

# CARE POLICY

## FOR PEOPLE WITH DISABILITY.



### Discounts for Persons with Disability.

At MAR DE ONS, we are firmly committed to the mobility of all the people. That is why if you have **a disability equal to or higher than 33 %** and you can prove it, you and your companion will have a 20% discount on our rates to visit the Cies Islands.

### Ticket Sale

This discount is available at our booking office, by calling +34 986 22 52 72 and by email to [atencionalcliente@mardeons.com](mailto:atencionalcliente@mardeons.com)

### What do you have to do to get the discount to travel to Cies Islands?

Any person with a disability certificate equal to or higher than 33%, must contact Naviera Mar de Ons S.L. **before making the booking reservation, where we will attend you in a personalized way.** For this, please send us an email to [atencionalcliente@mardeons.com](mailto:atencionalcliente@mardeons.com). Once you receive the email, we will get back to you and inform you of the discount you can benefit from and offer you individualized attention. We will need to know what disability you have, if you need any kind of attention, etc, to provide you with the best service.

It is important that you contact us with enough time to manage your trip, especially if you intend to travel in high season, you must keep in mind that the Cies Islands are a protected natural area that has a daily limit of visits. **The reservation is not guaranteed until the authorizations have been managed.**

## **Assistance and Travel Management**

To pick up your tickets at our sales points and/or boarding **you must present your proof of disability equal to or higher than 33%.**

It is important that 48 hours before your trip you contact us via email at [atencionalcliente@mardeons.com](mailto:atencionalcliente@mardeons.com) by indicating your locator and specifying the type of disability so that we can assist you in boarding and landing in a personalized way. If you have a disability that prevents you from boarding or landing, because of the characteristics of the port facilities or the service could not be provided due to weather conditions or force weather conditions, the full price of the tickets will be refunded.

### **¡More discounts!**

Don't forget that if you are travelling in a group and belong to an association, we also offer a special discount for groups. You can have more information here <https://www.mardeons.es/viajes-para-grupos/> or contact us at the following email [comercial@mardeons.com](mailto:comercial@mardeons.com).

Mar de Ons also has a specific department for Groups and Companies that oversees managing group trips.