



Marine Wings

Air Ticket Professionals

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AIR TICKET ENQUIRIES, TERMS & INVOICING

Service

Marine Wings is a marine travel agency, serving an exclusively marine / maritime clientele. Non-marine flights are booked for client staff, typically executives, who cannot or do not wish to travel on a marine ticket, but the company's business is 100 per cent marine.

The total concentration on marine air tickets and crew transfers means that staff are very well trained and expert in the marine air business.

Based in Limassol, Cyprus, one of Europe's leading maritime centres, Marine Wings services clients throughout the Mediterranean, northern Europe and elsewhere.

Contact and 24 hour service

Full contact details are given on the Marine Wings website: www.mwatp.com.

During office hours, incoming emails are regularly checked and messengers are open. Communication by email or messenger is preferred to communication by telephone. The general email address, reaching all operators, is: cyprus@mwatp.com. Personal email addresses and messenger details are given on the Marine Wings website.

Out of office hours, including weekends and public holidays, emails are not checked with regularity. Communication by telephone is necessary. The company's main telephone number +357 25 343 050 functions 24/7. First backup mobile is: +357 99 668 086. Second backup mobile is: +357 99 947 477.

There is no additional charge for using the 24 hour service. Clients are entitled to use the service as required.

Staff members

A specific staff member is appointed for each client, with another person as a backup. This system means that staff get to know the client and the client's travel requirements well. Equally the client's staff gets to know well the people at Marine Wings with whom they normally deal.

Booking details

In general, Marine Wings requires the following information in order to book a crew change and submit a quotation: client crew change reference (if required), vessel name and flag, passenger name, rank, nationality, visas held, onsigner or offsigner, departure airport, destination airport, desired departure date and time, desired arrival date and time, port, local agent details.

Passenger name

Format: Family name/First name, Middle name Title [name slash name comma space name space title]

Length: If name exceeds 24 characters, middle names and, if necessary, first names should be given as initials.

Titles: Mr or Mrs or Miss or Capt

Port and airport

Many ports are served by more than one airport. A definite preference for a particular airport must be made clear.

Groups

Usually, a crew change comprises several onsigners and/or offsigners. An effort to synchronize offsigner departures and onsigner arrivals will be made as a matter of course. Particular requirements must be made clear, however.



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Terms

Normally, Marine Wings quotes on each request giving a net price, no extra fees or commissions.

As marine tickets are fully refundable as a rule, invoices for marine tickets are issued only after travel date. Normally, refunds are not billed. For more information, please consult the information sheet *Marine Air Ticket Refunds*.

In the relatively rare case of a non-refundable ticket, offers and correspondence clearly set out the terms attaching to the ticket.

Marine Wings does not normally charge for rebooking and cancellations. Some airlines do make a charge and, in these cases, details of the airline cancellation fees are included in the Marine Wings quotation. In any event, Marine Wings charges exactly the amount debited by the airlines, without addition.

Invoicing and payment

Flights are billed in the amount and the currency quoted, usually Euro, with zero VAT.

Invoices are issued as Adobe Acrobat pdf documents and delivered by email, unless otherwise requested.

Marine Wings offers a range of invoicing options. Many clients prefer to receive a separate invoice for each journey. In these cases, standard payment terms are 21 days, date of invoice. Vessel names and order numbers can be shown on the invoice on request. These invoices are despatched twice a week.

Other clients prefer to receive invoices on a daily, fortnightly or monthly basis. Usually fortnightly and monthly invoices are issued vessel by vessel, with each invoice showing all items arising in the period for the particular ship. Payment terms need to be agreed in these cases.

Requests for particular billing requirements can normally be accommodated.

Marine Wings maintains bank accounts in Hamburg and Limassol.