

# COMMON QUESTIONS & ANSWERS

## BOOKING REQUIREMENTS

### WHAT BOOKING DETAIL WILL I NEED TO COMPLETE A BOOKING IN TOPS?

Required fields are in bold red font in the BOL screen. Additional details can be entered in the Customer Comments field. All dangerous goods (DG) and oversized loads MUST be declared.

### WHEN WILL I KNOW THAT SEASPAN FERRIES HAS ACCEPTED MY NEW BOOKING AND CONFIRMED MY UNIT WILL SAIL?

For standing reservations, as long as the actual unit number is booked and declared two hours before sailing time and you are within your allocated reservations, it is confirmed to sail. For standby, once Seaspan Ferries can commit to a sailing, the Customer Comments will be updated in TOPS to include this information, advising it is now confirmed to sail. For an update to the booking request, please contact the Traffic Office directly.

### WHAT ARE THE RISKS OF DROPPING OFF A UNIT AT SEASPAN FERRIES WITHOUT A BOOKING IN TOPS?

Seaspan Ferries will accept new bookings at the Traffic Office's check-in window. These bills of lading (BOLs) are subject to an admin fee of \$45/booking. Please note these BOL's will only sail when vessel deck space permits.

## RESERVATIONS

### WHAT IS A STANDING RESERVATION?

By prior arrangement with Seaspan Ferries, a standing reservation is an assigned spot on a specific sailing. A customer may have one or more standing reservations on a sailing depending on their Customized Logistics Plan (Playbook).

### WHAT IF I MISS MY STANDING RESERVATION?

An unused standing reservation DOES NOT automatically roll to the next sailing. They are assigned to specific sailings only. If a sailing is missed or unit is late, the booking will move to the standby list. If you fail to advise the traffic office of a late or cancelled booking you are subject to a no show fee.

### WHAT IF MY DEMAND CHANGES AND I DO NOT USE MY STANDING RESERVATION(S)?

We review Reservation utilization bi-weekly. If reservations are not being utilized, Seaspan Ferries reserves the right to alter that customer's Playbook and reallocate the unused reservation.

### HOW DOES A STANDING RESERVATION DIFFER FROM A STANDBY BOOKING?

A standby booking is a request for sailing a specific trailer number booked in TOPS which does not currently have a standing reservation. As space is identified by the Traffic Office, standby bookings will be assigned to a sailing that meets or is as close as we can accommodate to the preferred pick-up time.

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## TERMINAL RULES & REQUIREMENTS

### **ON AVERAGE, HOW MANY STANDBY BOOKINGS ARE MANAGED FOR EACH DEPARTURE?**

This varies depending on the day as well as the time of day. Many variables go into the decision of which units will sail when demand exceeds capacity. It is advisable to get on the standby list ASAP so the office can better understand demand and possibly utilize other terminals to help facilitate customer requirements.

### **WHAT IS THE CUTOFF TO CHECK IN A BOOKED LOAD?**

From 12 hours to 30 minutes prior to departure for a non-DG unit and 12 hours to 45 minute cutoff for all DG-regulated load crossing. Oversized and Class 1 loads require 24 hours prior notice.

### **HOW CAN I CANCEL A BOOKING IN TOPS WITHOUT ANY PENALTY?**

There is no fee for reservations/standing reservations in TOPS. If there is a reservation that will not be utilized, simply cancel the TOPS booking up to two hours prior to the scheduled departure. If it is less than two hours, contact the Traffic Office so they can delete it for you. Note: If a sailing ID is assigned to a BOL, you cannot edit the booking in TOPS.

### **HOW LONG AFTER VESSEL ARRIVAL DO I HAVE TO PICK UP MY UNIT(S)?**

In an effort to maximize vessel utilization and reduce terminal dwell time, you are required to pick up your unit within four hours of arrival to the terminal. Should dwell time exceed 12 hours, you are now subject to a penalty as outlined in Tariff #45 Section 2, Item #2, page 15.

### **IS PPE REQUIRED?**

High visibility wear is required at all times when on any of Seaspan Ferries terminals. This is a ZERO tolerance policy. For those individuals unable to comply, Seaspan Ferries will issue a new high visibility vest at a cost of \$25 per vest. The cost of the vest will be applied to the BOL associated with the transaction.

### **DAMAGE CLAIMS?**

Any suspected new damage must be reported to the terminal Traffic Office before the unit is removed from the terminal. Failure to report and complete an inspection report could result in claim denial. If damage is evident, the intent to claim must be filed within 72 hours of trailer removal from the terminal.

### **SAILING DURING INCLEMENT WEATHER?**

During inclement weather, Seaspan Ferries will make every attempt to avoid cancelling sailings and adhere to the schedule. Should you choose to sail your unit (booking not cancelled) during inclement weather, including but not limited to high winds, you are sailing at your own risk for potential weather-related trailer/cargo damage, thus forfeiting any potential claims for damage during the voyage. Refer to current tariff.

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## OVERSIZED LOADS

### **WHAT CONSTITUTES AN OVERSIZED LOAD?**

Any load that exceeds 10'6" in width and is in excess of 2' high off the deck is considered oversized and the customer is responsible for loading and offloading. Note: As per our tariff, overwidth charges applies to all loads in excess of 9'6" wide. Minimum clearance rules vary by terminal, call traffic office to confirm.

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## SAILING DELAYS & CANCELLATIONS

### **HOW WILL I BE NOTIFIED IN THE EVENT OF A SAILING DELAY OR CANCELLATION?**

Should there be a delay or cancellation of a sailing, Seaspan Ferries is committed to communicate the issue and resolution via mass call and email to all affected customers. Seaspan Ferries will make every effort to move your freight including utilizing other terminals/routes.