



## WHAT IS "ON CALL FEE / ON CALL DISCOUNT"?

As of January 1<sup>st</sup> 2019, DanPilot will introduce the new concept "On Call Fee" and a corresponding "On Call Discount".

At DanPilot, our promise to you, our customer, is "Your Time, Your Safety - Our Commitment".

DanPilot will always strive to deliver a pilot at the time of arrival / time of departure ordered, in accordance with our official notice requirements to ensure that you do not experience delays.

If the applicable official notice requirements are adhered to at all times, you will receive an On Call Discount, which will in full offset the On Call Fee.

The On Call Fee will be applicable in the events where the official notice requirements are not met.

Providing DanPilot with the official notice requirements at all times will enable us to deliver a pilot to your needs on time. Should we fail to deliver a pilot in this event - you will receive a further 25% discount on the full price of the pilotage as a Compensation for Late Arrival of Pilot!

*\*Our official notice requirements are found in Products & Prices 2019.*

## WHAT IS "SLOW STEAMING FEE"?

As of January 1<sup>st</sup> 2019, DanPilot will also introduce the new concept "Slow Steaming Fee" for vessels in transit through Danish waters.

We understand that some of our customers have a desire to slow steam while under pilotage, for various reasons.

Same as the crew onboard your vessel navigating our waters, our pilots operate under a resting hours requirement in order to ensure the optimal safety of your crew, vessel and cargo.

As a transit pilotage is a long voyage, your speed has a significant impact on our operation and resources. When transiting at low speed (less than 11.0 knots), DanPilot will invoice a Slow Steaming Fee to cover some of the expenses incurred by DanPilot for the additional working hours required to safely guide your vessel under pilotage.

Please ensure to inform our Operations Team at the time of ordering of your intended speed during the pilotage in order to make the necessary arrangements and ensure pilot availability and resting hours compliance.

Should your speed be less than 10.0 knots, please contact us for a special price for your pilotage - we are always ready to assist you.

**Your Time, Your Safety - Our Commitment**

**DanPilot**

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