

Dear Customer,

This is to inform you that Hapag-Lloyd would be introducing with the following local charges as explained below from the 01st of April 2022 for all the export shipments out of Port of Mombasa.

CODE	PER	RATE (USD)	REMARKS
Booking Cancellation Fee or BCF	CONTAINER	100	<p>Cancellation fee applies if HAPAG-LLOYD is informed about a booking cancellation or reduction of volume 10 days or less prior to vessel Estimated Time of Departure (ETD).</p> <p>For volume reductions, the cancellation fee is applied to the number of containers being reduced: e.g. a booking with ten containers is reduced by two, the fee applies for two containers only.</p> <p>NO charge applicable if you cancel or reduce the booking 10 days before vessel ETD.</p> <p>We believe this will bring predictability and better planning of supply chains for our customers. Please note that the above charges do NOT apply to Quality Freight Product and Shipping Guarantee, as those have separate terms related to cancellation and no show.</p>
No Show Fee or "CRO"	CONTAINER	100	<p>No Show fee will be applicable to equipment that does not show up in the terminal prior to booked vessel cut-off. Other customer caused reasons such as missing documentation are also considered a "No Show".</p>