

Travel Club Guide

Welcome to Travel Club

Welcome to Travel Club Superfast Ferries frequent traveller loyalty program. Travel Club is especially designed to offer you exclusive privileges, unique gifts, special offers, promotions and high quality services, which will make every trip with us a truly unforgettable experience!

Membership Benefits

About Travel Club

Travel Club is our way of saying thank you for choosing to travel Superfast Ferries. As a member, you will enjoy a range of exclusive privileges and benefits designed to make travelling with us exceptionally smooth and comfortable – as well as highly rewarding.

The Travel Club offers Personalised Membership Card, Point Collection Scheme, Point Redemption Scheme, On-line account Statement and discounts at the shops on board.

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Prerequisites for Membership

Register from your 1st trip while on board and immediately begin to collect points! If you have not registered while on board, you may apply for membership on-line! When a new member applies for membership, immediately receives the temporary card so the member can start collecting points from the first trip onboard.

On board at the Reception Desk

You may apply for membership through an official application form which must be accompanied by the required proofs of travel (boarding card, ticket and booking reference). Just a few minutes of your time is all it takes to complete this form and start enjoying the benefits that membership brings.

On-line at <http://travelclub.superfast.com>

Your account is just a few clicks away. Once you enrol in the Travel Club program at <http://travelclub.superfast.com> Superfast Ferries will send an e-mail with your temporary membership card number and a password to access your dedicated space. From there, you can take advantage of all our on-line services.

Definitions

- Travel Club is open to adults only.
- Acceptance of application of Membership is notified with the issuance of a Membership number and a temporary Membership Card.
- Membership is strictly personal and non – transferable.
- The Point Collection Scheme is activated once the application is approved. Members are not entitled to points from trips made before the application submission and approval.
- Only one membership account can be held at a time. In case of erroneous issuance of a second account, the two accounts will be combined into a single account.
- The personalized membership card is issued as soon as the member has completed 3.000 points using the temporary card. Membership number remains the same.
- Members must travel at least twice a year (2 one-way or 1 round trip) in order to maintain their membership status. In this case, the card is automatically renewed otherwise, the card is cancelled and the membership account is deactivated.

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Points Collection and Discount

On each trip earn points from your accommodation and vehicle category and for every euro you spend on board! Travel and Win!

» Points earned from Travel Club Specials

- 100 points** Welcome to Travel Club – New member’s welcome reward!
- 400 points** On-line statement – Register and start enjoying the benefits of your membership!
- 500 points** Win – Upgrade your personal details in your account!

» Points earned from accommodation and vehicle category

Upon embarkation, please contact the Reception on board and present your Travel Club card, your ticket and boarding card for an update of your points. Points are calculated on every one-way trip as shown on the chart below:

ACCOMODATION POINTS			
LUX (DOUBLE)	800	Inside (AB1)	500
LUX (SINGLE)	600	Inside (AB2)	400
Outside (A1)	600	Inside (AB3)	250
Outside (AA2)	500	Inside (AB4)	200
Outside (AS2)	450	Air Seats	150
Outside (A3)	300	Dormitories	150
Outside (AA4)	250	Deck	100

VEHICLE	
Car / Jeep	100
Camper / Caravan	200

1. Points for accommodation and vehicle are registered per leg.
2. Points for accommodation and vehicle apply to the member only and to full fare tickets. Members travelling free or with special fare (i.e. as cargo co-drivers) are not entitled to accommodation points for the specific trip.
3. Members travelling in berths, either in outside or inside cabins, receive points according to the type of shared cabin they have purchased (2 bed or 3 bed or 4 bed).
4. Members travelling with their children (provided that both parents are members) receive points corresponding to 2 bed cabin of the booked category (outside or inside) instead of 3 bed or 4 bed cabin points.

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» **Points earned from use of the Superfast bus**

Travel from Athens to Patras and / or from Patras to Athens with the comfort and safety of the Superfast bus and earn points each way. Keep your Athens-Patras ticket and present it to the Reception on board for your points to be registered. Patras - Athens points are automatically calculated (3 points for €1) provided that you present your Travel Club card, before booking the tickets.

SUPERFAST BUS

Athens - Patras route 60

» **Points earned from on board accommodation category**

While on board, upgrade your accommodation category and earn the point difference from one category to the other.

» **Points earned from on board consumptions**

Enjoy your meals and drinks on board and earn 3 points for every €1 you spend. For registration of your points please make sure to present your card to the cash register before placing your order.

» **Points earned from on board purchases**

Visit our shops on board and earn 3 points for every €1 you spend. For registration of your points please make sure to present your card to the cash register before placing your order.

» **Discount 10% at the shops on board**

Enjoy a 10% discount on your purchases for perfumes and cosmetics, clothing, travel items, watches and jewellery. Discount does not apply for Superfast / Blue Star logo items, products on special offer as well as for other product categories. Discount does not apply during official sales periods.

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Points Redemption

Simply choose the gift or offer of your preference! You can exchange your points for:

» **Free and discounted future travel**

Superfast Free Trips and Discounts! EFFECTIVE ONLY FOR THE MEMBER	
25% discount on your next trip's fare	5000
40% discount on your next trip's fare	7000
"2 for 1". Purchase your ticket and invite a guest to travel with you for free (in the same accommodation category)	10000

» **Accommodation upgrade**

Accommodation Upgrade* REDEMPTION AT BOOKING STAGE ONLY AT HEAD OFFICE	
Accommodation upgrade to the next upper category	4000
Accommodation upgrade for any accompanying adult or child (in the same accommodation category you have booked, provided that you have already redeemed 4.000 points for your upgrade)	500
Accommodation Upgrade* REDEMPTION ON BOARD AT THE TRIP DATE	
Accommodation upgrade to the next upper category	2000
Accommodation upgrade for any accompanying adult or child (in the same accommodation category you have booked, provided that you have already redeemed 2.000 points for your upgrade)	250

*Accommodation upgrade points are per cabin category and apply to one-way trip. Accommodation upgrade is always subject to availability.

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» **Bonus Game Daily Draw**

REDEMPTION ONLY ON BOARD	
One Entry to the Bonus Game Daily Draw (available on Superfast vessels)	450

» **Discount Superfast bus ticket**

REDEMPTION ONLY ON BOARD	
50% discount on the Superfast Bus ticket (Athens – Patras or Patras – Athens)	1000

» **Food and beverages**

Meals and Drinks REDEMPTION ONLY ON BOARD	
One bottle of House Wine for your meal at the A La Carte Restaurant (Meal not included)	1500
Continental Breakfast for the member at the A la Carte Restaurant	2000
Continental Breakfast for two (yourself and your guest) at the A la Carte Restaurant	3000
Dinner for two (yourself and your guest) at the A la Carte Restaurant*. (Beer, wine, water and other alcoholic and non-alcoholic beverages are not included)	5000
Dinner for two (yourself and your guest) at the A La Carte Restaurant* and a bottle of House Wine (Beer, other wine, water and other alcoholic and non-alcoholic beverages are not included)	5500

* 5 Course Deluxe Menu (selection from set menus)

» **Selected logo souvenir gifts**

Superfast / Blue Star Souvenirs REDEMPTION ONLY ON BOARD	
Metallic Pen	500
Mug	1000
Travel Bag	1500
Watch	2000
Fleece Vest	3000

Points Redemption

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2 simple steps for redeeming your points

» **Redemption Certificate**

Point redemption is confirmed through the issuance of a Redemption Certificate valid for **6 months period** and the corresponding points are deducted from your account. Redemptions claimed are non-transferable, non-refundable and cannot be exchanged for cash. Redemptions cannot be combined or used with other tactical promotional offers and require 2 days prior notice in advance. Unused or expired Redemption Certificates will not be replaced or extended and points cannot be re-credited to a member's account.

» **Redemption for gifts and on board services**

Contact the Reception on board presenting your Travel Club card and your identity card to receive a Redemption Certificate relevant to your chosen gift or on board service. Present your Redemption Certificate at the on board area point indicated by the Reception.

» **Redemption for free and discounted trips**

Contact the Reception on board or Travel Club to receive a Redemption Certificate corresponding to a discount on future trip always stating the membership number and the type of redemption required. Please present your certificate to the Superfast Ferries / Blue Star Ferries Regional Office when making your booking (before issuing the ticket) in order to be granted the discount. Discount applies for trips (outbound and inbound) taking place only in low and shoulder season.

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Membership Card

When a new member applies for membership, immediately receives the temporary card so the member can start collecting points from the first trip onboard. Remember to carry your Travel Club Card with you every time you travel!

- **Membership duration and card renewal**

Your temporary Travel Club card is strictly personal and non-transferable. Your personalized membership card is valid for two years - as stated on the card's front side - and will be issued and mailed to your address once you have reached 3.000 points. Your membership account will be automatically renewed upon expiration provided that you have completed at least two one-way or one round trip yearly during the duration of your card. Trips during the year (as a proof for renewal) are certified through the use of the Travel Club card. Otherwise, your membership account will be cancelled upon its expiration, it will be de-activated and the collected points shall be redeemed within 6 months from card expiry. If you wish to re-activate your account you shall contact Travel Club.

- **Loss, damage or malfunction of your card**

In the case of loss, damage or malfunction of your Travel Club card, please inform the Reception on board or Travel Club. Your card will be replaced within a period of 25 days from report of loss or damage. Until a replacement is available, you are kindly requested to retain your ticket and boarding card in order to claim retroactive credit in your account.

On - Line Account

Visit our Travel Club site at <http://travelclub.superfast.com> and activate your personal Travel Club account.

- **View your account on - line**

Activating your Travel Club account enables you to access your profile, to modify / update your personal information, to view your points, to check our new offers, and much more...

- **Information regarding the status of your points / On-Line Statement**

Once you have activated your personal Travel Club account, simply select the "on line statement" option in your account. If you do not register for on line statement, twice a year you receive information on your points' status, if points have been earned or redeemed during that period. Your Travel Club statement shows all collected and redeemed points for the stated period. Please remember to save your boarding cards or tickets until your points appear on the Travel Club statement. Any account discrepancies must be notified in writing to Travel Club within 30 days from receipt of statement or access to on-line statement. Once you select for on-line statement you automatically receive 400 points in your account and you will have constant access to your personal account statements. Travel Club will never send you paper statements from that day forward and you will help us build a greener environment for all of us.

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FAQ's

Any questions? Let Travel Club take care of them for you! Click on a subject heading below to view questions and answers relating to your selection.

» **How do I apply for membership?**

You can participate in the program on-line at <http://travelclub.superfast.com>. Alternatively, you can complete the Travel Club application form available at the Reception Desk on board one of our vessels.

» **When do I get my membership card?**

Once you have registered to the program, you will receive your temporary membership card enabling you to collect points. Your personalized membership card will be issued and mailed to your address once you have reached 3.000 points valid for two years.

» **How do I credit points to my account?**

Each time you travel with Superfast Ferries, present your membership card your ticket and boarding card to the Reception on board. While on board, present your card to the cash register before placing your order for consumptions/purchases.

» **Are there any conditions regarding the Redemption Certificate?**

The redemption certificate is valid for 6 months period. Redemptions for discounted trips cannot be combined or used with other promotional offers and require 2 days prior notice in advance. Discounts apply for trips (outbound and inbound) taking place only in low and shoulder season. Before claiming your selected redemption, please ensure you have enough points in your account. Unused or expired redemption certificates will not be replaced or extended and points can not be re-credited to a member's account.

» **How can I upgrade my accommodation using my points?**

You can upgrade your accommodation to the next higher category with the issuance of a redemption certificate before the ticket issuance and at least 2 days prior to travel date only at Head Office or alternatively with the issuance of a redemption certificate on the trip date only on board. Accommodation upgrade points are per cabin category and apply to a one-way trip. Accommodation upgrade is always subject to availability.

» **How can I be informed about the points of my Travel Club account?**

You may contact Travel Club and have direct information. Alternatively, members receive statements twice a year by postal mail or on-line members may visit <http://travelclub.superfast.com> at the section Account information.

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» **What should I do in case my permanent plastic card is lost or damaged?**

In the case of loss, damage or malfunction of your Travel Club card, please inform the Reception on board or Travel Club. Your card will be replaced within a period of 25 days from report of loss or damage. Until a replacement is available, you are kindly requested to retain your ticket and boarding card in order to claim retroactive credit in your account.

» **What should I do in case my temporary card is lost or damaged?**

In the case of loss or damage of your Temporary Travel Club card, please contact Travel Club for an immediate replacement.

» **What should I do in case my personal data has changed?**

You may contact Travel Club for an immediate update of your personal file. Alternatively, members can report any kind of modification at the Reception on board or send information by postal mail or on-line members may visit <http://travelclub.superfast.com> in the section Account information and complete the respective personal data fields.

» **How do I activate my Travel Club membership account on-line?**

If you are a current member of our Travel Club programme, you can activate your online membership account in the specific area at <http://travelclub.superfast.com> with the remark user activation. Activation is free and offers a wide range of benefits, such as:

1. Access your statements online and help us build a greener environment
2. Accumulate additional points by joining programmes targeted for our active members
3. Review all of your transactions onboard of any of our ships for up to last three years
4. Using your online account your communication with us is now a breeze
5. Stay informed on the latest developments regarding Superfast Ferries

Contact Information

Travel Club

123-125, Syngrou Avenue & 3, Torva Street

117 45 Athens, Greece

Telephone: (+30) 210.8919.010

Fax: (+30) 210.8919.019

E-mail: travelclub@superfast.com

<http://travelclub.superfast.com>

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Terms and conditions of TRAVEL CLUB program

Superfast Travel Club is a loyalty program offered by Superfast Ferries S.A. or Blue Star Ferries S.A. Terms and Conditions set out the relationship between the Superfast Travel Club and the Members of the program. Superfast Ferries S.A. or Blue Star Ferries S.A. reserve the right to amend these Terms and Conditions at any time. Members will be notified about any changes in writing and through the website <http://travelclub.superfast.com>

Membership

- Application of Membership must be made on an official Application Form and must be accompanied by the required proofs of travel (boarding card, ticket or booking reference).
- To be eligible for membership, the applicant must be listed on the reservation manifest for each qualifying trip.
- Travel Club is open to adults only. All cargo passengers (drivers and co-drivers) and passengers holding free and discounted tickets are excluded from this program.
- Acceptance of application of Membership is notified with the issuance of a Membership number and/or a temporary Membership Card.
- Superfast Ferries S.A. or Blue Star Ferries S.A. have unconditional discretion with regards to the acceptance or rejection of any application for Membership.
- Membership is strictly personal and non-transferable.
- The Travel Club membership card is and remains property of Superfast Ferries S.A. or Blue Star Ferries S.A. and return may be requested at any time if the member is deemed to be in non-compliance with the Terms and Conditions of the Travel Club program.
- The Point Collection Scheme is activated once the application is approved. Members are not entitled to points from trips made before the application submission and approval.
- Only one membership account can be held at a time. In case of erroneous issuance of a second account, the two accounts will be combined into a single account.
- The personalized membership card is issued as soon as the member has completed 3.000 points using the temporary card. Membership number remains the same.
- Account statements are issued twice a year, if points have been earned or redeemed during that period. Any account discrepancies shall be notified in writing within 30 days from receipt of statement. Members who have registered for on line statement have constant access to their Travel Club account and no account statement is issued for them.
- Members must travel at least twice a year (2 one-way or 1 round trip) in order to maintain their membership status. In this case, the card is automatically renewed otherwise, the card is cancelled and the membership account is deactivated.
- Members are responsible to notify the Superfast Travel Club, in writing, of any change in name, address or other details.
- It is the responsibility of the Member to satisfy any taxation related demands with regards to the points earned or exchanged. Superfast Ferries S.A. or Blue Star Ferries S.A. are not responsible for any tax liability.

Redemption

- For point redemption the member shall contact the Reception on board or a Superfast / Blue Star Premium Sales Agent or Port Agent, presenting his/her membership card and identity card. Alternatively, the member may contact the Head Office by fax (+30 210 8919019) or e-mail to travelclub@superfast.com always stating the membership number and the type of the redemption required.
- Redemption is confirmed through the issuing of a Redemption Certificate valid for 6 months period from the date of issue and the corresponding points are deducted from the member's account.
- Redemption Certificates for Superfast / Blue Star gifts and on board offers (accommodation upgrade, meals and drinks, other on board services) are issued only on board.
- Gifts are provided to the member only on board.
- Redemption Certificates for all on board services must be presented, before placing an order, either to the Reception desk on board or at the relevant vessel's areas, indicated by the Reception personnel - dependant upon the type of redemption.
- Redemption Certificates for discount on future trip can be requested on board or at travelclub@superfast.com and apply to the member's next trip (outbound and inbound) taking place only in low and shoulder season. Redemption Certificates shall be presented to the Superfast or Blue Star Premium Sales Agent or Port Agent when making the booking (before issuing the ticket) in order to be granted the discount. Discount applies exclusively on the official fares and offers included in the official master brochure.
- The rewards are valid exclusively for the period specified on the Redemption Guide.
- All rewards are subject to availability and to present or any additional Terms and Conditions, available to Members on request.
- All rewards are subject to amendment without prior notification. If a gift or offer is no longer available, points may be redeemed with rewards of equal value.
- Redemptions claimed are non-transferable, non-refundable and cannot be exchanged for cash.
- Redemptions cannot be combined or used with other tactical promotional offers and require 2 days prior notice in advance.
- Unused or expired Redemption Certificates will not be replaced or extended and points can not be re-credited to a member's account.
- The Company reserves the right to amend any of the above-mentioned rules or even to cancel the program, should significant grounds exist.

Changes to the program

- Superfast Ferries S.A. or Blue Star Ferries S.A. and any partner may withdraw from the program at any time.
- Superfast Ferries S.A. or Blue Star Ferries S.A. reserves the right to amend, suspend or terminate any aspect of the program at any time with immediate effect upon written notice to the Members. Members will have a specified period in order to redeem points, during which time no new points will be issued.
- Superfast Ferries S.A. or Blue Star Ferries S.A. may terminate this program with immediate effect if required to do so by law. Superfast Ferries S.A. or Blue Star Ferries S.A. are keeping a record of personal data of the members of Travel Club, for members' information and communication purposes. This personal data is neither communicated, nor transferred to any third party. The Travel Club members have direct access to their personal data record through the website page of Travel Club <http://travelclub.superfast.com> by using their personal password.

Terms and Conditions of Travel Club program