

SPECIAL FIXED RATES TERMS & CONDITIONS

1. GENERAL

- 1.1. Terms and conditions of use as set out below are applicable to any special or agreed rates/discounts for named Individuals or Companies requiring travel not related to the Tourism Industry or leisure travel (unless expressly agreed).
- 1.2. Any rates/discounts agreed are by special arrangement between Red Funnel and the company or individual named and are for use only by that company or individual as named, and for the purposes as specified at time of application and approval.
- 1.3. Any rates/discounts agreed are strictly confidential between Red Funnel and the company or individual named and as such must not be divulged to or used by any third party.
- 1.4. These rates/discounts are not to be booked for or sold on to any third party, i.e.
 - 1.4.1. For Company named accounts; any party not directly involved with, employed by or whose ferry travel is not paid for by the company.
 - 1.4.2. For Individually named accounts; not for any other person (people accompanying the named account holder are permitted), unless expressly agreed.
- 1.5. For Company named Accounts, these rates/discounts, unless expressly agreed, are solely for business use and not for staff leisure purposes, or any leisure or tourism related travel;
 - 1.5.1. Unless expressly agreed bookings for travel including children will not be classed as business travel unless in line with the nature of the business, and therefore may be queried.
 - 1.5.2. Unless expressly agreed, bookings for travel outside the travel times reasonably assumed to be in line with the nature of the business will not be treated as business travel, and therefore may be queried.
- 1.6. By placing any booking(s) on the Red Funnel Account, you are accepting on behalf of the Company or Individual to which they were issued;
 - 1.6.1. The Rates/Discounts as detailed in the accompanying documents,
 - 1.6.2. The terms agreed to in the Travel profile and Account Applications, and any corresponding communications at the time of agreement,
 - 1.6.3. The Terms & Conditions of their use as outlined in this document and any referred to within it, and any subsequently issued documents or direct communications,
 - 1.6.4. The payment terms as agreed by Red Funnel and outlined in the accompanying T&Cs Acceptance.
 - 1.6.5. Responsibility for the behaviour of those individuals booked and traveling, and that behaviour deemed inappropriate or acceptable by Red Funnel may jeopardise future travel for individuals or the provision of special rates/discounts.
 - 1.6.6. Failure to comply with these Terms & Conditions will result in any special/preferential rates/discounts being withdrawn.
- 1.7. Account Number/Agent ID must be quoted on all correspondence.
- 1.8. This agreement stands until such time as official notification terminating any agreement is issued or received by Red Funnel.
- 1.9. These rates/discounts are issued based on a minimum number of journeys per year, as agreed at time of agreement and as noted in your rates sheet, unless otherwise expressly agreed.

SPECIAL FIXED RATES TERMS & CONDITIONS

- 1.10. Prices/discounts are as quoted:
- 1.10.1. For specific vehicles or person(s), durations and day or period basis, as quoted.
 - 1.10.2. Inclusive of up to 5 – 7 Passengers per vehicle (unless otherwise stated, including Driver but limited to specific vehicles' legal passenger limit).
 - 1.10.3. Shown and charged in Pounds Sterling only (unless shown as a percentage discount from public fluid rates, where these will be shown online or quoted verbally in Pounds Sterling only).
 - 1.10.4. Not available in conjunction with any other offer, including, but not limited to, My Red Funnel's My Rewards Scheme.
- 1.11. Red Funnel's Standard Terms and Conditions of Carriage apply to all bookings and can be found with the policy relating to the EU Passenger Rights Regulations at www.redfunnel.co.uk

2. VALIDITY & PEAK DATES

- 2.1. Quoted rates/discounts are valid between; **03 January 2024 – 02 January 2025**
Unless notified otherwise with subsequent communications.

- 2.2. 2024 Peak Dates;

From So'ton	From East Cowes
29 th March	1 st April
3 rd , 24 th & 25 th May	6 th & 27 th May
20 th June	24 th June
27 th July	
3 rd , 10 th , 17 th , 23 rd & 24 th August	3 rd , 10 th , 17 th , 24 th , 26 th & 31 st August
25 th December (if applicable)	25 th December (if applicable)

3. BOOKINGS

- 3.1. Bookings should, where possible, be made online. (Where online bookings are not possible you will be advised as to which department to contact).
- 3.1.1. For bookings made by phone or via email Account Number/Agent ID must be quoted on all correspondence.
- 3.2. All Bookings (and requests for) should contain the following information;
- Account Number & Name
 - Lead Passenger Name
 - Lead Passenger mobile number (for service alerts*)
 - Preferred travel dates and times
 - Email address (needed for e-ticket)
 - Your booking reference or purchase order number (if applicable)
 - Number of Adults (16+ yrs), Children (5-15 yrs) & Infants (under 5yrs) travelling**
 - Vehicle Type

SPECIAL FIXED RATES TERMS & CONDITIONS

- Vehicle registration (needed for express check-in)
- Vehicle length, if over 5.5m, including any towed vehicle
- Vehicle height, if over 2m

* Please note that mobile numbers or email addresses will be used only for service and travel information and alerts. They will not be used for any form of marketing activity (unless previously opted in).

** Whilst children and Infants must be declared on bookings for safety reasons, we would not ordinarily expect to see Children or Infants travelling on Company Accounts for Business Travel, as per term 1.5.1.

3.3. If you are aware that the person travelling has additional or accessibility needs please ensure that they visit our Passenger Assistance page:

<https://www.redfunnel.co.uk/passenger-assistance>

3.3.1.1. Whilst bookings for those with additional or accessibility needs can still be made on your account, please be aware that some additional communications and actions may be necessary to ensure all travellers get appropriate support. This may involve the account holder, the traveller direct, the Sales Team and/or our Contact Centre or Customer Services teams.

3.3.1.2. Furthermore, please ensure travellers make any additional or accessibility needs known to check-in staff on arrival so that they may be supported accordingly.

3.4. For traceability, it is possible for you to enter a customer reference or a purchase order number for each booking - this will appear on the invoice.

3.4.1. Where a Purchase Order Number is required by the account holder, it remains the responsibility of any agent booking on the account to provide a valid PO Number at the time of booking. Failure to do so will not be accepted for reason of non-payment of account or any bookings on it.

4. BOOKING AMENDMENTS

4.1. Wherever possible, booking amendments should be made online:

4.2. Where amendments cannot be made online, changes will need to be made by phone, please contact the Contact Centre to make any changes (02380 019192).

4.3. Amendments can only be accepted by the named Company or Individual Account Holder and an Account Number/Agent ID must be quoted.

4.3.1. For Company Accounts: if you would like your driver to be able to amend their own booking via our Contact Centre, you can add "Driver Can Amend" in the 'Enter Customer Reference/PO Number' field. A Reference/PO Number can still be added in this field.

4.3.1.1. Drivers will still be asked to quote their name and booking number in order to make booking amendments.

4.3.1.2. Please note by adding this and allowing the driver to amend the booking, you are as the Account Holder accepting liability for any changes and subsequent

SPECIAL FIXED RATES TERMS & CONDITIONS

price changes caused by this. Including on cash accounts where for whatever reason payment is not taken at the time of change.

- 4.4. If an eTicket has already been issued a new eTicket will be sent to you at the email address provided on the original booking.
- 4.5. No amendments can be made to expired bookings (where either travel leg was not used but the date/time has passed) and no refund will be given. Note: Amendments can still be made to the return leg of an outward checked-in booking if we are notified before the return travel date.
- 4.6. No amendment fee will be charged for bookings amended online but any difference in fare will be applicable and payable;
 - 4.6.1. For fixed rate pricing;
 - 4.6.1.1. Fare changes may apply up to the capped rate.
 - 4.6.2. For discounted standard public fares;
 - 4.6.2.1. Where pricing is a percentage discount from the standard public rates amendments will be subject to amendment fees and fare changes, as per public saver, flexi fares and/or freight fares, and associated Terms & Conditions.
- 4.7. Red Funnel reserves the right to charge for offline amendments where they are available online.
- 4.8. Other travel or non-travel items subject to applicable T&Cs

5. BOOKING CANCELLATIONS

- 5.1. For fixed rate pricing;

<u>Cancellation Lead in Time before Travel Date/Time</u>	<u>Cancellation Fee Applicable</u>
More than 7 days prior to travel date	No Charge
Between 7 days and 48 hours prior to travel date	25% per leg price
Within 48 hours prior to travel time	100% per leg price

- 5.2. For discounted standard public fares;
 - 5.2.1. Cancellations will be subject to applicable fees, as per public saver, flexi fares and/or freight fares, and associated Terms & Conditions.
- 5.3. Amendments & cancellations can only be accepted by the company/individual who own the account and an Account Number must be provided, or via the agent portal.
- 5.4. In the event that no cancellation notification is received but the customer fails to check-in for their booked sailing (without prior communication), Red Funnel will treat this as a 'no-

SPECIAL FIXED RATES TERMS & CONDITIONS

show' and as such reserve the right to cancel one or both legs of said booking without refund.

- 5.5. Other travel or non-travel items retain the T&Cs applicable specifically to them, including but not limited to, Premium Upgrades (Priority Boarding) and Signature Lounge, available here: <https://www.redfunnel.co.uk/conditions-of-carriage>

5.5.1. Premium Upgrades (Priority Boarding) and Signature Lounge Cancellation Policy:

<u>Cancellation Lead in Time Prior to Travel Date/Time</u>	<u>Cancellation Fee Applicable</u>
31 or more days	10% of price (per leg)
30 days or less	100% of price (per leg)

6. E-TICKETS

- 6.1. Red Funnel issues eTickets (electronic tickets) for all ferry bookings. eTickets contain a detailed travel itinerary, essential travel advice, and priced or non-priced options can be chosen. eTickets will be sent to your default account email address OR to an alternative email address (if provided at the time of booking).
- 6.2. To ensure check-in is as fast as possible it is vitally important that you are in possession of a valid Red Funnel eTicket or Booking Reference number when arriving at check-in for both the outward and return legs.

7. CHECK-IN

- 7.1. Red Funnel operates a check-in system which validates every ticket produced by the reservation system.
- 7.2. We use Automatic Number Plate Recognition (ANPR) to improve check-in speed and efficiency. If the vehicle registration number is known at the time of booking, please provide it as it helps to ensure sailings depart on time.
- 7.3. If the traveller attempts to travel with a larger vehicle than booked (e.g. over 5.5m in length or 2m in height, or if allowances haven't been made for roof/cycle racks etc), supplements will need to be paid, and there will be a chance Red Funnel are unable to accommodate them on the booked sailing.

8. COMPLAINTS & ACCOUNT QUERIES

- 8.1. Any booking queries or complaints should be directed and dealt with through the account holders and the Sales Team.

SPECIAL FIXED RATES TERMS & CONDITIONS

- 8.1.1. For any queries or complaints received by Red Funnel directly from the traveller pertaining to bookings made on an account, we will endeavour to contact the account holder as soon as possible, where account holder involvement is appropriate.
- 8.2. All complaints or queries should be received in writing no more than 30 days from the return travel date of any booking, or if financial, from date of invoice.
- 8.3. From time to time, and when expressly agreed by Red Funnel, it may be necessary to make a refund in relation to their ferry travel or for services offered by or sold through Red Funnel. Such refunds may be offered as credits or discounts on future bookings or via the original payment method, as agreed between Red Funnel and the Account holder.

9. CHANGES TO YOUR BUSINESS (For Company Accounts only)

- 9.1. Please be sure to keep us up to date with your personnel changes and Account contacts (those that are able to act on your account as well as those allowed to travel on your account) and let us know when staff leave and join your business. This ensures we can protect your account and contact you in a timely and appropriate manner, as well as remaining GDPR compliant.
- 9.2. Should you change in any way your business or its nature, or sell your business, you must inform Red Funnel as soon as possible of this and the date at which this will take effect.
- 9.3. In the event of a change, arrangements may need to be made for all outstanding bookings; we will discuss with you, (and new owners if applicable) to make these arrangements. These could be subject to new accounts and applicable credit checks, but the account under which the bookings were originally made are liable until other arrangements are agreed by Red Funnel.
- 9.4. Any changes that are not notified to Red Funnel accordingly may result in price amends or cancellations of bookings.

10. CONDITIONS OF CARRIAGE

- 10.1. Conditions of Carriage apply for all passengers travelling.
- 10.2. For Red Funnel's Standard Terms and Conditions of Carriage and policy relating to the EU Passenger Rights Regulations please refer to www.redfunnel.co.uk

11. FUEL SURCHARGE

- 11.1. Whilst unlikely, Red Funnel reserves the right to apply a fuel surcharge to new bookings at any time if the price of fuel exceeds the budget fuel forecast. The Company will endeavour to provide any or all partners with as much advance notice as possible before ever applying such a charge.

SPECIAL FIXED RATES TERMS & CONDITIONS

12. DATA PROTECTION

You and your parties' information will be held by Red Funnel Group (which trades as Red Funnel) and handled according to our [Privacy & Cookie Policy](http://www.redfunnel.co.uk/cookie-privacy-policy). <http://www.redfunnel.co.uk/cookie-privacy-policy>

13. CONTACT DETAILS

13.1. Contact Centre

Telephone: 02380 019192
Email: post@redfunnel.co.uk

13.2. Sales Support

Telephone: 01983 681338
Email: sales@redfunnel.co.uk

13.3. Freight Department

Telephone: 01983 681336
Email: freight@redfunnel.co.uk