

I hereby declare that the statement on the previous page is correct

Sign _____

Date / /

Bank Details for Refund Payment

Refund payments will only be made by Electronic Funds transfer.

BSB _____

Account number _____

Account name _____

OFFICE USE ONLY:

Refund approved ☐ Refund rejected and sent back ☐

Explanation: _____

Customer Service Officer: _____

How to apply for a refund

Customer Service officer – Refunds

Harbour City Ferries

Level 19, 9 Hunter St Sydney 2000

Email customerservice@harbourcityferries.com.au

Telephone 02 8113 3011

All refunds will be processed within 10 days of receipt of the refund request form.

www.harbourcityferries.com.au

Harbour City Ferries

Customer Service Ticket Refund

www.harbourcityferries.com.au

Harbour City Ferries

Ticket Refund

Harbour City Ferries will provide a refund for any unused portion of travel:

1

When your service has been rescheduled, cancelled or was at full capacity, subject to the conditions below, at no cost.

2

For other circumstances on written application, subject to the conditions below. A \$5 administration fee applies.

Conditions for refund

- The ticket for which a refund is sought must be provided upon application
- Damaged tickets will not be accepted
- No refunds are available on tickets issued by an operator other than Harbour City Ferries, or complimentary tickets
- Harbour City Ferries cannot offer compensation for alternative travel or expenses
- Where applicable a \$5 administration fee will be deducted from the refund payment
- The Request for Refund form must be lodged within 21 days of ticket purchase

Harbour City Ferries

Refund Request Form

Attach your tickets here

(A refund will not be considered without the ticket and damaged tickets will not be accepted)

Date / /

Name

Contact number

Reason for requesting refund (please tick)

- ☐ Service cancellation
- ☐ Rescheduling of service
- ☐ Vessel at full capacity
- ☐ Other (attracts a \$5 administration fee)

Details (date and time of travel, destination)
