

Sydney Ferries
PO Box R 1799
Royal Exchange NSW 1225

PLEASE
AFFIX
STAMP

Refund policy

Refunds (other than prepaid periodical tickets) are available where Sydney Ferries is unable to provide the service due to the following conditions:

- Service cancellation
- Rescheduling of service
- Vessels at full capacity*

* A ticket holder may be prevented by Sydney Ferries staff from boarding a vessel due to safety reasons.

Refunds of prepaid periodical tickets and passes may be allowed upon application. Sydney Ferries reserves the right to deduct an administrative fee from refunds.

Conditions of Refund

- The ticket for which a refund is sought must be provided upon application
- When requested, concession and identity details must be provided
- No refunds are available on tickets which are:
 - Expired
 - Issued by an operator other than Sydney Ferries
 - Complimentary
 - Damaged
- Refund requests must be lodged within seven days of ticket issue
- Sydney Ferries cannot offer compensation for alternate travel and no refund will be made to passengers who have changed travel plans.

How to apply for a refund

Ticket holders requiring a refund will need to complete this form and post the completed form to Sydney Ferries. Alternatively you can lodge the form at any Sydney Ferries ticket outlet.

Customer feedback form





Feedback advice

Sydney Ferries welcomes customer feedback. If you wish to submit feedback or make a suggestion to Sydney Ferries, you can do this in a number of ways:

- Complete the attached form and post it to Sydney Ferries. Alternatively you can lodge the form at any Sydney Ferries ticket outlet.
- If you prefer to submit feedback personally, please telephone the Transport Infoline on **131 500** and a customer service officer will be happy to assist you. The Transport Infoline is open seven days a week between 6:00am and 10:00pm.
- Visit the Transport Infoline website at www.131500.info and submit your feedback using a confidential online form.
- In urgent cases please contact Sydney Ferries by telephone on **(02) 9246 8300**, or telephone the Transport Infoline on **131 500** and your call will be directed to the most appropriate person within Sydney Ferries.



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Customer feedback form

PLEASE PRINT CLEARLY USING BLOCK LETTERS



Sydney Ferries

Name: _____ Contact number: _____

Address: _____

Destination: _____ Time of travel: _____

Customer feedback/reason for refund: _____

Are you requesting a refund? * _____ Ticket type: _____

I hereby declare the above statement to be correct:

Signature: _____

* Conditions apply. Please refer to the refund policy over the page.

OFFICE USE ONLY:

Approve: _____ Reject: _____ Refund: \$ _____

Replace ticket: _____ Ticket type and number of trips: _____

Signature: _____ Date: _____