



Booking Cancellation Fee

11 March 2020

Dear Customer,

In order to reduce the instances of underutilised capacity due to late cancellations, Pacifica will introduce a Booking Cancellation Fee effective from 23 March 2020 on all New Zealand coastal services.

Up to 48 hours prior to the vessels cut-off a booking can be cancelled or decreased without incurring any penalty. Thereafter, a cancellation fee of NZ\$150 + GST per container will be charged in the following instances:

- **When a confirmed booking is cancelled, transferred (at shipper's request) to the next available sailing or reduced within 48 hours of the vessels cut-off at the intended port of load**
- **When a container is not available to be loaded at the agreed port on the prescribed vessel as booked (referred to as a 'no show').**

Container detention may also be applicable for containers held by shippers beyond the agreed free time period, in addition to the Cancellation Fee.

Our preference is not to bill these charges however cancellations are a cost to our business as Pacifica is unable to resell that space at late notice.

Pacifica is committed to working closely with customers to ensure the appropriate management of space and to avoid where possible, penalty fees for late changes and/or cancellations to confirmed bookings.

Please contact your Pacifica representative if you have any further questions.