



Market advisory

HAMBURG SÜD
A Maersk Company

May, 2021

Brazil: Booking Cancellation and Amendment fees

New fees as of 06/25/2021

Our booking desk teams are extremely committed to quality and agility when it comes to confirming bookings for our customers. This excellence in service, however, is directly impacted by the volume of changes requested after the booking is confirmed.

In this sense, in order to better organize the flow of information and ensure the best service to our customers, as of **06/25/2021** the following fees will be implemented for the export from Brazil and that are valid for all Deep Sea services (including Mercosur):

1. Booking Amendment fee

The amount of amendments accepted at no cost depends on the tool used:

- a) For bookings requested through partner portals, the fee will be charged from the **second** amendment request under the customer's responsibility for the same booking.
- b) For bookings requested through the Hamburg Sud Web Booking portal, the fee will be charged from the **third** amendment request under the customer's responsibility for the same booking.

2. Booking Cancellation fee

It applies to booking cancellations within **more than 10 days in advance of the vessel's ETD** (Estimated Time of Departure), regardless of the platform used to request the booking.

3. Booking No show fee

It applies to booking cancellations within **10 days or less in advance of the vessel's ETD** (Estimated Time of Departure), regardless of the platform used to request the booking.

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YEARS
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See below an overview of the rules related to Amendment and Cancellation fees applied based on the web portal used:

Rules	Standard (Intra, etc.)	Hamburg Süd website
Number of free amendments	1	2
Tariff type	Per container	Per container
Amendment Deadline * Amendment fee	USD 25,00	USD 25,00
Cancelation Deadline Cancelation fee	> 10 days before ETD USD 50/20' / USD 100/40'	> 10 days before ETD USD 50/20' / USD 100/40'
No show Deadline No show fee	<= 10 days before ETD USD 100/20' / USD 200/40'	<= 10 days before ETD USD 100/20' / USD 200/40'

* **Important:** requests reducing the quantity of containers or impacting on the change of planned vessel will be considered as Cancellation or No Show, depending on the date of the request.

Should you have any doubts, our Customer Care team is at your disposal.
(customercare-br@hamburgsud.com)

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