



Disrupted Service Claim Form

A passenger who holds a confirmed reservation 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 under the EU 1177/2010 Passenger Rights Regulation.

Any 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, there is a time limit of two months from the event date where you must raise a claim.

If you wish to make a claim and have booked through a tour operator or travel agent, please refer to them for assistance.

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.

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 meet 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. Allowable and valid claims for expenses will be made in the form of travel vouchers or bank transfer.

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 Customer Service team, 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, please send to our Customer Service Team who can be contacted on customer.relations@condorferries.co.uk or by postal service to **Condor Ferries Limited, Customer Services, Condor House, New Harbour Road South, Poole, Dorset, BH15 4AJ.**

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.

Reservation No:		Confirm Reservation No:	
First name:		Surname:	
Email address:			
Telephone number:		Mobile Number:	
Postal address:			
Town/City:		Postcode:	

Delayed arrival of outbound journey		Cancellation of outbound journey	
Delayed arrival of return journey		Cancellation of return journey	
Delayed arrival of all journeys		Cancellation of all journeys	

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

Signature:	
Print name:	
Date:	