

Fal Mussel Card Local

Terms & Conditions

**Terms & Conditions for the Fal Mussel Card Local
Cornwall Ferries Ltd T/A St Mawes Ferry / Fal River
Cornwall / Place Ferry / Enterprise Boats (Company
number 4648205)
King Harry Steam Ferry Co Ltd (Company number
4164670)
2 Ferry Cottages, Feock, Truro, Cornwall TR3 6QJ**

1. Interpretation

1.1 In these terms and conditions when we use any of the terms “we”, “us” or “our”, we are referring to Cornwall Ferries Ltd or King Harry Steam Ferry Co Ltd together with, where applicable, all employees of that company.

1.2 When we use either of the terms “you” or “your”, we are referring to you and all of the people who purchase credits for the Fal Mussel Card Local and will travel on a ferry operated by Cornwall Ferries Limited, the floating bridge operated by King Harry Steam Ferry Co Ltd and any other form of transport or special offers included to holders of the card. These terms apply to all such persons.

1.3 When we use the term “card”, we are referring to the Fal Mussel Card Local.

1.4 When we use the term “transport” we are referring to any form of transport included within the use of the card.

1.5 When we use the term “offer” we are referring to additional offers applicable to holders of the Fal Mussel Card Local.

2. Using the Card

2.1 Cards can be topped up with amounts between £30-£250. (see section 3 for payment details) - prices may vary, see website for most up to date information.

2.2 A variable amount of money will be deducted from your card for each form of transport that the card is eligible on. See www.falriver.co.uk/local for the current list of values deductible on each valid service.

2.3 Your card must be present in order for the money to be deducted.

2.4 You must have enough money left on your card to cover the individual fare requested. Individual tickets must be paid for in whole by the Fal Mussel Card Local or in whole by cash/credit or debit card and cannot be a mixture of the two.

2.5 If you wish to pay by your Fal Mussel Card Local and you do not have the required value left on it, then a top-up must be purchased before the value can be deducted.

2.6 Once the card has been purchased/topped-up it is valid for 3 years from the date of purchase.

2.7 Your card is only valid for use on scheduled timetabled regular services and cannot be used for special charters, events and out of hours services.

2.8 For any services other than the King Harry Ferry, please present your card when the staff approach you for fare collection.

2.9 Staff on any of the services will be able to tell you an estimate of how much money you still have available on your card or account. For the most up to date balance,

please create/sign in to your account at falriver.co.uk/ account.

3. Payment for travel

3.1 Initial purchase of the Fal Mussel Card Local and top-ups can be made on the King Harry Ferry, St Mawes Ferry and a selection of Fal River ticket offices around the river, see web for the most up to date list of ticket offices.

3.2 You can top-up the card online through your account. See www.falriver.co.uk/account. Top-ups can also be done onboard the ferries or at the ticket office subject to availability.

3.3 On receipt of your new card you will be required to fill out a registration form online, cards that are not registered will pay a flat rate which is more expensive.

4. Lost, stolen or damaged cards

4.1 It is solely your responsibility to look after your card once it has had balances added to it. We will issue you with a new card if your old one is lost, stolen or damaged but we cannot guarantee the replacement of the value on the old card. We reserve the right to charge an administration charge for replacing lost, stolen or damaged cards.

4.2 You must take every step to ensure that your Fal Mussel Card Local does not get damaged. Cards must not be folded or creased, as damage to the electronic chip will render your card unusable and any existing money on the card may be lost.

5. Refunds

5.1 We are unable to refund any amount added to an account or a card.

5.2 Once money has been purchased it must remain on the card/account used at the time of sale. It cannot be transferred onto any other card or account.

6. Price Changes

6.1 We reserve the right to change the price of journeys at any time. See falriver.co.uk for the most up to date pricing information.

7. Offers

7.1 We reserve the right to alter or change any of the offers that were valid at the time you purchased your card.

7.2 Up to date offers to holders of the card will be updated on www.falriver.co.uk/mussel

7.3 Please see separate Terms & Conditions for each individual offer online at www.falriver.co.uk/mussel

7.4 Many of the offers available to holders of the card are run by third parties and as such, we cannot take responsibility for these offers. However, if you wish to give us feedback, good or bad, then we would like to hear from you.

8. Additional usage comments

8.1 Your card will not have your details recorded on it and as such may be used by persons other than yourself

with your permission. We cannot be held responsible for this and it is the card/account holders responsibility.

8.2 If you allow anyone else to use your card, it is your responsibility to make sure that you can get the card back. You must have your card with you in order to travel by Fal Mussel Card Local.

9. General Transport Terms

9.1 All methods of transport included with the card are subject to weather and circumstances.

9.2 Please check status and timetables before travel. These can be found on www.falriver.co.uk/ferries

9.3 The skipper reserves the right to cancel services and refuse travel to anyone who, in their opinion, they deem unfit to travel. The skipper's decision is final.

9.4 When travelling on services using the Fal Mussel Card Local, you are still subject to the terms & conditions of each individual service. Please see the terms & conditions for each individual service for complete terms of travel.

9.5 This card is purely a means of payment for travel on the services listed on www.falriver.co.uk/local and for presentation to secure advertised discounts and offers. We are only liable for issues that should arise on our own services and for any issues arising on other services or premises, the owners of those services/premises have complete liability.

9.6 You are also bound by the terms and conditions of services included within the Fal Mussel Card Local.