

**Terms & Conditions for the Fal Mussel Card Local**  
**Cornwall Ferries Ltd T/A St Mawes Ferry (Company number 4648205)**

**King Harry Steam Ferry Co Ltd (Company number 4164670)**

**2 Ferry Cottages, Feock, Truro, Cornwall TR3 6QJ**

### 1. Interpretation

1.1 In these terms and conditions when we use any of the terms “we”, “us” or “our”, we are referring to Cornwall Ferries Ltd or King Harry Steam Ferry Co Ltd together with, where applicable, all employees of that company.

1.2 When we use either of the terms “you” or “your”, we are referring to you and all of the people who purchase credits for the Fal Mussel Card Local and will travel on a ferry operated by Cornwall Ferries Limited, the floating bridge operated by King Harry Steam Ferry Co Ltd and any other form of transport or special offers included to holders of the card. These terms apply to all such persons.

1.3 When we use the term “card”, we are referring to the Fal Mussel Card Local

1.4 When we use the term “transport” we are referring to any form of transport included within the use of the card.

1.5 When we use the term “offer” we are referring to additional offers applicable to holders of the Fal Mussel Card Local.

### 2. Using the Card

2.1 Credit bundles of 40, 80 or 240 can be purchased (see section 3 for payment details)

2.2 A set number of credits will be deducted from your card for each form of transport that the card is eligible on. See [www.falriver.co.uk](http://www.falriver.co.uk) for the current list of credits deductible on each valid service.

2.3 Your card must be present in order for the credits to be deducted.

2.4 You must have enough credit left on your card to cover the individual fare required. Individual tickets must be paid for in whole by credits or in whole by cash/cheque/credit or debit card and cannot be a mixture of the two.

2.5 If you wish to pay by credits and you do not have the required number of credits left, then a new credit bundle of either 40, 80 or 240 credits must be purchased before the credits can be deducted.

2.6 Once credit has been purchased it is valid for 3 years from the date of purchase.

2.7 Your card is only valid for use on scheduled timetabled services and cannot be used for special charters, events and out of hours services.

2.8 When purchasing your card on the King Harry Ferry, you will be issued with a clear plastic adhesive wallet that you will need to attach to your car windscreen. Please place your card in this wallet when travelling on the King Harry Ferry as this enables the crew to scan the card easily.

2.9 For any services other than the King Harry Ferry, please present your card when the staff approach you for fare collection.

2.10 Staff on any of the services will be able to tell you how much credit you still have available on your card.

### 3. Payment for credits

3.1 Initial purchase of the Fal Mussel Card and top-ups can be made on the King Harry Ferry, St Mawes Ferry and at the St Mawes Ferry ticket offices on Prince of Wales Pier and St Mawes Quay. (Ticket offices are open seasonally).

3.2 Purchase of credits can also be made online at [www.falrivertickets.co.uk](http://www.falrivertickets.co.uk). You will be issued with an online receipt, which must then be presented at any of the places listed in 3.1 in order to pick up a new card with credit or to top up an existing card.

3.3 Payment online can be made by credit or debit card. Payment on King Harry Ferry and at ticket offices can be made by credit or debit card, cash or cheque. Payment on St Mawes Ferries can be made by cash or cheque only.

3.4 Payment for credit must be made in full at the time of purchase.

3.5 Credit cannot be added to cards remotely and the card must be present in order to add credits to the card.

3.6 On receipt of your new card you will be required to fill out a registration form. This will ask for your surname and email address. You will be required to tick the box if you do not want to be included on the Fal River Cornwall mailing list. These details will not be passed to any other organisation and will be covered by data protection.

### 4. Lost, stolen or damaged cards

4.1 It is solely your responsibility to look after your card once it has had credits added to it. We will issue you with a new card if your old one is lost, stolen or damaged but you will need to purchase new credit in order to activate it. Credit on lost, stolen or damaged cards will not be replaced.

4.2 You must take every step to ensure that your Fal Mussel Card Local does not get damaged. Cards must not be folded or creased, as damage to the electronic chip will render your card unusable and any existing credit on the card will be lost.

### 5. Refunds

5.1 Credit can be purchased in bundles of 40, 80 or 240 credits. Once these credits have been added to your card, they cannot be refunded either in full or in part.

5.2 Once credit has been purchased it must remain on the card used at the time of sale. Credits cannot be transferred onto any other card.

### 6. Price Changes

6.1 We reserve the right to change the price of credit bundles or change the number of credits deducted for any service at any time. If prices or credit values change, the individual credits on your card will still be valid at the price you initially paid.

### 7. Offers

7.1 We reserve the right to alter or change any of the offers that were valid at the time you purchased your card.

7.2 Up to date offers to holders of the card will be updated on [www.falriver.co.uk/mussel](http://www.falriver.co.uk/mussel)

7.3 Please see separate Terms & Conditions for each individual offer online at [www.falriver.co.uk/mussel](http://www.falriver.co.uk/mussel)

7.4 Many of the offers available to holders of the card are run by third parties and as such, we cannot take responsibility for these offers. However, if you wish to give us feedback, good or bad, then we would like to hear from you.

### 8. Additional usage comments

8.1 Your card will not have your details recorded on it and as such may be used by persons other than yourself with your permission.

8.2 If you allow anyone else to use your card, it is your

responsibility to make sure that you have the card back from them and that there are enough credits left for when you wish to use the card. You must have your card with you in order to travel by Fal Mussel Card Local.

8.3 In certain agreed circumstances it may be possible to split 240 credits across three cards to enable certain businesses / users to use multiple vehicles at the reduced rate of credit purchase. This must be agreed in advance by calling the King Harry Ferry office on 01872 861912.

### 9. General Transport Terms

9.1 All methods of transport included with the card are subject to weather and circumstances.

9.2 Please check status and timetables before travel. These can be found on [www.falriver.co.uk/ferryapp](http://www.falriver.co.uk/ferryapp)

9.3 The skipper reserves the right to cancel services and refuse travel to anyone who, in their opinion, they deem unfit to travel. The skipper's decision is final.

9.4 When travelling on services using the Fal Mussel Card Local, you are still subject to the terms & conditions of each individual service. Please see the terms & conditions for each individual service for complete terms of travel.

9.5 This card is purely a means of payment for travel on the services listed on [www.falriver.co.uk/local](http://www.falriver.co.uk/local) and for presentation to secure advertised discounts and offers. We are only liable for issues that should arise on our own services and for any issues arising on other services or premises, the owners of those services/premises have complete liability.

9.6 You are also bound by the terms and conditions of services included within the Fal Mussel Card Local.