

VEHICLE BOOKING SYSTEM (VBS) APPLICATION FORM

Company Name _____

*Limited Company / Plc / Sole Trader / Partnership / LLP

(*Please delete as appropriate)

Company Registration No. (if applicable) _____

VAT Registration No. (if applicable) _____

Invoice Address**Sole Trader/Partners Full Name(s) and Home Address(es)**_____

Postcode _____

Postcode _____

All Partners must complete – please use an additional sheet if required.

Contact name for invoice _____

Contact name for VBS (if different) _____

Email Address _____

Email Address* _____

**An active email address is required to use and gain access to VBS.*

Telephone No. _____

Telephone No. _____

We confirm that the above information is correct and undertake to notify the Port of Felixstowe in writing of any revisions thereto.

Authorised Name** _____

Position _____

Signature _____

Date _____

Use of this account will be deemed acceptance of our Terms and Conditions.**Terms & Conditions:**

These terms are in addition to The Felixstowe Dock and Railway Company's (FDRC) General Trading Terms and Conditions, which apply to the provision of VBS and any other services provided by FDRC.

<http://www.portoffelixstowe.co.uk/index.php/tools/required/files/download?fid=610>

You agree that you will not:

- use any robot, spider or other automatic device, or process to manipulate, monitor or copy FDRC's web pages or the content contained thereon or for any other unauthorised purpose;
- use any device, software or routine to interfere or attempt to interfere with the proper working of FDRC's website or the provision of services offered via FDRC's website;
- take any action that imposes an unreasonable or disproportionately large load on our IT infrastructure.

Breach may lead to automatic termination of your VBS account without further notice.

The tariff for VBS and details of how VBS will operate will be published on FDRC's website (<https://www.portoffelixstowe.co.uk/>), and both may be revised by FDRC from time to time.

VBS will be available to customers, on acceptance of a Direct Debit mandate by FDRC's banking facility.

****The customer must ensure that both the VBS application form and the Direct Debit mandate are signed by one of its authorised signatories. The customer agrees to indemnify FDRC for all costs, liabilities and losses incurred by FDRC as a result of the customer failing to comply with this requirement.**Cancellation of Direct Debits and returned and unpaid Direct Debits will lead to the removal of access to VBS. Transactions will be invoiced on a monthly basis, and made available online via customers' VBS accounts. Payment will be taken by Direct Debit on the 25th day of the month following the month in which the invoice was raised for or, if this is not a working day, on the next working day.

Any bona fide query on any invoice is to be raised by the customer in writing within 30 days of the date of the invoice, or the customer shall be deemed to have accepted such invoice.

The customer shall bear the risk of misuse of any passwords, security devices or other means of access used to obtain connection to the customer's VBS account.

By signing this application form you agree that we may process your personal data in accordance with our privacy policy <http://www.portoffelixstowe.co.uk/legal-information/privacy-policy/>For further information on VBS, please refer to the VBS section of the website (<http://www.portoffelixstowe.co.uk/>).**Please email original signed forms to: accountsreceivable@fdrc.co.uk
Please note electronic signatures will not be accepted.**

Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

VBS Finance Administrator
 The Felixstowe Dock & Railway Company
 Tomline House
 The Dock
 Felixstowe
 IP11 3SY

Service user number

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Name(s) of account holder(s)

Reference

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Bank/building society account number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Branch sort code

--	--	--	--	--	--	--	--	--	--	--	--

Name and full postal address of your bank or building society

To: The Manager	Bank/building society
Address	
Postcode	

Instruction to your bank or building society

Please pay The Felixstowe Dock & Railway Company Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with The Felixstowe Dock & Railway Company and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

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Banks and building societies may not accept Direct Debit Instructions for some types of account

DD12

This guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit The Felixstowe Dock & Railway Company will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request The Felixstowe Dock & Railway Company to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by The Felixstowe Dock & Railway Company or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when The Felixstowe Dock & Railway Company asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.