

Procedures for Resolution of Disputes between Passengers and Carriers

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Promulgated in accordance with Letter Reference Chi-Kang-Hang-Chian-Tzu No. 24013 of Keelung Harbor Bureau, Ministry Of Transportation And Communications on Dec. 13, 1999

I The Harbor Bureau should help to resolve the disputes between passengers and carriers in order to build up a successful port business and the state's reputation.

II Carriers should account for the reasons and handling methods to passengers if they cannot put to sea or berth at the agreed time and there is a delay of over 15 minutes to a domestic ship or over 30 minutes to an international ship or if there is a change in the route and moorage.

III Carriers should provide the following assistance to passengers depending on their demands if delays, changing routes and moorage or other changes caused by carriers' reason, affect the rights and interests of passengers.

1. Necessary communication
2. Necessary accommodation
3. Necessary cold shelters or medicines
4. Necessary transferral or other means of transportation have to be used.

Carriers should tell passengers the truth and handle it appropriately if they cannot provide the services above because of the local situation.

Carriers, who refuse to settle disputes with passengers during or after the journey or violate Articles I or II, will be punished by HB pursuant to the Shipping Law.

IV Carriers should inform the HB if passengers refuse to leave the ship in a timely manner. The harbor police officers should assist on the spot and passengers should elect representatives filled out the Witnesses of Passengers Leaving Ships as provided in Annex I and then leave the ship to safeguard the port order.

The officers mentioned above should achieve the following purposes:

1. Persuade and arrange for passengers to leave
2. Safeguard the public port order
3. Ensure the following ships put to sea in a timely manner and protect the passengers' rights and interests.

If the passengers still insist in staying on the ship, the carriers can ask for the harbor police to persuade them to leave the ship if the officer of the Harbor Bureau agrees and cooperates with the Harbor Bureau to take the necessary measures.

V The officer of the Harbor Bureau should act as a witness to the compensation agreement arrived at between the carriers and the representatives of the passengers who have been persuaded to leave the ship and leave their signature on the agreement.

Passengers should fill in the complaint form provided in Annex II and send it to the carriers as soon as possible. The carriers should submit the resolution to the Harbor Bureau.

VI The passengers or their representatives and the carriers or their attorneys should ask

the Harbor Bureau to resolve the disputes if they hold different opinions on the reasons of rejection or cannot arrive at a compensation agreement,

VII These procedures shall come force on the day of promulgation.

Witness of Passengers Leaving Ships

I. _____(Passengers or their representatives' name), _____
(voyage number) _____(name of ship), agree to leave for the
destination the Harbor Bureau has appointed and continue to negotiate, in order to
protect the rights and interests of passengers on the following ships.

II The carriers or the attorneys agree to continue to negotiate at the destination the
Harbor Bureau has appointed.

III If the carriers or the attorneys fail to continue negotiation at the destination the
Harbor Bureau has appointed, the witnesses should report it to the navigation
administration for handling in accordance with the Shipping Law.

Passengers or representatives (signatures):

Carriers or attorneys (signatures):

Witnesses (signatures):

Date:

個人乘客申訴書

Passengers' Complaint Form

姓名： NAME： _____		<input type="checkbox"/> MR.先生 <input type="checkbox"/> MRS.女士 <input type="checkbox"/> MS.小姐	
SURNAME	GIVEN NAME		
出生日期 DATE OF BIRTH	職業 OCCUPATION	國籍 NATIONALITY	
地址 ADDRESS			
住宅電話 HOME TEL	辦公室電話 OFFICE TEL	傳真 FAX	
預定時間 PLANNED SCHEDULE	起程 DEPARTURE 年 / 月 / 日 / 時 T/D/M/Y	到達 ARRIVAL 年/月/日/時 T/D/M/Y	
實際時間 ACTUAL TIME			
地點 PLACE			
艙房別 ROOM NO AND CLASS			
客船名稱及航次 SHIP'S NAME&VOYAGE NO			
旅程目的 MAIN PURPOSE OF THIS TRIP	<input type="checkbox"/> 公司業務 COMPANY BUSINESS <input type="checkbox"/> 出席會議 ATTENDING TRADE SHOW/CONVENTION <input type="checkbox"/> 渡假 VACATION <input type="checkbox"/> 探視 VISITING FRIENDS/RELATIVES <input type="checkbox"/> 其他 OTHER		
旅行社名稱 TRAVEL AGENCY		電話 TEL NO	
申訴事項 NATURE OF DISSATISFACTION			