

1st September 2023

SHIPPING FROM TANZANIA? HERE'S AN UPDATE

Dear Customers,

No shows adversely affecting our ability to “Load As Booked”. The issue affects all customers across the board as it requires us to overbook vessels to avoid chances of vessels sailing light.

In order for you to plan your cargo optimally and for us to deliver on our quality promise of “Loaded As Booked”, effective 1st Sept 2023 Region Middle East revised the mechanism for the following charges **from 10 days to 17 days**.

No Show Fee - USD 100 per container

No Show refers to equipment that does not show up in terminal prior to cut-off. Other customer caused reasons such as missing documentation are also considered a “No Show”.

Booking Cancellation Fee - USD 100 per container

- Cancellation fee applies if Hapag-Lloyd is informed about a booking cancellation or reduction of volume **17** days or less prior to vessel Estimated Time of Destination (ETD)
- 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
- NO** charge applicable if you cancel or reduce the booking **17** days before vessel ETD.

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.

For further information, please contact our customer service team at your **location** who will be happy to guide you based on your individual situation.