

### 15.8 Reservations

**15.8.1 Private and lightweight vehicles:** Applications for reservation of deck space for private and lightweight vehicles other than Trade cars may be made at a Corporation booking office or at an authorised booking agency.

**15.8.2 Commercial and heavy vehicles:** Applications for reservations of deck space for commercial and heavy motor vehicles, or Trade cars may be made at any railway station where there is an officer in charge.

**15.8.3 Bookings in advance:** Bookings may be made in any calendar month for travel in any of the subsequent six calendar months.

**15.8.4 Space allocated:** Motor vehicles shall be carried either on the upper decks or on the rail decks of the vessels at the discretion of the Corporation.

### 15.9 Refunds and re-issues

**15.9.1 Tickets presented for refund:** When a motor vehicle ticket or waybill is purchased and subsequently found not to be required, a refund of the amount paid less commission where applicable may be allowed, provided that the ticket or waybill with application for refund is lodged with the Corporation not later than three months from the date of travel shown on the original ticket or waybill.

**15.9.2 Defaced tickets:** The Corporation does not undertake to refund money or to make allowance in respect of any ticket or waybill which has been mutilated or defaced.

**15.9.3 Refund entitlement:** A passenger presenting a vehicle ticket or waybill for cancellation is entitled to a refund or a re-issue of the ticket or waybill as follows:

Ticket or Waybill Presented	Entitlement
At least 7 days prior to date of sailing.	Full refund; or re-issue for another sailing at no additional charge
Less than 7 days prior to date of sailing but more than 30 minutes prior to reporting time.	Refund of fare paid less 10 percent; or re-issue for another sailing at no additional charge.
Later than 30 minutes prior to reporting time but within 3 months after the date of sailing.	Refund of fare paid less 50 percent; or re-issue for a later sailing at an additional charge of 25 percent of the fare..

**15.9.4 Refund on Weekend Saver tickets:** If both tickets are presented normal refund conditions as detailed in clause 15.9.3 apply.

When only one ticket is presented Schedule I rates for Table A vehicles must be deducted for the single journey undertaken. The difference will be subject to normal cancellation fees as detailed in clause 15.9.3.

### 15.10 Lost tickets

Refunds or re-issue of lost vehicle tickets or waybills may be allowed on vehicle tickets or waybills issued for travel on searail services for which space has been reserved provided that the loss is reported to the Corporation up to and including the date and time of sailing shown on the lost ticket or waybill and provided also that the information supplied by the applicant in respect of the original booking can be confirmed to the satisfaction of the Corporation. An administration fee of 10 percent shall be deducted by the Corporation from the value of the lost ticket or waybill at the time of refund. No such charge will be made where a ticket or waybill is re-issued to replace a lost ticket.

### 15.11 Tie downs required on heavy vehicles

Vehicles exceeding 3.5 tonnes gross weight must be fitted with tie-down and jacking points to enable them to be secured to the deck of the vessel.

## “16. RESTRICTIONS

### 16.1 Transport Act 1962

The Corporation may refuse to accept or carry any vehicle which at the time of embarkation on any searail service is a passenger service or taxicab service or rental service or goods service vehicle within the meaning of the Transport Act 1962, which is being used to carry on any such service or which is being used to carry on a service deemed to be a goods service for the purposes of that Act, and which is being used for any such service otherwise than pursuant to the authority and in conformity with the terms of a passenger service licence or a taxicab service licence or a rental service licence or a goods service licence or is being used otherwise than in conformity with provisions of the Transport Act 1962 and the regulations made thereunder.