

Customer Advisory

New Zealand Import & Export Detention & Booking Cancellation Fee - Temporary Terms

26 March 2020

Dear Valued Customer,

Effective from 23.59 hrs on 25 March 2020 the New Zealand Government raised the COVID-19 alert to "Level 4 – Eliminate" to protect our communities from the outbreak of the virus. At Maersk we understand these exceptional circumstances have an impact on your supply chain and we are here to support our customers through these times of uncertainty.

In response to the increased COVID-19 Alert Level in New Zealand, we will be **implementing Temporary Terms to the Maersk New Zealand Import and Export Detention Tariff and our New Zealand Booking cancellation fee policy for standard bookings.**

Effective from 26 March 2020 to 23 April 2020, the following temporary terms will apply in an effort to support our customers:

- New Zealand Import and Export Detention: we will **waive the detention incurred** effective from 26 March 2020 to 23 April 2020

Please note: The standard tariff free time and/or customer specific free time will not be added in addition to the detention waiver period and the clock will start to count as per standard terms.

- Standard Booking - New Zealand Booking Cancellation Fee: we will offer you the option to **postpone the departure date from New Zealand to an alternative date free of charge.** No booking cancellation fee will be applied to booking amendments for bookings with departure between 26 March 2020 and 23 April 2020. Should you wish to **cancel the booking,**

the standard booking cancellation fee will be applied in full.

- MaerskSPOT bookings - New Zealand Booking Cancellation Fee: The booking cancellation fee will be applicable as per standard terms and conditions for Maersk SPOT bookings.

We will continue to keep you regularly updated on the situation which can change very fast depending on local regulations and the release of updated government guidelines. **Please note all advisory updates will also be posted on our website, so please bookmark the following link and keep checking it regularly - <https://www.maersk.com/stay-ahead#latest-updates>**

We appreciate your cooperation and support and we thank you for trusting Maersk to care for your cargo during these exceptional circumstances.

Sincerely,
Maersk