Hibernia Line – Full Refund Procedure

Date: 26th November 2026

These terms are issued by Hibernia Line Unlimited Company, registered in Ireland under company number 809439, registered office 45 Kildare Street, Dublin 2 D02EC61 ("Hibernia Line", "we", "us"). They explain how customers whose bookings are being refunded will receive a full refund.

1. These terms apply to customers with a confirmed Hibernia Line booking who have been told by Hibernia Line that their booking will be refunded in full.
2. You will receive a full refund of everything you paid to Hibernia Line for the booking. This includes fares, vehicle charges, cabins, pet travel and pre-booked extras.
3. No cancellation, administration or processing fees will be deducted from your refund.
4. You do not need to apply for your refund. It will be processed automatically and your booking will be cancelled. Any tickets or boarding passes issued for the booking will no longer be valid for travel.
5. Your refund will be paid to the original payment method on or before 4th December. Your bank or card provider may take a further 5 to 10 working days to show the refund on your account.
6. If the card or account you paid with has been closed or has expired, please contact us. Once we have verified your details, we will arrange another way to pay your refund.
7. If you booked through a travel agent or another third party, your refund will be paid to them, and they will pass it on to you. Please contact them about the timing of your refund.
8. The refund covers amounts paid to Hibernia Line only. It does not cover costs paid to other companies, such as accommodation, travel insurance or other transport.
9. Nothing in these terms affects your rights under Regulation (EU) No 1177/2010 on the rights of passengers travelling by sea, or your rights under Irish consumer law.
10. We will use your personal data only to process your refund and as described in our Privacy Notice at Privacy Policy - Hibernia Line.
11. If you have any questions about your refund, please contact our Customer Support team by email at customersupport@hibernia-line.com or by phone on +353 (0)21 245 5675, quoting your booking reference.
12. These terms are governed by the laws of Ireland.