

From: "customer.services@poferries.com" <customer.services@poferries.com>
To: richard.brown1645@yahoo.co.uk
Sent: Thursday, 11 July 2013, 20:31
Subject: Re: Passenger and booking query (Dover to Calais) <<#314459-721789#>>

If you have received this document in error please notify Customer Services <<mailto:customer.services@POferries.com>>

Dear Richard,

Thank you for your email.

It is possible to book for more than 9 people in a vehicle, however this must be done over the phone via our Call Centre.

As you said yourself, the prices are subject to change. The prices do go up closer to the departure date, but this is more based on that the availability decreases the closer you get to the departure date. This means that there isn't a cut off point where the prices increase, just simply that as the availability becomes less, the prices go up. I can only recommend that you book it as soon as you can!

If you do book over the phone, you will certainly need to say that there will be firearms being carried so the necessary notifications can be left for the port. If you have all the serial numbers and details of ammunition etc. at the time of booking you can provide them over the phone as well. Otherwise you can email us with all the information which we can then forward on. We will need the following:

- Customer's full name
- Booking reference number
- Serial numbers of all firearms
- Firearm type
- Type and amount of ammunition being carried
- Full vehicle details
- **Sailing dates** out and return
- **Sailing times** out and return
- **Ships names** out and return

Please ensure that we have all this 1 day prior to travel at the latest.

If we can help you with anything else, please don't hesitate to contact us at the address below or by email at the following address: customer.services@poferries.com.

Regards

Amy Scholz
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--- Original Message ---

From: Richard Brown <richard.brown1645@yahoo.co.uk>
Received: 11/07/13 13:18:22 o'clock BST
To: "customer.services@poferries.com" <customer.services@poferries.com>
Subject: Passenger and booking query (Dover to Calais)

Hello

Please can you advise on a couple of questions?

1) can I have some advice on booking vehicles with more than the 9 people allowed on booking websites? I am co-ordinating a trip where we intend to use 17 seater minibuses.

2) our trip will not be departing until 16th or 17th October - I am aware that prices may increase the nearer to the departure date bookings are made. Are you able to advise when I would need to book by in order to secure prices currently showing for that date? If not, are you able to advise by how much they are likely to go up as the date approaches?

3) we are a group of historians travelling to an anniversary event on the continent and will be taking firearms with us. I understand the European Firearms Pass procedure and that is all OK. I noticed in your FAQs we'd need to provide you with the serial numbers at the time of booking - does this mean literally at the time of booking, or is it OK to advise you of the firearms at the time of booking and follow up with the serial numbers ahead of the departure?

Thanks very much
Richard Brown