



## **Terms and Conditions**

Marine Travel trading as Chartham Marine, company number 04569251 with registered address at Suite 76 Canterbury Innovation Centre University Road Canterbury Kent CT2 7FG.

### **Duration**

This agreement commences on the date we approve your account application and shall continue for the duration of time we provide travel management services to you. This agreement is non-exclusive and there is no minimum financial commitment.

### **Price**

Where we provide you with a quote for travel services, including airline tickets, the price shall be valid until close of business on the day of the quote or a shorter time if specified (excluding airline taxes, which are subject to change and may be re-quoted at the time your booking is confirmed). In all other cases, prices are subject to availability and can be withdrawn or changed without notice. Price changes may occur by reason of matter outside of our control which increases the cost of the product or service. Such factors include but not limited to adverse currency fluctuation, fuel surcharges, taxes and airfares increases.

### **Travel Insurance**

For all travel we strongly recommend that you take out appropriate company or private travel insurance to cover any travel arrangements. It is your responsibility to ensure that you have a valid travel insurance policy that is appropriate for your needs, it is also important you check that your policy covers you for airline failure.

### **Passport & Visas**

All travellers must have a valid passport for International travel and many countries require at least 6 months validity from the date of return. Some countries also require a machine-readable passport and/or unstamped available pages. For travel to Australia, Canada or the United States please be advised that there is compulsory pre-registration visa waiver programme. If you have registered before, please check that your visa is still valid and has not lapsed.

Due to the COVID-19 pandemic travel restrictions have been put in place globally. Please ensure you have visited the IATA website for all the current travel guidelines <https://www.iatatravelcentre.com/world.php>

### **Marine fare**

It is the responsibility of the traveller to ensure that the correct documentation is carried when travelling on a marine fare. Airline staff at the check-in desk have the authority to ask for proof of entitlement to travel on a marine ticket. We offer a free service to create marine travel letters which will automatically be provided each time a marine ticket is issued. We require a high-res logo, company address and signature of personnel responsible for the crew member. Please contact us for more details.

To be able to book any marine fares with Air France and KLM the airline require the company to hold a Bluebiz membership. Please register here - <https://www.bluebiz.com/en/enrol-now/> We require the membership number to add to your company profile and then we will be able to provide marine fare options for any Air France and KLM flights.



## **Agency**

When you make a booking with us, you acknowledge and agree that we will be acting as an agent only for your relevant transport, accommodation, or other travel service provider. Our obligation to you is to make travel arrangements on your behalf and to arrange relevant contracts between you and the travel service provider. The travel service provider and not Marine Travel will be responsible to you for the provision of the relevant travel service. Any services we provide to you are collateral to our agency relationship with the travel service provider and are separate to the actual provision of the travel services. Your legal recourse for travel services is against the specific travel service provider and except to the extent a problem is caused by fault on our part, not against us.

Specifically, if for any reason (excluding fault on our part), any travel service provider is unable to provide the travel service for you which you have contracted, any claim lies against the travel service provider and not with us. I.e. When an airline goes into administration.

We will of course endeavor to provide any assistance to you in resolving any issues regarding failure of provision by the booked provider, but you acknowledge that should this fail the services booked on your behalf through us as an agent must be paid for in full, within the original payment terms agreed.

## **Payment**

To open a credit account, we require a senior member of staff to complete the application form provided by our development team. Please also provide invoicing requirements including contact details for your accounts department. We require two supplier references with company name, contact and email address.

The signatory must agree to adhere to our credit terms, which are all transactions invoiced including those that are awaiting a credit will be detailed on a fortnightly statement. All invoices raised between the 1st -15th of the month are due on the 25th of the month and all invoices raised between the 16th and the end of the month are due on the 10th of the following month and must be paid on time

If you fail to make payment on time, we reserve the right to place your account on credit stop. Overdue balances will incur interest at the statutory rate of 8% above the current Bank of England base rate.

Payment can also be accepted via a credit card. We accept all major UK debit and credit cards. Payment is collected via a secure link which is emailed. In line with PCI compliance, we are unable to see and store your card details for future bookings. Payment can be made for individual invoices or statements. There are no transaction charges for payment via bank transfer, credit, or debit cards.

## **GDPR**

Marine Travel we are committed to protecting and respecting your privacy, that is why we only collect the information necessary for your travel requirements. We require passport details to be able to issue tickets. These details are stored securely within our booking system and held until the passport expires or until you ask for the data to be deleted. As we are the third party it is your responsibility to ensure the traveller is aware that you are passing their personal data onto us which will be used for the purpose of booking travel arrangements only.

We need your permission to send you our newsletters and travel updates since GDPR has come into force. We send our emails to you to keep you "in the know" about what we are doing, and to give you the latest information about our services and airline updates. To sign up please click here -

<http://www.marine.travel/marine-travel-newsmanifest/newsletter>