

Payment Terms

Deposit

If you do not have a credit account with Stena Line, a £200/€200 non-refundable deposit is required at the time of booking. If the deposit is not paid within 7 days of booking, your reservation will automatically be cancelled.

Balance Due

Final numbers and full payment is required 14 days before departure date.

Should any payment be made at the port, currency exchange rates may apply.

Cancellations

Cancellation of booking must be advised 29 days or more before departure date.

15 days or more before departure date:	£200/€200 cancellation charge
4-14 days before departure:	50% cancellation charge
Less than 4 days before departure:	100% cancellation charge

Charges will apply for individual passengers cancelled less than 4 days before departure. No refunds will be given.

Passenger List

It is a legal requirement to record the details of every individual passenger travelling.

Passenger lists must be completed via the link on your e-ticket 2 weeks prior to departure date.

If you are unable to complete the passenger list via the Passenger List link on the e-ticket, you must click [here](#) then enter the details for every passenger travelling. Save as an EXCEL DOCUMENT (do not scan) and email the Excel document to group.travel@stenaline.com at least 2 weeks prior to departure date.

The information required is:

- Initial or First Name and Surname
- Gender
- Age (adult 16 and over, child 4-15, infant 0-3)
- Nationality
- Any information concerning the need for special care or assistance in an emergency situation.

Passengers with Wheelchairs or Walking Frames

If a member of your group is travelling with a wheelchair or walking frame, you must pre-book a space as we only allow a limited number per sailing for safety constraints. Please contact us as early as possible to avoid disappointment as spaces are very limited and are subject to availability.