Terms & Conditions

International Shore Services sarl organizes and/or markets road passenger transportation services from cities and airports to ports and/or vice versa in connection with MSC Cruises cruise ships. The transportation service offered is an ancillary tourist service to the tour package and is intended exclusively for passengers who have purchased an MSC Cruises cruise ticket.

The service is operated by carriers authorized to provide non-scheduled public transport services by means of buses, vans, or cars used for rental with driver.Purchase of the Service

The purchase of the service is denied to those users who have not purchased an MSC Cruises cruise ticket, with a start or end date and port of call coinciding respectively with the travel date and the drop-off/pick-up port of the purchased ticket.

Travelers must have a valid ticket to use the transport service and must keep it for the entire duration of the journey. The journey is considered concluded once the passenger disembarks from the vehicle.Responsibility for Baggage

The carrier is responsible for the loss and damage of baggage delivered unopened, up to a maximum of €8 per kilogram or the greater amount resulting from the passenger's declaration of value and accepted by the carrier. If the weight of the passenger's baggage is not recorded, it is deemed not to exceed the maximum permitted weight of 15 kg.

For undelivered baggage and items, the carrier is not responsible for loss or damage unless the passenger proves that the loss or damage was caused by the carrier itself. No automatic compensation or indemnity is provided.

The passenger – within the scope of the above-mentioned legislation and within the limits specified therein – will be entitled to compensation only for damages that are proven.

The loss or damage must be reported, under penalty of forfeiture, at the time of return, in the case of apparent loss or damage, or within three days, in the case of non-apparent loss or damage.

If the baggage is found, it will be the passenger's responsibility to collect it from the location communicated to them.

Any passenger whose luggage has been stolen, lost, or exchanged in the trunk/hold of the bus must report the loss or damage to the on-board staff upon arrival at the bus stop, under penalty of forfeiture.

You should contact the ISS as soon as possible at +39 02 87176066 or send an email to support@transferandcruise.com

The carrier assumes no responsibility for the failure to find undelivered items forgotten on board the bus.

The found objects will be kept for a maximum of 7 (seven) days at the carrier's premises, after which the provisions of the law will apply.Baggage is divided into:

- Hand luggage: This is baggage of small dimensions and/or particular value, e.g. cell phones, laptops, PDAs, etc.
- Checked baggage: This is baggage handed over to the carrier, to be stored in the baggage compartment (suitcases, bags, trolleys) of a size and weight not exceeding the limits defined; the use of non-rigid baggage is recommended.

Strollers are transported free of charge as special baggage and must be foldable. Non-foldable strollers cannot be transported.Allowed quantity, dimensions and weight

Passengers are entitled to free transportation, under their own care, of:

- One piece of hand luggage with maximum dimensions of 40 x 30 x 15 cm and a weight not exceeding 5 kg. This item must be placed in the overhead locker inside the bus or in the designated compartments.
- One additional piece of checked luggage, each measuring no more than 140 cm (length + depth + width) and weighing no more than 23 kg. Luggage is stored in the trunk of the bus and must bear a label clearly and legibly indicating the passenger's name and the destination of the booked trip.

Packing and identification of baggage

All passenger baggage must be securely packed and must also bear an identification tag with the passenger's name and telephone number. ISS and the carrier reserve the right to refuse to accept baggage on board the buses if, upon inspection, it is found not to meet these requirements. We recommend using the baggage tag attached to the cruise ticket or transfer service ticket. All baggage, excluding carry-on baggage, will be stored in the designated compartments on the buses.Items contained in baggage

Passengers are prohibited from placing in their baggage items that could cause damage, such as dangerous or harmful goods or substances, flammable materials, liquids in general, and perishable materials. ISS and the carrier reserve the right to seek compensation from the passenger for any damage caused to third parties and/or other baggage by the contents of their baggage.

In the event of violation of these provisions noted at the time of departure, the carrier may legitimately refuse transport.

It is strictly forbidden to carry high-value items, delicate items that are not subject to compression, and perishable materials in checked baggage.

The ISS and the carrier are not responsible for their deterioration or loss, unless they have been delivered to the carrier with a specific declaration of value.

Passenger Group Rules

Transportation of Minors

Child restraint systems on board buses

Child passengers under 3 years of age may be transported (on minibuses and buses classified as international categories M2 and M3) only in seats approved for small children. These seats must be brought along by their accompanying adults and, during the journey, must be secured at two points using the bus's seat belts. ISS assumes no responsibility for the suitability and legality of seats brought by accompanying adults.

Child passengers over 3 years of age, however, must be transported using child restraint systems, if the bus is equipped with them, which are compatible for use by children themselves and must be secured with child restraint systems only if they are of an approved type.

In the absence of a child restraint system, seat belts must be used only if compatible with the child and if the bus is equipped with them. This provision applies only to children weighing less than 36 kg, as required by EU legislation, which limits the use of child restraints to such children. Failure to comply with these requirements will be held liable by the person responsible for supervising the minor on the vehicle.

Passengers weighing up to 36 kg and up to 1.50 m tall traveling on buses and minibuses used for non-scheduled passenger transport may not be required to use child restraint systems, provided they do not occupy a front seat and are accompanied by at least one passenger aged 16 or over.

Passengers are required to wear seat belts when seated and the vehicle is in motion, based on the information provided by on-board staff and in any case provided via signs and pictograms displayed on board the bus.

Transport of accompanied minors

Children under 14 years of age are not permitted to travel unless accompanied by an adult. Parents or guardians of minors under 14 years of age who are traveling unaccompanied by at least one parent and who wish to grant authorization to a different individual must sign an accompanying declaration.

Non-Discriminatory Contractual Conditions

ISS applies contractual conditions and service tariffs that are non-discriminatory, either directly or indirectly, based on the nationality of passengers or the place of establishment of the carrier or ticket vendor in the Union.

Rights of Passengers with Disabilities or Reduced Mobility

ISS guarantees the transport of passengers with disabilities and reduced mobility at no additional cost to tickets, except for safety reasons and in the event that the configuration of the vehicle or infrastructure does not allow the transport of such a person in safe or practically feasible conditions.

Wheelchairs

Folding wheelchairs and other walking aids for Persons with Disabilities or Reduced Mobility are transported in the hold free of charge. To determine whether a wheelchair can be transported in the hold as part of a Transportation Service, the exact configuration of the wheelchair or other walking aid must be communicated to ISS in advance, either by completing the online form in the Assistance menu or by email to support@transferandcruise.com before purchasing the Transportation Service and at least 36 (thirty-six) hours before the scheduled departure time. For safety reasons, wheelchairs requested for transport in the hold must be foldable and not electric.

Amenities - Smoking/Refreshment stops/Toilets

Smoking is prohibited on board the bus, including smoking with electronic devices, both in the passenger compartment and in enclosed spaces (toilets, cabins, etc.). Failure to comply will result in an administrative fine, unless the act constitutes a more serious offense under applicable criminal law. In the event of a crime, the carrier will report it to the judicial authorities and provide the offenders' personal details.

If buses are equipped with on-board restrooms, these are available to passengers. On night trips and/or journeys lasting more than 6 hours, one (or more) stops are scheduled at an equipped rest area, where passengers can use the restrooms. Passengers must strictly adhere to the restroom duration; unless otherwise announced by the on-board staff, restrooms are limited to 15 minutes.

Cancellation Policies

If the passenger renounces transportation, he/she will be required to pay the following penalties as compensation for the withdrawal:

- More than 60 days before departure: 10% of the ticket price
- From 59 to 30 days before departure: 25% of the ticket price
- From 29 to 22 days before departure: 40% of the ticket price
- From 21 to 15 days before departure: 60% of the ticket price
- From 14 to 6 days before departure: 80% of the ticket price
- From 5 to 0 days before departure: 100% of the ticket cost

Please note that there are NO penalties for the first 30 minutes after issuance, so the refund is 100%.
ALL penalties have the rule that they do NOT apply for the first 10 hours from issue

Any refund will be made directly to the credit card used to make the payment