

# 1 Year Season Card by Direct Debit

2018/19

1 Year Adult Season Card by Direct Debit - £1,800.00

1 Year Child Season Card by Direct Debit - £950.00

Name

Address

Town/City  Postcode

Telephone  Email

Signature  Date  /  /

\*This form will only be valid if signed and accompanied with the Direct Debit mandate attached. First instalment by cash or debit/credit card of £172 (Adult) and £92 (child) to be made on the day, followed by 11 subsequent payments of £148 (adult) or £78 (child) plus any applicable fuel surcharge payments.

## Terms and Conditions

**Season and Travel cards** are issued to the terms and conditions of Hovertravel Ltd which are available at [www.hovertravel.com](http://www.hovertravel.com).

Passengers are required to check-in at least five minutes before their required crossing time. Please note Hovertravel do not guarantee the required travel time in the event of operational changes on the day. Travel is not transferable. Cards are issued for the exclusive use of the person named on the card. A photograph must be provided for our Company records either via webcam at our Ryde & Southsea Terminals or by providing a passport sized photograph.

**Season Cards** Season Card customers can make a request to reserve an outbound and inbound crossing for each day their ticket is valid. Where availability permits, these can be booked by request in bulk or booked by individual day on our website. These bookings on the selected crossings will be held on this crossing only until 5 minutes before departure. Hovertravel reserves the right to cancel these reservations at their discretion, if the card holder is frequently not using the booked time (e.g. bookings have not been travelled on for 50% or more of a 4 week period or 5 consecutive days). Hovertravel will attempt to contact the customer to change their preferred booking times in the first instance and remind them that they risk losing future bookings if they are not used. However, if the customer continues to not use their preferred times, the preferred times will be cancelled for the remaining life of the card. We ask that customers let us know if they are not intending to travel due to holidays, sickness etc. Failing to notify us might result in all of your bookings being cancelled in accordance with this clause and these cannot be reinstated until you renew the card. Although rights to preferred bookings may be lost under this clause, travel is still permitted under the card at other times and is subject to availability on all other crossings

**Refund Policy** If you wish to cancel or amend your travel arrangements with Hovertravel the following procedures & charges will apply. All refunds issued by Hovertravel will be issued in the form of Hover Vouchers to the value of the refund. These vouchers are permitted to be used to purchase any product and are valid for 1 year from the issue date. Please note we do not issue any refunds in the form of credit cards, cash or cheques. These vouchers are non transferable and have no cash refund value.

**Refund Policy** on Season Cards by Direct Debit - If you wish to cancel your Season Card, a admin fee of one months payment (£148 adults & £78 children) will be charged. You must surrendered your season card no later than one month before the cards expiry date to qualify for cancellation along with a completed Season Card cancellation application form.

## FOR HOVERTRAVEL TICKET OFFICE USE ONLY:

Direct Debit Mandate Attached  Passport Photo Attached

Season ticket number

Customer Number

Name of booking clerk  Date  /  /