

### ORKNEY FERRIES REFUND/COMPENSATION REQUEST FORM

|                                                           |  |
|-----------------------------------------------------------|--|
| Name                                                      |  |
| Address                                                   |  |
| Email address                                             |  |
| Contact number                                            |  |
| Booking reference number                                  |  |
| Date & time of outward sailing                            |  |
| Date & time of return sailing                             |  |
| Reason for refund / compensation request                  |  |
| Value paid                                                |  |
| Value of refund/compensation being requested              |  |
| Are all corresponding receipts for compensation included? |  |

Compensation or refunds are subject to the Companies Conditions of Carriage and Passenger Rights Guide as published.

Please submit completed forms with corresponding copies of original receipts to Orkney Ferries Ltd, Shore Street, Kirkwall, Orkney, KW15 1LG or email address listed above.

Orkney Ferries will reply to your request within 7 working days, payment of refunds and/or compensation may take up to 21 working days.

For any assistance or guidance on this form please contact Orkney Ferries Ltd on the above telephone number.