico

Fares depend on the number of zones you travel in:

- One zone = fare 1
- Two zones = fare 2
- Three zones = fare 3
- Four zones = fare 4
- Five zones = fare 5



You can hop-on and hop-off as much as you want. Each pass has its own time cross zones which starts with the first check-in.

4.1 ORDINARY FARES

4.1.1 PASSES

- Single ride ticket;
- 20% discounted ticket: passengers between the age of 14 and 17 and groups of at least 20 passengers older than 14;
- 50% discounted ticket: passengers between the age of 4 and 13;
- Multi-trip pass: 10 ride tickets at a discounted price;
- One day pass: allows unlimited use of public transit on the day of validity;
- One day pass plus bike: allows the passengers who are travelling with a bike an unlimited use of public transit on the day of validity;
- NLI 72 h: allows unlimited use of public transit for three days from the day of validity.

4.1.2 TRAVELCARDS

- 7 days
- Monthly
- Annual (limited to zones 1 and 2)

4.1.3 LUGGAGE

4.1.3.1 *Luggage and pets*

- Luggage weighting up to 10 kg and measuring up to 50x30x25 cm are free of charge. For luggage exceeding the mentioned weight and size, you need to contact our offices and to pay an extra charge.
- On board dogs need to wear a muzzle and to be kept on a leash or, if they are small, they can stay in their carrier;
- Guide dogs for blind and visually impaired people and police dogs travel free and without limitations.

4.1.3.2 *Bicycles, large luggage and other accompanied animals*

We have the same fares for bicycles, large luggage and other accompanied animals.

4.2 PREFERENTIAL FARE

Only the inhabitants of Monte Isola can benefit from the preferential fare and to the holders of the “Carta Monte Isola”; tickets are loaded on a personal badge that is not transferable.

The preferential fare includes the following travel passes:

- Tickets: for all the zones (only the residents of Monte Isola can buy it);
- Multiple trip: only for zone C;
- Monthly pass: only for students who live in Monte Isola and for zones C and D;
- Annual pass: for zone C (valid only for the residents of Monte Isola).

4.3 TRAVEL PASSES IN LOMBARDY REGION

All the passengers can purchase and use the following travel passes:

- IO VIAGGIO IN FAMIGLIA (for occasional and regular users)
- IO VIAGGIO OVUNQUE IN LOMBARDIA
- IO VIAGGIO OVUNQUE IN PROVINCIA (you can use it only in the respective provincial zones of Brescia and Bergamo)



4.3.1 IO VIAGGIO OVUNQUE IN LOMBARDIA-AGEVOLATA

With “Io viaggio ovunque in Lombardia-Agevolata” you can travel free on our ships. Information about the card is available on the website:

<http://www.regione.lombardia.it/wps/portal/istituzionale/HP/DettaglioProcedimento/servizi-e-informazioni/cittadini/muoversi-in-lombardia/biglietti-e-agevolazioni/io-viaggio-agevolata/richiesta-ivol-agevolata>

4.4 TRANSPORT OF ITEMS

The transport of items (newspapers, medicinal products...) is allowed according to the Corporate Compliance. Fares are set out in the Corporate Compliance.

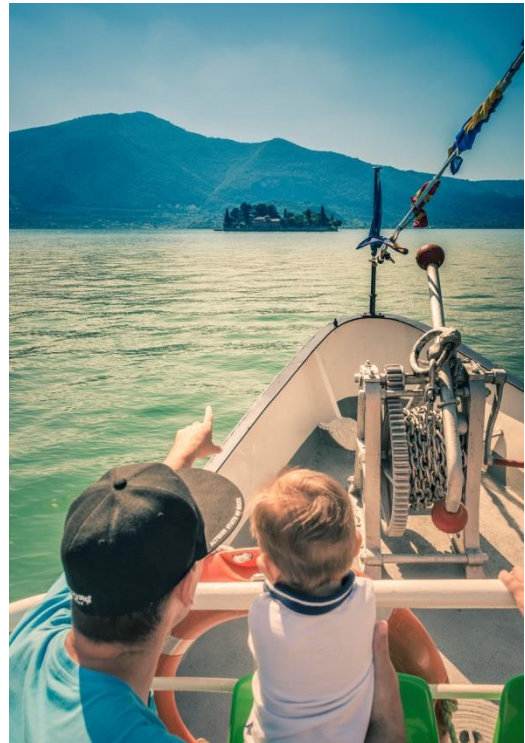
4.5 “MONTE ISOLA” CARD

For residents in Monte Isola only.

4.6 INFANTS AND CHILDREN

Infants travel free until the age of 3. Children between the age of 4 and 13 have a 50% discount. Children between the age of 14 and 17 have a 20% discount.

Buggies can be boarded for free. We may invite you to keep your buggies folded up during navigation, depending on their size and the number of passengers on the ship.



4.7 GROUPS

Groups of at least 20 people have a 20% discount on all the tickets and a free ticket every 20 paying passengers.

Groups can book until 12:00 a.m. of the previous day on our website www.navigazione lagoiseo.it in the section “parties booking” by paying a deposit with a credit card.

Full balance is to be paid upon check-in on the day of the journey.

4.8 IN CASE OF IMPAIRMENT OR DISABILITY

Passengers with impairment or disability are always welcome on board and provided with the necessary assistance during the operations of boarding and landing.

A tactile map and route is available only at the Iseo pier.

On board of our ships panels with variable message and audio alarms give information on the piers of arrival.

Gangways of access are wide enough for the transit of wheelchairs. On the ships “Città di Brescia” and “Città di Bergamo”, a stair lift provides the access into the passenger lounges on the lower deck. On the ships “Lovere”, “Sebino”, “Monte Isola” and “Libeccio”, the passenger lounge is located on the same level of the boarding deck and so there aren’t any architectural barriers. On

the ships “La Naf” and “Marone”, used for the connection between Sulzano-Peschiera, on the loading dock level there is room for a wheelchair. Also on the ships “Città di Brescia”, “Città di Bergamo”, “Lovere”, “Sebino”, “Monte Isola”, “Costa Volpino” and “Marone” toilet facilities are accessible with a wheelchair. Three ships (“Iris”, “Ninfea” and “Gardenia”) are not fit for the transit of people with disabilities. Facilities of visually impaired and blind people are not available on board of our ships.

All our staff attends disability equality training.

4.9 WITH YOUR OWN LUGGAGE

You can board for free luggage that weighs up to 10Kg and is up to the following dimensions: 50x30x25 cm. It is possible to transport luggage with a bigger dimension with a dedicated fare (1,30 €).

If you want to board bulky items or bigger luggage you need to contact the offices first.

4.10 WITH YOUR OWN PET

On our ships you can bring your pet, according to the regulations of our company. For the safety of our passengers, once on board dogs need to wear a muzzle and to be kept on a leash or, if they have small dimensions, they can stay in their carrier.

Only dogs for blind people or police dogs travel free, without any limitation. If the owners haven't a muzzle or a leash, they can buy it on the boat or in the ticket office. Animals like cats or birds must be transported inside their carrier.

4.11 WITH YOUR BICYCLE

Boarding bicycles is always allowed.



4.12 FOR TOURISM

Every year we make deals with hotels, camping and travel agencies to offer discounts on our tickets. We also organize cruises and services that promote the nature, landscape and typical food of Iseo Lake.

Our cruises have a catering service on board and we organize also trips like:

- “*Sebino Cruises*”: cruises on Wednesday and Friday,
- “*Night Cruises*”: night cruises with dinner, music, Dj and entertainment on board;
- “*Tour delle 3 Isole*”.

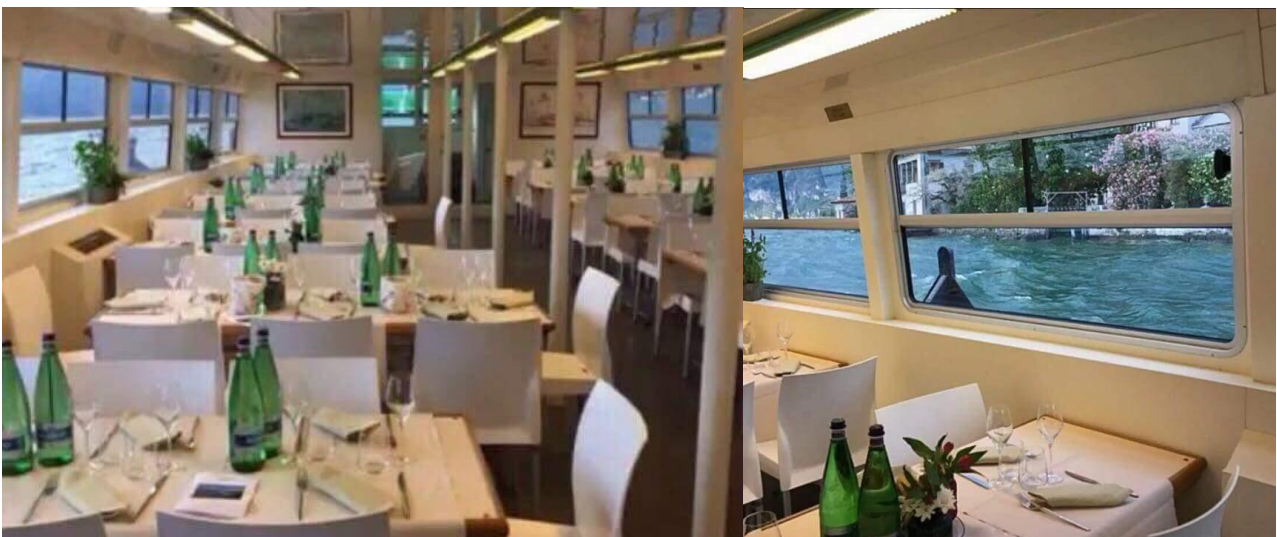


If you want to choose your own itinerary with catering service on board, you can rent our ships. On our website you can find some information about the history of the territory and an interactive map to discover the small towns on the Lake. Every season we suggest different itineraries.



4.13 IF YOU WANT TO HAVE DINNER ON BOARD

On night cruises, with a compulsory reservation, we offer catering service on board the ship “Città di Bergamo”. We have special menus for celiac people, lactose-intolerants, vegetarians or vegans (to require with your reservation).



4.14 TAKING ADVANTAGE OF SPECIAL PROMOTIONS

The navigation regularly carries out some promotional initiatives. In 2019 our promotions are the followings:

- “happy family” - children under the age of 14 travel free on our special cruises “Crociere del Sebino”;
- discounts for children on night cruises.

4.15 ALWAYS INFORMED

Information on our services is available:

- On the website www.navigazione lagoiseo.it
- On bulletin boards in ticket offices and on board

Information is also provided:

- by our staff on board our ships and in the ticket offices;
- by phone, calling our offices (+39 035/971483) from Monday to Thursday from 8:30 to 12:30 and from 13:30 17:30; until 16:30 on Friday;
- by phone, calling the ticket office in Sulzano (340/4222695) or the ticket office in Iseo (030/9840016).

You can also visit us on Facebook and on Instagram.



4.16 RESPECTING OUR CREW AND YOUR FELLOW PASSENGERS

In order to respect the duties of travellers, imposed by the Italian regulation (DPCM 30th December 1998 and Civil code), we kindly ask you:

- Not to occupy more than one seat;
- To offer your seat to standing passengers who show signs of instability or discomfort, passengers with impairment or disability and passengers who require a specific protection (pregnant women, older people...);
- To line up for the boarding and landing, letting passengers with impairment or disability and passengers who require a specific protection go first ;
- Not to damage ships and piers or leave litter on them;
- Not to smoke;
- Not to disturb fellow passengers;
- Not to transport noxious or dangerous items;
- To report to our crew situations of severe and approaching danger, using emergency alert devices only in emergency situations;
- To comply with provisions on security checks;
- To respect instructions and orders given by our crew, under any circumstances;
- To use transport facilities following the set rules, without compromising the safety of fellow travellers and the quality of service for yourself and other passengers.

Our crew can charge you with a penalty fare in case of illicit behaviours, according to the regional regulation.

4.17 SAFELY

The maximum capacity of the ships indicates the maximum number of passengers that can be safely boarded: our crew checks that the number of passengers doesn't exceed and prevent the boarding of further passengers. Our ships are provided with all the security devices set out by the national regulation and with all the instructions of the procedures that passengers need to follow in case of emergency.

4.18 IN CASE OF SICKNESS ON BOARD

Events of sickness have to be reported to the staff, so that medical aid can be called immediately.

5 OUR VALUES, OUR COMMITMENT

We are at your service to ensure a high quality transport in terms of:

- **Punctuality:** we are committed to allow the connections with other public transport services and the punctuality of your daily activities and your free time. Any delay is therefore directly reported by our ship commanders and are valued by our offices.
- **Certainty of the connection to/from Monte Isola:** to the benefit of residents of Monte Isola and tourists who visit the island, we ensure the connection to and from Monte Isola in every climatic situation, even at night. On request of healthcare professional (118) we provide an emergency call service available 24/7/365 on the route Peschiera-Sulzano, regardless of the regular shipping services that, if necessary, could be interrupted in order to transport patients and medical staff.
- **Intermodality:** we share all the values of public transport, especially those regarding the environmental sustainability and the accessibility to citizens of any economic condition. We thus adhere to the regional fare system IO VIAGGIO (which allows to use the majority of transport services in the region with a single travel pass). We have always allowed the transport of bicycles on board, with reduced fares. Our maps show the interconnections with other public transport services and our schedules take into consideration the different connections available.
- **Accessibility:** Mobility is a right for everybody, that's why we constantly work to avoid any kind of discrimination (based on age, disability, economic conditions and other factors of

diversity) in access to our public transport services. We want people with any kind of disability (and their guide dogs), as well as foreigners, to feel welcome on board our ships: we provide assistance in the operations of boarding and landing and we work with the Region, in order to refit our ships and piers so that they become welcoming for all of our passengers. Information about our services is available in Italian and in English.

- **Safety:** the safety of our passengers and of our staff are among our priorities. On board you can find all the security devices established by the current regulation of inland navigation. Moreover, we commit to urge the attention of the Ministry of Transports on the theme of security, also considering the technological development of inland navigation.
- **Cleaning:** our ships are cleaned every day before service. During the service, the crew maintains the ships clean. In case of extended inactivity or maintenance of the vessels, before coming back into service, ships have to be cleaned by a cleaning firm.
- **Respect for the environment:** the lake is a heritage of our territory, on which tourism and fishery are based. We protect the water of our lake and we ask our users to pay the same attention. For this reason, toilettes on our vessels don't discharge directly into the waters of the lake. We cooperate with the Region to plan the modernisation of our ship, in order to reduce our impact on the environment.
- **Innovation:** we are developing an electronic ticketing system that will allow the automatic provision of tickets at piers and to speed up boarding operations.

5.1 POLICY FOR OCCUPATIONAL SAFETY AND HEALTH AND THE ENVIROMENT

Our policy is focused on both people and the environment. We work hard to improve occupational safety and health, to reduce the impact of our activities on the environment and to prevent occupational injuries and pollution.

With specific System procedures (called "Sistema di Gestione per l'Ambiente e la Salute e Sicurezza sul Lavoro") we systematically regulate company processes, in order to achieve the following objectives:

- Continuous improvement of the System procedures;
- Involvement and responsible participation of the staff (and safety representatives) to every level of System;

- Creation and maintenance of an infrastructure to prevent the risk of injuries and the environmental impacts of our activities;
- Attention to the human resources and to their awareness of the relevance of their role in the company, through staff training;
- Commitment to a more efficient use of natural and energy resources and a gradual reduction of our environmental impact;
- Constant monitoring of our environmental, energetic, occupational health and safety performances to improve our processes;
- Acquisition of certifications based on international standards of environment and occupational health and safety;
- Constant update based on the current legislation and on all the other conditions agreed upon by our company;
- Respect of the legislation regarding the environment and occupational health and safety;
- Periodic review of our current policy and System;
- Dissemination inside the company of the System objectives and the related programmes of implementation.

We refer to the requirements specified by the standards “UNI EN ISO 14001:2015” and the guidelines “UNI-INAIL” of 2001, as well as to the organizational model set out by the national law (D.Lgs 231/2001).

6 OBJECTIVES, MONITORING AND COMMITMENT FOR THE IMPROVEMENT

For the 2019 we want to reach our quality objectives and continue the initiatives that will permit us to improve our offer. We will monitor the achievement of the results and verify the satisfaction of users. We will analyse punctuality, regularity of the service, the connection with Monte Isola and users’ participation (number of subscriptions to mailing list and social media).

7 SUGGESTIONS, COMPLAINTS AND REFUNDS

On board every ship, passengers can ask for the complaints register to report inefficiencies. Reports can be forwarded through:

Regular mail	Navigazione lago d'Iseo S.r.l., via Nazionale, 16 -24062 Costa Volpino (BG)
E-mail	Info@navigazione lagoiseo.it
Certified e-mail	info@pec.navigazione lagoiseo.it
Complaints page on the institutional website	http://www.navigazione lagoiseo.it/RECLAMI

If you contact us by telephone, you will not be advised to send a statement with your name, surname and address (where the company can send an answer), as well as any useful information to identify the journey the complaint refers to (date, time, etc....). Every notification is sent to the offices for the following actions.

Refund requests are examined and valued by the administration. Whenever it receives a notification, our company sends a confirmation e-mail.

8 COMPENSATION FOR DAMAGE

Our insurance covers damage to passengers and their property due to the responsibility of the company. The passengers need to report incidents (explaining what happened) to the crew immediately and to formally request compensation for damage within the time allowed by national law.

9 IN CASE OF FINDING OR LOSS OF PROPERTY

In case of finding personal objects on board of ships, the commander gives them to the administrative office. Lost property is stored by our offices and can be collected by the owners; after the identification of the claimant, he will be asked to subscribe a receipt. In case of finding personal documents (passports, identity cards...), they are sent to law forces (Carabinieri) in Costa Volpino, where they can be collected.

10 IN CASE OF FINDING OR LOSS OF PROPERTY

In case of strike, the connections to and from Monte Isola are guaranteed in certain time slots, communicated by trade union organizations. Emergency calls (118) to and from Monte Isola are always available. Time slots are published on our website and on bulletin boards in our ticket offices and near our piers.