

# Cancellation Request Form

## Season Tickets and Travel Cards Only

Passenger Name	<input type="text"/>		
Type of Card	<input type="text"/>		
Card Number	<input type="text"/>		
Expiry Date	<input type="text"/>	Reason for Cancellation:	
Contact Telephone number (daytime)	<input type="text"/>		
Email Address	<input type="text"/>		
Passenger Signature	<input type="text"/>	Date	<input type="text" value="DD"/> / <input type="text" value="MM"/> / <input type="text" value="YYYY"/>

## Terms and Conditions

The following cancellation procedures and charges will apply depending on the product / ticket you have purchased with Hovertravel:

### Travel Cards, the following charges will apply upon surrender of any unused travel cards:

- 10, 20 & 40 travel cards: no refunds, no changes permitted & non transferable.
- 100 & 250 travel cards: 75% refunded of unused journeys.
- Lost or damaged cards may be re-issued at a £10 admin fee per card per issue.
- Should you wish to cancel your 100, 250 Travel Card. You must surrender your travel card no later than one month before the cards expiry date to qualify for cancellation refund, along with a completed Travel Card cancellation application form.

### Season Cards, the following charges apply for all requests for season card early surrender or cancellation:

- The remaining full calendar months will be refunded less one month.
- Season Cards by Direct Debit – Following return & cancellation of the card, 1 final direct debit payment will be collected from the cardholder's account.
- Season Cards for cancellation must be surrendered to one of our terminals at least one month before the cards expiry date along with a complete cancellation request form.
- Lost or damaged cards may be re-issued at a £10 admin charge per card per issue (Special arrangements are available for Season Card holders who fail to show their valid card but do not wish this to be reported lost or stolen (only valid for 2 journeys). On production of ID and card holder details at our cashier offices only, a valid single travel ticket for hovercraft only will be issued and a non-refundable charge of £2 levied on each journey taken. Child card holders are exempt from this fee and may travel on production of ID and season card holder details. We may at our absolute discretion disable your card and allow you to make your journey prior to payment, Season Card will be reinstated on payment of £2 per single journey.

### Student & Teacher Cards: the following charges detailed apply for all requests for student & teacher applications

- Student & Teacher 3 month season card – as Season Cards
- Travel Card 40 – no refunds, no changes permitted & non transferable
- Term Cards – no refunds, no changes permitted & non transferable
- Triple Term Cards – The remaining full calendar months will be refunded less one month. Lost or damaged cards may be reissued at a £10 admin charge.
- Season Cards for cancellation must be surrendered to one of our terminals at least one month before the cards expiry date along with a complete cancellation request form.

All Season and Travel Card cancellations will only be considered whilst the card is valid and no refunds will be considered once the card has expired.

## FOR HOVERTRAVEL TICKET OFFICE USE ONLY:

Date Received

 /  / 

Card Attached?

YES

NO