

Application – Season/Flexi Card

(issued subject to the conditions below)

Card Type Start Date / /

e.g 6 mth Season/Flexi Card 10

Name

Address

Postcode Tel. Home

Tel. Work Tel. Mobile

Email

Signature Date / /

Collect from Ryde Southsea Hover Academic Please tick to confirm proof of entitlement & photo ID has been provided

PERMANENT RESERVATIONS REQUIRED (SEASON CARDS ONLY)

Depart Ryde /

Depart Southsea /

Reserved on SUN MON TUE WED THU FRI SAT

Terms and Conditions

Season and Travel/Flexi Cards are issued to the terms and conditions of Hovertravel Ltd which are available at 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.

Flexi/Travel Cards are issued in the denominations of 10, 20, 40, 100 and 250 single journeys & a 40 Student & Teacher Travel Card. All Flexi cards are non transferable and new purchasers must provide a passport sized photograph for our company records or a photograph can be taken via webcam in our terminals. Travel choices are subject to availability and passengers should check in at least 5 minutes prior to their required crossing departure time. Flexi Cards are issued for the exclusive use of the person named on the card. Passengers are permitted to make a reservation for departures via the website/manage my booking portal. The validity of the flexi card is, as advised by Hovertravel and may change without notice. All Flexi Cards include FREE Hoverbus travel. (Bus tickets issued separately at point of sale, for flexi 10/20/40 cards. These are non-replaceable if lost or mislaid.

Season Cards are available for 1, 3, 6 & 12 month periods. New purchasers must provide a passport sized photograph for our company records or a photograph can be taken via webcam in our terminals. Tickets issued are valid for the period sold only and are not permitted to be extended for any reasons. 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 through the website/manage my booking portal. 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. Season cards are for the exclusive use of the person named on the card.

Hover Academic Season Tickets To purchase any of these cards you will need to provide a proof of entitlement & photo ID. We accept the following: • A letter from an education provider with course dates. • Confirmation of teacher/lecturer employment on headed paper. • Company confirmation on headed paper of short term training course. • NYS, UCAS, NUS extra cards (for apprentices), College/Uni ID cards. • Job Centre - confirmation of work placement/experience. Please visit www.hovertravel.com for refund policy.

Refund Policy on Travel/Flexi Cards: the following charges will apply upon surrender of any unused Flexi Cards: 10, 20 & 40 & a 40 Student & Teacher Travel Card: no refunds, no changes permitted and non-transferable. 100 & 250 Flexi Cards: 50% of unused journeys will be refunded, provided that no refunds are permitted in last month of the Flexi Card's validity.

Refund Policy on Season Cards: the following charges apply for all requests for season card early surrender or cancellation: Where you have paid for your Season Card in full, the value of the remaining full calendar months will be refunded less one month. Where you are paying for your Season Ticket by a direct debit arrangement, following the return of your card, one final direct debit payment will be debited from the cardholder's account following return of your card.