

Conditions

1 Service Specific Conditions

1.1 The following terms and conditions are specific to the supply of the TravelLink Service and shall apply in addition to the General Conditions.

2 TravelLink Service

- 2.1 The TravelLink Service enables the Customer to order sterling, foreign currency banknotes and travellers' cheques for delivery to Customer Premises within the UK.
- 2.2 Travel Orders may be submitted to the Bank no more than 28 days prior to the requested date for delivery specified in the Travel Order. Travel Orders for delivery on the next Business Day must be received by the Bank by no later than 3pm (UK) on any Business Day or they will not be processed. Subject to the following provisions of this clause the Bank will endeavour to ensure that items specified in the Travel Order will be delivered to the Customer Premises within the UK specified in the Travel Order by 1pm (UK) on the next Business Day. If items are ordered for delivery to the Channel Islands or the Highlands or Islands of Scotland the Bank will endeavour to ensure that the items specified in the Travel Order are delivered by 1pm (UK) on the second Business Day after receipt of the Travel Order. There will be no deliveries on Saturdays, Sundays or public holidays. Further details can be found under 'Coverage' in the Special Delivery section of the Royal Mail website.
- 2.3 Details of any Travel Order costs provided to the Customer when a Travel Order is submitted will be based upon the relevant exchange rate applied by the Bank on the Business Day that the Travel Order is submitted. Any such details of costs shall be estimates only. The actual costs payable by the Customer shall be based upon the exchange rate applied by the Bank on the day the Bank purchases the currency banknotes and/or travellers' cheques as specified in the Travel Order which will normally be a Business Day prior to the date of delivery requested in the Travel Order.
- 2.4 The Bank may debit any account(s) in the Customer's name, whether in credit or overdrawn or becoming overdrawn as a consequence of any such debit, in respect of amounts payable in respect of Travel Orders submitted to the Bank from time to time. The Bank shall be under no obligation to supply items specified in a Travel Order unless sufficient cleared funds are available in the Customer's account. The Bank reserves the right to refuse to deliver any items specified in a Travel Order if the Bank suspects that a fraud, improper event or error has occurred in relation to the use of the TravelLink Service.
- 2.5 The Bank will deliver items specified in Travel Orders to the Customer Premises by Royal Mail, courier or any other means it considers appropriate and on delivery risk therein shall pass to the Customer.
- 2.6 The Bank shall endeavour to deliver the items specified in a Travel Order on the requested date for delivery specified in the Travel Order but the time of delivery shall not be of essence. If, despite its endeavour, the Bank is unable for any reason to deliver any items referred to in a Travel Order by the requested date for delivery specified therein, the Bank shall not be in breach of the agreement or have any liability to the Customer whether directly or indirectly arising therefrom.

2.7 If following delivery of items in pursuance of a Travel Order the Customer no longer requires the same it may return all of them (but not some of them) to the Bank at its own risk and expense. On receipt the Bank will refund the Customer's account with an amount equal to the amount paid by the Customer in respect of the relevant Travel Order provided that the Bank shall be entitled to deduct from such amount any currency exchange losses incurred as at the date of the refund.

2.8 Exchange control regulations apply in certain countries, which restrict the movement of currency banknotes. The TravelLink Service will provide details of exchange control restrictions based on the latest information available to the Bank. Such information may be found under the 'Rates and Currencies' link within the TravelLink Service. It is the Customer's responsibility to ensure that it complies with such regulations. The Bank will not be liable for any loss, damage or expense if the Customer breaches any such regulations.

2.9 The Customer undertakes to ensure that each delivery of items pursuant to Travel Orders received from the Bank will be checked promptly upon receipt by two of the Customer's officials to ensure that the items are in accordance with the relevant Travel Order and that any discrepancies will be reported promptly to the Bank.

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 the Customer agrees to comply therewith. In particular the Customer 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 For the avoidance of doubt, any reference to Charges in the General Conditions does not include any fees, charges or commissions payable for the actual supply of the currency banknotes or Travellers' Cheques.

5 General provisions

5.1 Notice of any changes of addresses of Customer Premises to which Travel Orders may be delivered shall be made in writing and signed by the Customer's authorised signatories and delivered or sent by first class post to the Bank's E-Operations helpdesk, 1 City Road East, Manchester, M15 4PU. This address change will apply only to the TravelLink Service.