

# COMMERCIAL BANKING

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# TRAVELLINK

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Terms and Conditions



**LLOYDS BANK**

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# Your terms and conditions for Travellink

## 1. These terms and conditions

- 1.1 The following terms and conditions are specific to the supply of the **Travellink Service** and shall apply in addition to the **Commercial Banking Online Terms**.
- 1.2 You must receive the **Commercial Banking Online** service from us in order to use the **Travellink Service**.
- 1.3 Subject to clause 1.2 (“Information about this Agreement”) of the **Commercial Banking Online Terms**, in the event of any conflict between these terms and conditions and the **Commercial Banking Online Terms**, these terms and conditions will take precedence.
- 1.4 We use the following defined terms in these terms and conditions:
  - 1.4.1 “**Business Day**” means 9am to 5pm every Monday to Friday other than public or bank holidays in England and Wales, unless you are transacting through one of our branches which opens for shorter hours or we notify you of different times for the processing of payments.
  - 1.4.2 “**Commercial Banking Online Terms**” means the terms and conditions for the Commercial Banking Online service.
  - 1.4.3 “**Lloyds Bank Foreign Exchange Rate**” means a currency exchange rate determined by a member of **Lloyds Banking Group** acting in its sole discretion.
  - 1.4.4 “**Lloyds Banking Group**” means Lloyds Banking Group plc registered in Scotland with a company number of SC095000 and any of its subsidiaries from time to time.
  - 1.4.5 “**Location(s)**” means your premises in the UK, our branches or any other address agreed with you.
  - 1.4.6 “**Travel Order**” means orders for the supply of banknotes and/or travellers cheques for delivery to the agreed **Locations** through the **Travellink Service**.
  - 1.4.7 “**Travellink Service**” means a service for the supply of banknotes and/or travellers cheques for delivery to the agreed **Locations**.
  - 1.4.8 “**Website**” means the Commercial Banking website and associated services (or any other URL as we may notify to you from time to time).

## 2. Travellink Service

- 2.1 The **Travellink Service** enables you to order banknotes and travellers cheques for delivery to agreed **Locations** within the UK. There are limits which apply to the amount of banknotes and travellers cheques that you can order through the **Travellink Service**. These limits can be found on our **Website: [resources.lloydsbank.com/cbonlinesupport/#panel-existing-customers](https://resources.lloydsbank.com/cbonlinesupport/#panel-existing-customers)**
- 2.2 You must request a date for delivery of the banknotes and/or travellers cheques in a **Travel Order**. **Travel Orders** may be submitted to us up to 28 **Business Days** prior to the requested date for delivery specified in the **Travel Order**. By submitting a **Travel Order**, you give your consent to us to provide banknotes and/or travellers cheques in accordance with your **Travel Order** and to debit any account in your name in accordance with clause 2.7.
- 2.3 The earliest date for delivery that may be requested in a **Travel Order** is the next **Business Day**. For deliveries to the Channel Islands and some locations in the Highlands and Islands of Scotland, the earliest date for delivery that may be requested in a **Travel Order** is the third **Business Day** after the date of the request. We must receive a **Travel Order** by no later than 3pm (UK time) on any **Business Day** in order for delivery on the next or third **Business Day** to be requested pursuant to this clause. No deliveries will be made on days which are not **Business Days**.
- 2.4 We will endeavour to deliver the items specified in a **Travel Order** on the date for delivery which you have requested in the **Travel Order** but we are unable to guarantee the date or time of delivery. If we are unable for any reason to deliver any items referred to in a **Travel Order**, or deliver any items by the requested date for delivery, we will not be in breach of these terms and conditions or have any liability to you whether directly or indirectly arising therefrom.
- 2.5 We will deliver items specified in a **Travel Order** to the agreed **Locations** by a courier or any other means that we consider appropriate.
- 2.6 Details of any costs provided to you when you submit a **Travel Order** are based upon the **Lloyds Bank Foreign Exchange Rate** applied by us on the day that the **Travel Order** is submitted.

- 2.7 We may debit any account(s) in your name, whether in credit or overdrawn or becoming overdrawn as a consequence of any such debit, of amounts payable in respect of **Travel Orders** submitted to us from time to time. We shall be under no obligation to supply items specified in a **Travel Order** unless sufficient cleared funds are available in your account(s).
- 2.8 We reserve the right to refuse to deliver any items specified in a **Travel Order** if we suspect that a fraud, improper event or error has occurred in relation to the use of the **TravelLink Service**.
- 2.9 On delivery of the banknotes and/or travellers cheques to you, risk will pass to you and we will have no responsibility for the banknotes and/or travellers cheques.
- 2.10 If following the delivery of items specified in a **Travel Order** you no longer require the items you may return all of the items (but not some of them) to us at your own risk and expense. On receipt by us, we will refund the account that we debited with an amount equal to the amount paid by you in respect of the relevant **Travel Order**, provided that we shall be entitled to deduct from such amount any currency exchange losses incurred as at the date of the refund.
- 2.11 Exchange control regulations apply in certain countries which restrict the movement of currency banknotes. It is your responsibility to ensure that you comply with such regulations. We will not be liable for any loss, damage or expense if you breach any such regulations.
- 2.12 You undertake to ensure that each delivery of items pursuant to **Travel Orders** received from us will be checked promptly upon receipt by two of your officials to ensure that the items are in accordance with the relevant **Travel Order** and that any discrepancies will be reported promptly to us.

### 3. Travellers Cheques

- 3.1 The travellers cheques supplied under the **TravelLink Service** are American Express travellers cheques and are provided subject to and with the benefit of the standard terms and conditions of American Express and you agree to comply therewith. In particular you shall:
- 3.1.1 ensure that all travellers cheques are signed in the upper left corner promptly following delivery; and

- 3.1.2 not resell, consign or transfer travellers cheques to any other individual, company or entity for resale or reuse.

### 4. Charges

- 4.1 Charges apply to your use of the **TravelLink Service**. Unless otherwise agreed between you and us in writing, you can find details of those charges in the Charges Schedule relating to the **TravelLink Service**. You can ask us for a copy of the current charges at any time.
- 4.2 Unless otherwise agreed with you, your annual maintenance fee will be deducted from the account you selected in your application for the Commercial Banking Online Service (or any other account you have since agreed with us).
- 4.3 Unless otherwise agreed with you, you will receive invoices from us each month covering all charges incurred by you in the previous calendar month relating to the submission of **Travel Orders**. We will send a separate invoice to you in respect of each account to be debited with charges. We will debit the account you selected when you submitted the **Travel Order** with the amount due on or after the debit date set out in the invoice. If this places you in an unauthorised overdraft position, we will charge unauthorised borrowing interest at the rate stated in the tariff relating to the relevant account.
- 4.4 If you fail to pay any charges by the date they are due, we may deduct such charges from any account that you hold with us.

### 5. General provisions

- 5.1 Notice of any changes of addresses of **Locations** to which **Travel Orders** may be delivered shall be made using the form provided when you contact the customer support centre for the Commercial Banking Online Service. Unless otherwise agreed with you, this address change will apply only to the **TravelLink Service**.
- 5.2 We may make changes to these terms and conditions and/or the charges for the **TravelLink Service** in accordance with clause 7 ("Changes to this Agreement") of the **Commercial Banking Online Terms**.

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- 5.3 You and we may terminate the **TravelLink Service** in accordance with clause 27 (“Termination”) of the **Commercial Banking Online Terms**. You may cancel the **TravelLink Service** in accordance with clause 28 (“Your rights to Cancel”) of the **Commercial Banking Online Terms**.
- 5.4 Clauses 30 (“Liability”), 31 (“Circumstances Beyond Our Control”) and 35.1 (“General”) of the **Commercial Banking Online Terms** shall apply to the **TravelLink Service** and references in clauses 30, 31 and 35.1 to:
- 5.4.1 the “Agreement” shall be read as references to these terms and conditions; and
- 5.4.2 the “Service” shall be read as references to the **TravelLink Service**.

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## Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at [lloydsbank.com/commercialbanking/contactus](https://lloydsbank.com/commercialbanking/contactus)

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## Find out more

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 Visit [lloydsbank.com/business](https://lloydsbank.com/business)

 Contact your relationship team

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

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### Important information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Lloyds Bank plc. Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Telephone: 020 7626 1500.

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