

Procedures for booking transportation at <http://bookhere.ukrferry.com>

Please read **“Terms and Conditions of carrying passengers and luggage”**, **“Conditions of Transportation of personal transport proceeding with driver”** and **“Conditions of Transportation of live animals and birds”** before placing booking order.

Booking procedure involves several steps concluding with payment by Visa/MasterCard at the enquiry bank web-site.

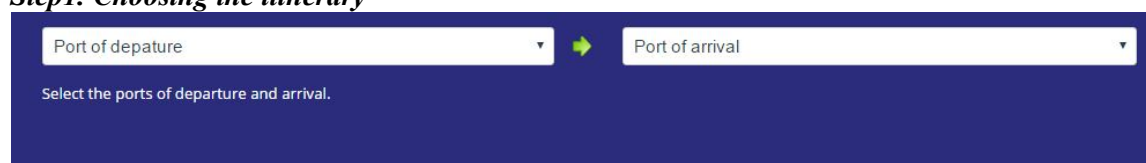
If you successfully complete your order, but are unable to make payment straight away due to problems with your payment card or a bank, you can do it at any moment within next 24 hours. To do this on the main page of

the booking it is necessary to go to the "My order"  and follow system's tips.

Booking involves providing details (full names, dates of birth, nationality, passport numbers, gender) on all passengers travelling including children. Those will be used for issuing tickets and passenger identification at the time of boarding. Please read the company's **“Confidentiality policy”**.

For booking please use the information from the traveling documents you and your children are going to use for international travel (international travel passport etc.) So please make sure you have those at hand together with a valid payment card to pay your order with so as not to interrupt the booking procedure. Waiting time provided at each booking step is sufficient for entering the required information, still shall not exceed 15 minutes.

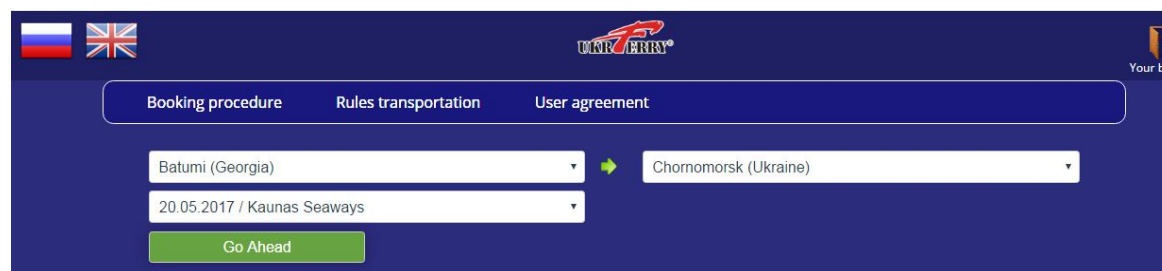
Step1. Choosing the itinerary



Port of departure → Port of arrival

Select the ports of departure and arrival.

Choose the ports of your choice from the dropdown list in “Port of departure” and “Port of destination” fields. Failing to find a port of your interest in the dropdown list implies no service in existence to/from that port.



Booking procedure Rules transportation User agreement

Batumi (Georgia) → Chornomorsk (Ukraine)

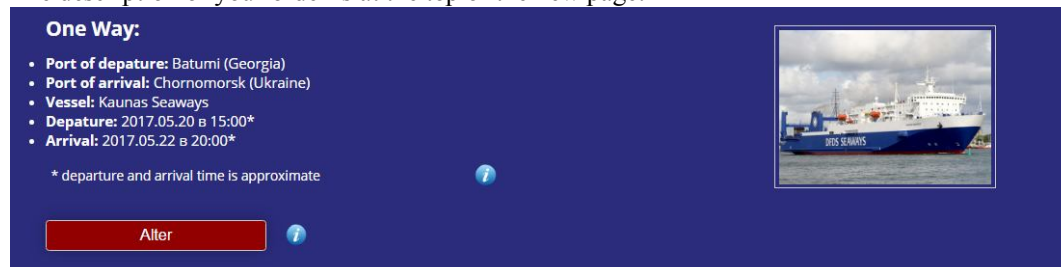
20.05.2017 / Kaunas Seaways

Go Ahead

“Choose the date” field features a list of available voyages scheduled between chosen ports. Select the one you need. In case you need a turnaround voyage please place a separate order for a return passage.
Go Ahead button – proceed to next step.

Step 2. Selecting accommodation type and indicating the number of passengers

The description of your order is at the top of the new page:




One Way:

- Port of departure: Batumi (Georgia)
- Port of arrival: Chornomorsk (Ukraine)
- Vessel: Kaunas Seaways
- Departure: 2017.05.20 в 15:00*
- Arrival: 2017.05.22 в 20:00*

* departure and arrival time is approximate

Alter



Make sure the itinerary and dates of date of departure are correct. If necessary, make changes. Pressing *Alter* button will take you to previous page to let you make full changes to your choice.

System provides a list of cabins available on the vessel with a description, photos and the number of berths available at the point of booking. Choose the accommodation type that features the number of available seats you need. Pick the total number of berths you need in “Book a place” field for adults and children older than 5 years. The choice can be made in the drop-down list. For example, “2” implies the choice of two berths in the same cabin, while “2+1” means two berths in the same cabin plus 1 berth in another cabin of the same category. The corresponding description of your choice of accommodation will appear right under the accommodation block. You can book up to 6 berths.

Cabin Category /Description	Photo	Available cabins / seats	Book a place for up to 6 persons	Including children up to 12 years	Moreover children without seats from 1 to 5 years	seats up to 1 year	The cost at the rate, UAH
AA / Commodore single cabin, two rooms, TV WC, shower		0 / 0	0	0	0	0	0
A / Commodore cabin, double bed, TV, minibar, WC, shower		0 / 0	0	0	0	0	0
B / Outside 3 place cabin, WC, Shower		10 / 20	2	0	1	0	8383.5
C / Outside 2 berth cabin, WC, Shower bunk beds, 1-2 person		9 / 18	0	0	0	0	0

Two persons in "B" type cabin (double occupancy)

Go Ahead

“without seats” – use this field to indicate children under 5 years of age (on the date of departure) travelling with you that will NOT need a separate berth. This will not count toward the total number of berths ordered! Keep in mind, only one child under 5 without a separate berth can be allowed for each adult. Two children under 5 traveling with only one adult are subject to accommodation on at least one berth with another berth for an adult. To

Go Ahead button – proceed to next step

Step 3. Passenger information

Description of your order: number and category of cabins ordered, number of berths and children under 5 years without a separate berth listed below:

Your order:

Number of cabins	Number of seats	children up to 5 years Without a seat	Accommodation	Description
B / 1	2	1	2	Two persons in "B" type cabin (double occupancy)

Alter

If you want to make changes to your choice *Alter* button will take you to previous step. All the information required must be entered as it appears in your international passport in English. The system will request you to fill in the number of lines equal to the total number of passengers booked including children under 5. Fields marked with the asterisk sign “*” are compulsory. Incomplete information on passengers will not allow you to proceed to next step.

Attention!

Passenger information to be filled in English as it is written in your travel passport.
Fields marked with * are compulsory.

Category B

Surname First name*	DOB*	Nationality*	Passport №*	Expire Date	Gender*
Ivanov Petro	1985-12-06	Albania	111	yyyy-mm-dd	male
Ivanova Natalia	1986-03-25	Albania	222	yyyy-mm-dd	female
Пассажиры возрастом до 5 лет, без отдельного места					
Ivanova Oksana	2013-05-02	Albania	333	yyyy-mm-dd	female

Pet: No

Vehicle: Car, Jeep, mimbibus

Model*	Body number*	Registration number*	Car Weight (kg)*	Length(m)with trailer, if any)*	Full name owner*	Full name driver*
Volvo	111	1112	2560	3.2	Ivanov Petro	Ivanov Petro

In case the child doesn't have a personal travelling document, passport number of the accompanying adult must be filled in "Passport#", provided the child is entered in that passport.
If you have a pet with you you are traveling with a car, please indicate this in the appropriate fields of the order..
Be careful when filling the fields. The information provided will be used for fare processing and can't be amended after order has been placed! Verify all the fields before proceeding with your order.

Contact information is needed for proper communication with you:

Contacts

Full Name*	Phone*	Email*
<input type="text"/>	<input type="text"/>	<input type="text"/>
Additional Information		
<input type="text"/>		

Go Ahead

Remarks – Use this field to add any information you want to become managers aware of.
Go Ahead button – proceed to next step

Step 4. Fare calculation

Your order:

Number of cabins	Number of seats	children up to 5 years Without a seat	Accommodation	Description
B / 1	2	1	2	Two persons in "B" type cabin (double occupancy)

Alter

Category	Surname First name	DOB	Nationality	Passport №	Expire Date	Gender	Тариф
B	Ivanov Petro	1985-12-06	Albania	111		male	3645.00
B	Ivanova Natalia	1986-03-25	Albania	222		female	3645.00
B	Ivanova Oksana	2013-05-02	Albania	333		female	3645.00 1093.5

Vehicle (Car, Jeep, mimibus)

Model	Body number	Registration number	Car Weight (kg)	Length(m)(with trailer, if any)	Full name owner	Full name driver	Tariff
Volvo	111	1112	2560	3.2	Ivanov Petro	Ivanov Petro	9800.00

Total (UAH): 18183.5

Full Name	Phone	Email
Ivanov Petro	+492176325481	aaa@gmail.com

Additional Information:

Here you can see all details of your order and calculated cost of passage in Ukrainian currency as per Fares in force on the date of order. If you find a mistake in the information provided the *Alter* button will take you to the previous screen to allow you to make changes.

If everything is correct, press *I agree, go to payment* button to proceed to next step. Your order will have been retained in our database.

Choose your payment method:
 Card Visa / MasterCard
I agree. Proceed to payment.**Step 5. Payment**

Payment will be effected at the enquiry bank web-site the system will take to you after you confirm your order at previous step. 3-D Secure technology which underlies Verified by Visa and MasterCard SecureCode software and guarantees complete safety to Buyer and Seller is utilized.

The screenshot shows the UKR FERRY booking interface. At the top, there are logos for UBG, UKR FERRY, and ETS. The main content area lists the following details:

- Route:** Batumi(Georgia) – Illychivsk(Ukraine)
- Departure:** 12.05.2016
- Vessels:** Kaunas Seaways
- Accommodation:**
 - 1; Haydenaer Ariel, 04/04/1985; Belgium, BS 5324515, B/2
 - 2; Haydenaer Frans, 20/11/1971; Belgium, BS 192356, B/2
 - 3; Haydenaer Adel, 05/01/2012; Belgium, 1111, B/ws
- The cost of Transportation:** To pay: UAH - **8675,00**

Below the details, there is a checkbox with the text: "Making the payment by Visa or MasterCard you agree with the [Terms and Conditions of carrying passengers and luggage](#) and [Confidentiality policy](#)".

A blue button labeled "PAY" is centered below the checkbox. To the left of the button are the MasterCard and VISA logos. To the right of the logos, the text reads: "You can make a payment any Visa or MasterCard. The system uses 3-D Secure technology which underlies Verified by Visa and MasterCard SecureCode software and guarantees complete safety to Buyer and Seller."

At the bottom of the page, under the heading "Contacts:", the following information is provided:

- Tel. +380 482 348296 (7 days a week)
- E-mail: booking@ukrferry.com

Before making payment (*PAY* button) you must confirm “Terms and conditions of carriage” and “User agreement” by clicking the window highlighted in red. This implies you have read the corresponding documents which are located on the front page of the booking cite.

Payment is made in GRIVNAs (UAH), the national Ukrainian currency. The invoice indicates the amount of order. Any additional expenses (currency conversion if your payment card is issued in a currency different from Grivna, bank charges for remittance) provided for by the remitting bank are born by Buyer. Enter your payment card details: number, expire date and CVV2. CVV2- is a 3 digit number printed on the back of payment card. Payment time should not exceed 15 minutes!

In case of successful payment “PAYMENT MADE SUCCESSFULLY” will appear next to the invoice screen.

If you are unable to make payment straight away due to problems with your payment card or a bank, you can do it at any moment within next 24 hours. All you have to do is proceed to (<http://bookhere.ukrferry.com>), locate “You order” button in the upper right corner of the screen, log in to the system and choose the order you need. [Show](#) will take you to the chosen booking and the green “payment” button in the bottom part of the screen will take you to the site of the acquiring bank to make payment with a Visa/MasterCard payment card.

After payment successful completed, payment confirmation and boarding instructions will be sent to your e-mail address. At ferry terminal this booking confirmation will be used to issue passenger tickets and boarding cards for all passengers indicated therein.

A copy of the confirmation can be made till the day of the vessel departure. To do that, find your order (at booking site <http://bookhere.ukrferry.com> -> “Your booking” icon in the upper right corner of the screen) and log in to the system. The list of your active bookings will be displayed. [Show](#) will take you to your booking. Button at bottom right corner will make a .pdf copy of your booking. You can save it or print it out.

Unpaid booking is retained within 24 hours. Afterwards, the booking will be cancelled and will not be processed.