

### PAYMENT TERMS

If you do not have a credit account with Stena Line, a £200 / €200 deposit is required at the time of booking. Full payment is required 28 days before departure date otherwise your reservation will automatically be cancelled.

### CANCELLATION CHARGES

15 days or more before departure date	£200 / €200 cancellation charge
4-14 days before departure	50% cancellation charge
Less than 4 days before departure	100% cancellation charge

No refund will be issued to a booking that is amended less than 4 days before departure.

### PASSENGER REGISTRATION

Under the Merchant Shipping Regulations, it is compulsory to record the details of every individual passenger travelling. Please ensure the following is emailed to [group.travel@stenaline.com](mailto:group.travel@stenaline.com) two weeks prior to departure date:

- Initial
- Surname
- Gender
- Age (adult 16 and over, child 4-15, infant 0-3)
- Nationality
- Any information concerning the need for special care or assistance in an emergency situation

A template to provide this information is available online. Go to [www.stenaline.co.uk/groups](http://www.stenaline.co.uk/groups) and in 'Downloads' select 'Passenger Manifest Download' complete the form, save and email to [group.travel@stenaline.com](mailto:group.travel@stenaline.com)