

## Disrupted Service Claim Form

A passenger who holds a confirmed reservation made directly with Condor Ferries on a service which has been cancelled or delayed due to reasons within the control of Condor Ferries **may** be entitled to make a claim as laid out in the EU 1177/2010 Passenger Rights.

Cancellation or delay due to weather, for reasons of safety or any events outside the control of the company are exempt from such claims. Under the EU Directive there are specific limits placed on the claims you may make and the circumstances under which the company is liable to meet them and a time limit within which you must raise a claim.

- **How to make a claim**

If you wish to make a claim and have booked through a tour operator or travel agent, please refer to them for recompense. If you made your booking direct with Condor Ferries please complete and sign the form below and post or email a scanned copy to the relevant address below.

Please make sure you attach all relevant documents as we will be unable to process the claim until we have all documentation. The claimant must be one of the passengers booked to travel.

- **How will I receive any refund to which I may be entitled?**

Within the times specified within the regulation, refunds for cancellations or delay will only be made to the payment card(s) used originally at the time of booking save for bookings which have been made using a different payment type which will then normally be refunded by bank transfer. Allowable and valid claims for expenses will be made in the form of travel vouchers or bank transfer.

- **Expenses**

In certain circumstances and, where authorised by a Condor Ferries representative you may also have the right to claim some expenses as detailed within the regulation. Such recompense where agreed will be made within 7 days of receipt of written request which includes original, photocopied or scanned receipts or invoices. Where Condor Ferries have authorised and met any of these costs, no additional recompense may be claimed. Please note that the extent of such expenses and circumstances are limited by the legislation.

- **Recompense methods**

Cancellation or delay refunds will be made to the payment card(s) used originally at the time of booking. If your reservation was paid by an alternative means such as cash or cheque a bank transfer will be made – please complete the details required below.

Expense claims will be repaid via bank transfer – please complete the details required below. Most banks can then take up to 3 days to process such transactions to customer accounts.

This form must only be used for claims which relate to claims within the provisions of the EU Passenger Rights regulation. Claims must be submitted to the Claims Only contact addresses below. Please note claims sent to the wrong address or left at our Port Offices will not be considered valid.

Having completed your claim form, should you wish to make any comments about our service please do so separately through our Customer Service Team who can be contacted at [customer.services@condorferries.co.uk](mailto:customer.services@condorferries.co.uk) or by postal service to Condor Ferries Limited, Customer Services, Condor House, New Harbour Road South, Poole, Dorset, BH15 4AJ.

Claims Only Addresses	
<b>Address:</b>	Condor Ferries Limited, Claims Processing, Condor House, New Harbour Road South, Poole, Dorset, BH15 4AJ
<b>Email:</b>	<a href="mailto:cps@condorferries.co.uk">cps@condorferries.co.uk</a>

**IMPORTANT: PLEASE COMPLETE ALL APPLICABLE SECTIONS BELOW**

• **Claimant details**

Reservation No:		Reconfirm Reservation No:	
Claimant First Name:		Claimant Surname:	
Claimant Email Address:			
Daytime Telephone No:		Mobile Telephone No:	
Claimant Postal Address:			
Town/City:		Postcode:	

• **Reason for claim (please select one only)**

Delayed arrival of outbound journey		Cancellation/Refund of outbound journey	
Delayed arrival of return journey		Cancellation/Refund of return journey	
Delayed arrival of outbound & return journeys		Cancellation/refund of outbound & return journeys	

Customers' bank details		
Bank Account Name:	Bank Account Number:	Bank Sort Code:

Signed (claimant)		Print Name:	
		Date (dd/mm/yy)	

**For Office use only**

	Date	Staff member - print clearly
Claim received on:		
Claim processed by:		
Customer response:		
Amount refunded (if any due) :		
File closed:		
Comments :		