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**Welcome on board Minoan Lines**



## 50 YEARS OF MINOAN LINES

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**Minoan Lines** are celebrating **50 years** since their foundation, this year. The successful course of one of the most important shipping companies in Greece is inextricably linked with the history of Greek passenger shipping.

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Five decades ago, the vision of some people is being realized, despite the difficulty of the project for that time. **Minoan Lines** were founded in 1972 with the aim of developing the island of Crete by offering high quality, efficient and safe transport of passengers, vehicles and goods.

Throughout these 50 years, **Minoan Lines** have managed to evolve and grow, having succeeded in standing out and being distinguished by reputable and international bodies and organizations as the best shipping/ferry company with the most recognizable/top Brand Name in the industry they serve.

With dedication to quality and reliability, **Minoan Lines** are a benchmark among the companies in the sector and a model of qualitative innovation with a leading role in the lines they operate, offering to passengers comfort, luxury and speed with modern, eco-friendly cruise ferries, high quality services and qualified personnel on land and at sea.

Despite the constant challenges that the company has faced over the last 15 years, it has maintained the high level of its services, repaid all its bank loans and at the same time proceeded to the adaptation of its fleet to comply with the strictest environmental protection standards.

At a time when society is prioritizing social conscience and the responsible presence of companies within it, **Minoan Lines** are taking initiatives and proceeding with respect and a human-centered philosophy in actions and activities, responding to the expectations of the society in which they operate, with consistency and responsibility.

We would like to thank our fellow travelers in this long journey; our passengers for their preference and support and our partners (travel agencies and transport companies) for their trust over the years.

With the legacy of these 50 years of successful operation and offer, **Minoan Lines** are committed to continue this beautiful journey in the future with optimism for the Great Maritime Power of Greece.



### ANCONA LINE (operated by Grimaldi Euromed SPA)

Minoan Lines operates in the domestic market, offering connections between

- **Heraklion, Chania and Piraeus**
- **Chania, Milos and Piraeus (summer itinerary)**
- **Heraklion, Cyclades Islands and Piraeus (summer itinerary)**

Minoan Lines has grown a lot since its establishment. Having as its guiding principle the investment in the upgrading of the sea transportation in our country, it has succeeded in operating the following lines:

- a) Heraklion-Piraeus-Heraklion route, with the **H/S/Fs Knossos & Festos Palace**
- b) Cyclades route, where the high-speed catamaran vessel, "**Santorini Palace**", has been deployed since 11/06/2018
- c) Chania-Piraeus-Chania route, with the ultra-modern Cruise Ferry "**Kydon Palace**", extending the company's network and serving Crete from Heraklion and Chania (Souda port).
- d) Chania-Milos-Chania route with the ultra-modern Cruise Ferry "**Kydon Palace**"

Given its vast experience and scale of business, Minoan Lines is optimistic about the future and is positioned to exploit new opportunities to deliver to its customers' frequent services from diversified ports by investing in new vessels and new commercial networks. In summary, its long-term objectives are:

- Maintain and enhance the leading position in the markets that operates
- Develop a wide range of quality services to meet the diversified needs of its clients
- Go further and faster to meet the challenges in digital technologies and adapt them on its business practices
- Invest in green growth and sustainable practices
- Pursue new growth expansion opportunities

Moreover, the company acts as a GSA for the Grimaldi Group on the Adriatic Sea international routes between Greece & Italy. It manages and operates a superior fleet of modern, environmentally-friendly and certified high-speed cruise ferries and catamaran, which are the fastest, largest and most luxurious ones in the Mediterranean region.



H/S/F Knossos Palace



H/S/C Santorini Palace



H/S/F Festos Palace

H/S/F Kydon Palace



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## CERTIFIED HOSPITALITY – QUALITY AT SEA

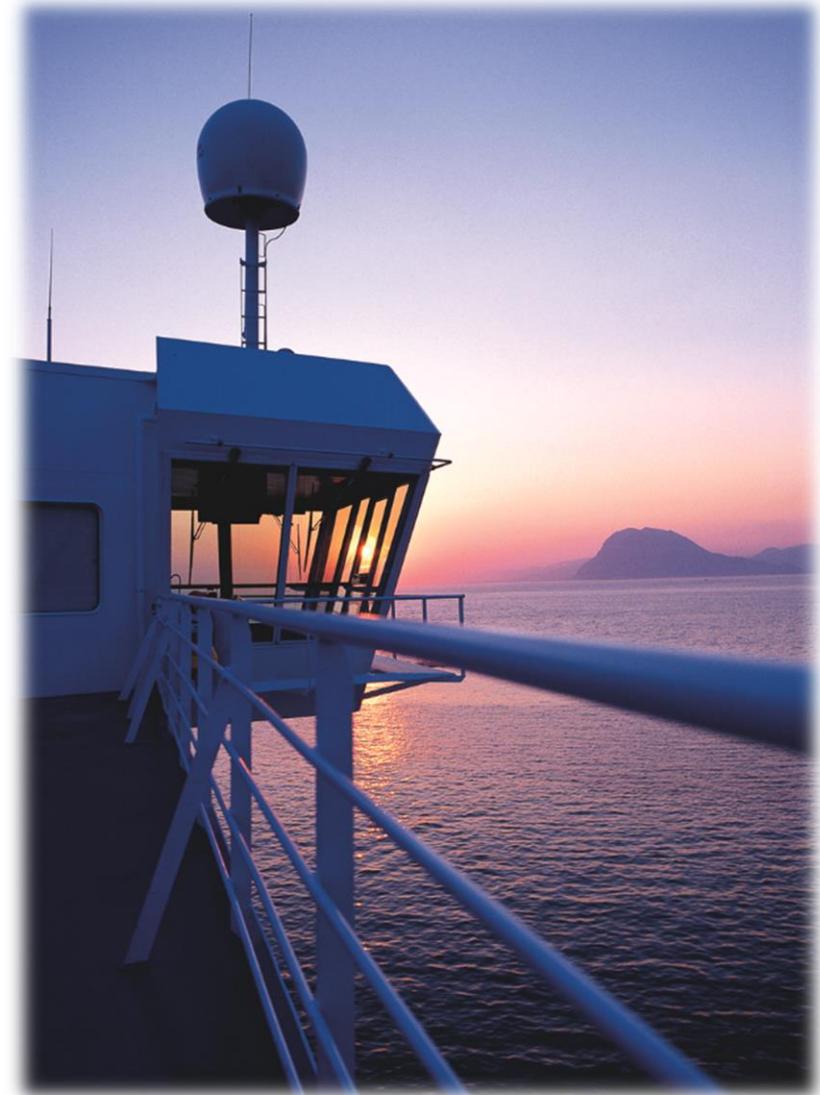
Minoan Lines is certified by major national and international organizations as a leader company, whose primary concern is the safe and quality transport of all passengers and vehicles travelling onboard its cruise vessels.

The company holds ISO 9001:2015, Quality Management system that was attributed for “Safe and Quality Transport of Passenger and Vehicles” and is certified by the Classification Society RINA.

TÜV HELLAS (TÜV NORD) yielded Minoan Lines ISO 22000:2005, “Food Safety Management System for storage, processing and serving food on board”. That reflects the principles of HACCP system (Hazardous Analysis Critical Control Point).

The Company is also certified for the SMS (Safety Management System) & ISPS (International Ship and Port Facility Security) by the Classification Society RINA.

**Minoan Lines fully complies with the new General Data Protection Regulation and is certified for ISO 27001.**





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## FACILITIES ON BOARD





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Minoan Lines, an active member of HELMEPA / Hellenic Marine Environmental Protection Association, has long been committed to environmentally conscious practices, policies and initiatives, placing the utmost importance on the respectful treatment of the environment in which it operates combined with the implementation of energy efficiency measures. It has incorporated, among others, innovative action plans aimed to achieve optimal energy efficiency and economic ship operation being in compliance with the mandatory regulations of MARPOL 73/78.

We keep on monitoring the fuel consumption reduction as a result of the replacement of our vessels' propeller blades with improved ones and the application of silicon based eco-friendly hull coatings conducted late 2012/early 2013. Due to the implementation of these measures, a reduction in fuel consumption by approximately 25% has been recorded.

- The company continues to observe on a voluntarily basis the EMS (Environmental Management System ISO 14001:2015), for which it is inspected annually by the International Classification Society which is monitoring the company (RINA).
- Its vessels' itineraries are designed and planned with slow steaming (low-speed) and weather routing as operational practices in mind in order to achieve fuel economy and lower emissions.
- During the stay of each vessel at the port, only fuel containing low sulfur (ultra-low sulfur marine gas oil) is used.

Minoan Lines has made continuous investments in modern environmentally friendly technology and adheres to international and domestic regulations. Its fleet is undergoing strict quality certification procedures, which are renewed on an annual basis (see relevant list here below).

- ISM Code - Ministry of Shipping & Insular Policy & RINA Classification Society
- ISPS Code - Ministry of Shipping & Insular Policy & RINA Classification Society
- ISO 9001:2015 - Safe & Quality Transport of Passenger & Vehicles Quality management system
- ISO 22000:2005 - Food Safety Management System for storage, processing & serving food on board - TÜV HELLAS (TÜV NORD). That reflects the principles of HACCP system (Hazardous Analysis Critical Control Point)
- ISO 14001:2015 - Environmental Management System for The Transport of Passenger & Vehicles - RINA Classification Society
- MARPOL 73/78 Pollution Prevention Certificate (at sea)

Minoan Lines fully complies with the new General Data Protection Regulation and is certified for ISO 27001.

Minoan Lines participates to the Global Research Project of Poseidon Med, aiming to contribute to reducing negative impacts of heavy fuel oil powering and to facilitate the implementation towards the adoption of LNG as marine fuel in the Eastern Mediterranean, for a sustainable future in the shipping industry.

BIOSAFETY TRUST  
CERTIFICATION  
MANAGEMENT SYSTEM**MINOAN LINES OBTAINS RINA'S****“BIOSAFETY TRUST CERTIFICATION”**

The company has successfully completed the process to receive RINA's “BIOSAFETY TRUST CERTIFICATION”, the innovative management system certification aimed at the prevention and control of the spread of infections in public places and to provide greater health safety. The company is taking all the necessary measures in the fight *against biological agents and the spread of COVID-19, in order to ensure the health of its passengers, partners and people both on land and at sea.* The certification is a sign of for its risk management efficiency and ability to provide higher quality service

**2020 IMO FUEL SULPHUR REGULATION**

Minoan Lines took seriously the global quest for **reducing emissions and acted proactively investing more than 16 million euro to reduce fleet CO<sub>2</sub> footprint and in general to improve Greek coastal green records with the installation of exhaust gas cleaning system (scrubbers) to its cruise ferries.** The use of scrubbers will not only lead to the harmonization but will also enable the eradication of almost all the harmful emissions from our vessels eliminating 97-98% of Sulphur oxides and 80-85% of particulate matter.

**MINOAN LINES' GREEN CRUISE FERRIES**

Minoan Lines is the first and only shipping Company in the Greek ferry sector with its green ecological vessels, to be fully harmonized with the new requirements for reduced emissions according to the International Maritime Organization (IMO) Regulation.

**SUSTAINABILITY PRACTICES**

Minoan Lines was distinguished with a **GOLD Award** for the reduction of the energy footprint of the company's vessels and the protection of the environment, in the category "**Sustainability Category**" for the company's practices and the rational management of energy consumed by its vessels



**Minoan Lines is the most recognized shipping company brand in Greece and Europe.** It is no wonder that it has won several quality prizes involving its vessels, services and professionalism by several prestigious organizations and publications. More specifically,

it has gained **five important top distinctions** at Tourism Awards 2021

- **GOLD AWARD** in the Search Engine Optimization (SEO) Strategy
- **GOLD AWARD** in the Social Media Strategy (Instagram / Facebook)
- **SILVER AWARD** in the Loyalty Programs category for Marketing Automation, Effective Customer Acquisition and Retention Program
- **SILVER AWARD** in the Online Digital Marketing Strategy
- **SILVER AWARD** in the Corporate Social Responsibility Actions category, with nomination title "Minoan Lines has always been close to the society and its values!" Corporate responsibility and social contribution are inextricably correlated with the society

And the **top Distinction at 2021-2022 Business Superbrands Awards,**

**Minoan Lines is Greece's Top Corporate Brand in the Greek passenger shipping sector, in the transportation category, at the 2021-2022 Business Superbrands awards**

For 2020, Minoan Lines has gained **three important top distinctions** at Tourism Awards 2020 as well as the top award at Greek Hospitality Awards 2020.

### **TOURISM AWARDS 2020**

**Gold Award for Travel Experience**, in the Travel section/category

- **Gold Award for the Online Strategy of Minoan Lines**, in the Online Strategy section/category

**SILVER AWARD** for the **reduction of the energy footprint** in the Sustainability section/category

### **GREEK HOSPITALITY AWARDS 2020**

**Minoan Lines** gained the **Gold award** and was proclaimed as the **"Best Greek Coastal Shipping Company"**

The said award demonstrates Minoan Lines' business excellence and proves that the company continues to be at the forefront of its passengers and associates' preference and trust, offering high quality services in a fully accredited quality environment on land and at sea





## MINOAN LINES BONUS CLUB, OUR LOYALTY CLUB

**MINOAN LINES BONUS CLUB** is a **CUSTOMER LOYALTY PROGRAM** enjoyed on a daily basis by all those traveling with Minoan Lines' cruise ferries and provides unique benefits to its members, rewarding essentially the travelling public for its trust and preference in the company.

This pioneering program of Minoan Lines - started on 1/4/2005 - numbering 425.000 registered members from around the world, it is proving in practice its huge appeal and benefit for the traveling public, both within Greece and abroad.

The program is based on new technologies; it is one of the most functional and flexible programs in the field of transportation, with its main advantage being its simple - easily understood by the passenger operating philosophy.

Its members are rewarded and take advantage of discounts and benefits, both on the company's services (tickets, transactions on board the vessels) and products and services of other providers and companies in the context of their cooperation with Minoan Lines.

Minoan Lines was distinguished with a **Gold Award on Tourism Awards' 2018 for Minoan Lines Bonus Club**, demonstrating in this way the enormous appeal to the passenger public, inside and outside Greece.



- **RETURN OFFER**

**20% return trip discount** for passengers and vehicles on all accommodation categories and for all dates, provided that both legs are issued simultaneously. The discount is also valid for combined return travel from the ports of Chania and Heraklion.

- **FAMILY OFFER for cabins (3+1 OFFER)**

On the condition that at least two tickets are full fare and four passengers travel together. The free ticket is issued to the passenger with the lowest fare (or highest discount)

- **CHILDREN UP TO 5 YEARS OLD**

Free of charge on economy accommodation (deck).

**50% discount** for a child accommodated in a berth for all cabin categories.

- **CHILDREN FROM 5 TO 12 YEARS OLD**

50% discount for a child accommodated in a berth for all cabin categories.

- **YOUTH FROM 13 TO 18 YEARS OLD (NEW)**

20% discount for all accommodation categories (including economy and VIP seats).

- **STUDENTS of GREEK UNIVERSITIES (incl. ISIC, EUROPEAN YOUTH CARD holders)**

50% discount on all accommodation categories (except Deluxe & A1 cabins).

20% discount for motorcycles and cars, provided that the owner is travelling with his/her vehicle.

- **PASSENGERS OVER 60 YEARS OLD**

up to 25% discount on all accommodation categories and vehicles.

- **30% DISCOUNT FOR DOMESTIC ROUTES FOR ADRIATIC LINE TICKET HOLDERS**

The discount is valid for passengers and vehicles (all categories) holders of Adriatic line tickets traveling from Europe to Greece with Grimaldi Lines, provided that both international and domestic route tickets are purchased at the same time

- **MINOAN LINES BONUS CLUB MEMBERS (BLUE AND GOLD TIERS)**

up to 20% discount on all accommodation categories and vehicles.



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## Adriatic routes (executed by Grimaldi Euromed Spa)

- **Ancona-Corfu\*-Igoumenitsa route by M/V Venezia & Florencia** (\*seasonal)
  - Daily routes and 2 calls in Corfu during the summer period (every Thursday/Friday from Ancona and every Friday/Saturday in weeks 24-36)



- **Ancona-Patras route by Europa & Zeus Palace**
  - 6 routes per week (no departures on Tuesdays from Ancona and Wednesdays from Patras)



# FACILITIES ON BOARD





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### 20% EARLY BOOKING offer

- Valid only for DECK & AES categories and all private vehicles categories in limited availability (except for vehicles in Camping All Inclusive offer)
- Valid for one way and round trips until 31/12/2022
- Valid for tickets issued until 28/02/2022 (extended until 31/03/2022)
- Cumulative with all other discounts of our standard commercial Policy
- Without cancellation fees up to 20 days before the departure date
- **30% return trip discount** for passengers and vehicles on all accommodation categories and for all dates, provided that both legs are issued simultaneously.
- **50% discount for children** valid for our young passengers between **4 and 16** years old. Children **under the age of 4 travel free of charge.**
- **20% discount for families & friends** offered to 3 or more passengers traveling in accommodation category DECK, AES, AB3, AB4, A3, A4 and private vehicle category 1, all year round.
- **20% discount for students & youngsters** offered to students and youngsters **up to 26 years old**, traveling in any accommodation category, except for DELUXE cabins. The discount is also valid for one vehicle (category 1) or motorcycle.
- **20% senior citizen discount** offered to all passengers **over 60 years old**, traveling in any type of accommodation with or without a vehicle.
- **20% discount for Minoan Lines BONUS CLUB MEMBERS**
- **30% discount** on Ancona and Minoan Lines domestic routes for passengers and vehicles that travelled in the first leg on different Grimaldi Lines routes. To obtain the discount, please insert the Grimaldi Lines' ticket number in the "general remarks" section of the Agent.



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***THANK YOU!***