

## Payment Terms

### Deposit

If you do not have a credit account with Stena Line, a £200/€200 non-refundable deposit is required at the time of booking. If the deposit is not paid within 7 days of booking, your reservation will automatically be cancelled.

### Balance Due

Final numbers and full payment is required 14 days before departure date.

Should any payment be made at the port, currency exchange rates may apply.

## Cancellations

Cancellation of booking must be advised 29 days or more before departure date.

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

Charges will apply for individual passengers cancelled less than 4 days before departure. No refunds will be given.

## Passenger List

It is a legal requirement to record the details of every individual passenger travelling.

Passenger lists must be completed via the link on your e-ticket 2 weeks prior to departure date.

If you are unable to complete the passenger list via the Passenger List link on the e-ticket, you must click [here](#) then enter the details for every passenger travelling. Save as an EXCEL DOCUMENT (do not scan) and email the Excel document to [group.travel@stenaline.com](mailto:group.travel@stenaline.com) at least 2 weeks prior to departure date.

The information required is:

- Initial or First Name and 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.

## Passengers with Wheelchairs or Walking Frames

If a member of your group is travelling with a wheelchair or walking frame, you must pre-book a space as we only allow a limited number per sailing for safety constraints. Please contact us as early as possible to avoid disappointment as spaces are very limited and are subject to availability.