

P&O Ferries

Foreign Currency Reserve & Collect - Terms & Conditions

The terms and conditions under which P&O Ferries provides its reserve and collect service are set out below. By using this Service you acknowledge that you have read and understood these terms and conditions and agree to be bound by them.

1. DEFINITIONS

“Bureau de Change”: means the money exchange points on board ships operated by P&O Ferries;

'Currency': means Euro's or US Dollars only.

'P&O Ferries, we, us, our': refers to P&O Ferries Holdings Limited whose registered office is at Channel House Channel View Road, Dover Kent CT17 9TJ (registered number 237626) VAT number GB 201 8504 07;

'Service': means the voucher scheme we run which allows you to purchase Currency at preferential rates, commission free, from the Bureau de Change.

'Website': refers to www.poferries.com;

'You and/or your': means a person agreeing to these terms and conditions in order to use our Service.

2. GENERAL

2.1 This Service is only available for UK residents.

2.2 To use this Service you must present a voucher at the time of collecting your Currency.

2.3 You may only use this Service for holiday or business travel and not for speculative, investment or any other purpose.

2.4 Currency is subject to availability.

3. OBTAINING A VOUCHER

3.1 To obtain a voucher, visit the Website and select your UK port of departure you would like to collect your Currency from?.

3.2 You will then be presented with the voucher details which will include the issue date, promotion code, 'indicative' rates of exchange.

3.3 You must present the voucher at the Bureau de Change at the time of collection of your Currency.

4. VOUCHER EXPIRY DATE

All printed vouchers will be valid for 21 days from the date of issue.

5. EXCHANGE RATES

5.1 The exchange rate you will be given on your voucher may not be the exchange rate that will apply at time of collecting your Currency. The exchange rate that will apply will be the exchange rate that is applicable on the date of collection. Rates change typically once per day. The daily rate will be displayed by the Bureau de Change.

6. CHARGES

6.1 We do not charge any commission or fees for using this Service.

6.2 If you pay for your Currency with a credit or debit card, the purchase may be treated as a cash advance, for which an additional charge may be levied by your card issuer. You acknowledge that this is not a charge made by us and that we have no liability for these charges.

7. PAYMENT

7.1 Payment is taken at the time of collection of the Currency and not online at the time of obtaining a voucher.

7.2 You can pay for your Currency by credit / debit card or in cash (sterling only). Payment by any other means shall not be accepted.

7.3 When making payment you warrant that you are acting on your own behalf, for a genuine reason and that the funds are legally and beneficially yours, have not been obtained by illegal means nor in any way contrary to the rights of the legal owner and is not tainted in anyway by criminal activity.

8. ORDER LIMITS AND RESTRICTIONS

8.1 There is no minimum purchase required to use this Service.

8.2 The maximum purchase with this Service is £5,000.

9. PROOF OF IDENTITY

9.1 We will require proof of identification if you are looking to pay for your Currency with a debit or credit card.

9.2 We will require proof of identity and proof of address for all transactions with a value of between £2,000 and £5,000 if you are looking to pay for your Currency with a debit or credit card.

9.3 We will require proof of identity, proof of address and proof of source of funds for all transactions with a value of between £2,000 and £5,000 if you are looking to pay for your Currency with cash.

9.4 Acceptable proof of identity includes full passport with signature, current UK photo card driving license and current EU members state ID card with photo. Acceptable proof of address includes a recent utility bill (gas, water, electricity, landline) dated within the last 3 months, a recent bank/building society account statement dated within the last 3 months, benefit agency benefit book, current Inland Revenue tax code notification, or Council Tax bill dated within the last 3 months. Acceptable proof of source of funds includes a bank statement showing the debit entry or some form of transactional receipt.

10 BUY BACK

10.1 Any Bureau de Change will buy back any leftover Currency (including all Euro Coin (but not USD coin) you have previously purchased from P&O Ferries, commission free, on production of the original receipt, at the buy rate as displayed at the Bureau de Change at the time of the buyback transaction.

11. IMPORT AND EXPORT RESTRICTIONS

11.1 You must independently check the relevant currency restrictions applicable in different countries.

12. COMPLAINTS

12.1 If you are unhappy at any time with our Service, please let us know and we will do everything possible to resolve your complaint satisfactorily.

12.2 To make a complaint please contact us in writing via email to customer.services@poferries.com or by sending us a letter to P&O Ferries' registered office as shown in section 1 above.

12.3 We will investigate and respond to your concerns promptly.

13. LIABILITY

13.1 If we are in breach of our obligations under these terms and conditions, we will only be liable to you for the direct losses that you incur.

13.2 We will compensate you based on a reasonable pre-estimate of the loss you suffer resulting from such breach. Our maximum liability to you in respect of each order will be to refund the total value of the order.

13.3 We will not be liable to you for any losses that we could not reasonably be expected to foresee or to occur or for any loss of profits, loss of opportunity, loss or waste of time, loss of anticipated savings, loss of business, consequential or special loss.

13.4 We will not be liable for any failure on your part to collect.

13.5 Neither we nor you will be responsible to the other if the failure to comply with any of these terms and conditions is: (a) due to unforeseeable circumstances beyond our/your control, such as war, riots, the consequences of which would have been unavoidable despite reasonable efforts to the contrary;

(b) due to any governmental or court order or any other legal obligation.

13.6 You will compensate us for reasonable losses caused to us as a result of your fraudulent conduct or if you breach these terms and conditions. The protection provided by you under this condition will not apply if we deliberately or negligently caused the loss.

13.7 Nothing in these terms and conditions shall exclude our liability for:

13.7.1 death or personal injury caused by our negligence;

13.7.2 fraud or fraudulent misrepresentation; or

13.7.3 any other matter for which it would be illegal for us to exclude or limit our liability.

14. CHANGE OF TERMS

These terms and conditions may be changed in respect of future purchases to reflect changes in the law, changes in market conditions, changes in any fees and or charges or to meet regulatory requirements. If any change is made in these terms and conditions, the revised version will be posted on the Website. You are advised to visit the Website regularly and keep yourself updated about the terms and conditions before using the Service.

15. APPLICABLE LAW

15.1 These terms and conditions will be governed by English Law. Any dispute will be resolved in the courts of England.