

Penguin Parking Terms of Service

Please take a moment to review our terms of service. It is assumed that by booking with us you have read and understood these conditions and are happy to accept them.

- We will take all reasonable care of your vehicle for the period you have booked and paid for, starting from when you give us your keys.
- Where applicable, Penguin Parking staff will help with the loading and unloading of your luggage, but it is the responsibility of the customer to ensure that their belongings are transferred to and from the correct ships and courtesy vehicles. Your personal possessions and luggage are always your responsibility. Any luggage or items left behind by a customer (and found) will be returned at the customer's expense and will incur an additional £25.00 admin fee. Any belongings left unclaimed for a period of 15 days will be disposed of by Penguin Parking.
- If you stay for more days than you booked, you will be charged for the extra days at the car park's standard daily rate (currently £20). If you stay for fewer days than you booked, you will not be given a refund.
- Cancellation / Flexible Options – please refer to your specific package terms and conditions which will be found on your booking confirmation and will differ depending on which package you selected.
- As with all parking establishments, all cars parked with Penguin Parking are done so at your own risk. No liability is accepted for any loss or damage whatsoever or howsoever caused, including, but not limited to windscreens, windows, wheels, tyres, mechanical, electrical or bodywork, including vandalism and theft / attempted theft. Inspect your vehicle and report any damage you believe is new to our office staff before you leave. Under no circumstances will we consider any claims made after you have left the car park. Should we be liable for repairs to your vehicle from our own actions we reserve the right to have the work undertaken by our own contractors.
- No liability is accepted for any consequential loss including, but not limited to hotel charges, car hire, taxi charges (unless previously agreed), alternative transport charges or loss of income.
- Where applicable, Penguin Parking staff may at the request of the customer offer a jump start service to a vehicle which has a flat battery. This is at the customer's own risk. If Penguin Parking cannot provide such service, the customer will be required to make its own arrangements with its breakdown service provider.
- Penguin Parking will charge an "Out of Hours" fee of £50 in the event you need to collect your car outside of our standard hours. It will include but not limited to events such as you being denied boarding when we have finished for the day and need to remain open or return to work to enable the collection of your car or if you have disembarked early from your ship, flown home and need to collect your car outside of our normal opening hours. This does not apply for fly cruises when you have booked separate airport transfers with us.

We are not responsible for:

1. Insurance cover for you, your vehicle, or its contents.
 2. The direct or indirect consequences of force majeure, terrorism, catastrophe, adverse weather, industrial action, cancellation of cruise, loss of baggage, traffic conditions, vandalism, failure of third parties to comply with their obligations to you (whether contractual, statutory or otherwise) or criminal activity of any description.
 3. Any natural deterioration in the vehicle's condition while it is with us.
 4. Matters that are covered by your car, holiday, household, motor or any other more specific insurance. You must look to that cover for protection in the first instance.
 5. Property left unattended in your vehicle, on our site or in our courtesy vehicles.
 6. Claims you make after you have collected your vehicle from us.
 7. Delays due to wrong information on your booking form.
- Penguin Parking accepts no responsibility for any missed departures or onward travel arrangements under any circumstances.
 - Free transfers are for standard and priority bookings only and are for a maximum of 4 people per vehicle booked. Additional people (including children and infants) are charged at £10.00 per person return. The number of people who qualify for free transfers are determined by the number of people on your booking only. If you arrive at the car park with 4 people but have only booked for 2 people then you must pay £5.00 per person each way for the additional 2 people. The same applies if you are meeting friends or family on board and wish them to accompany you back to your car (unless pre-booked at the time of booking).
 - Oversized vehicles (anything that does not comfortably fit in a standard parking space) are charged at an additional £5.00 per day. This includes, but is not limited to campers, trailers, motorhomes, pick-ups or any vehicle larger than 5 metres long. It is your responsibility to make us aware of any vehicle that may be classed as oversized.

Finally, please remember our staff are here to help you and all staff work very hard both on the day you see them and behind the scenes to provide you with a great service. Any kind of disruptive, abusive or argumentative behaviour towards staff or other customers will not be tolerated under any circumstances. You will be told to leave the premises and will forfeit your booking and lose your payment. No excuses. No exceptions.

Penguin Parking is the trading name of Alternative Cruise Parking Limited which is registered under company number 09489715