

HSBC Travel Money

Terms and conditions

These should be read in conjunction with the HSBC Personal Banking Terms and Conditions and Charges.

In these HSBC Travel Money Terms and Conditions (the "Terms"), unless the context requires otherwise, "we", "us" and "our" mean HSBC Bank plc.

The Terms apply separately to each purchase of foreign currency ("Travel Money") you make using the HSBC Travel Money service.

Eligibility

To purchase Travel Money you must be a UK customer of HSBC Bank (or a UK HSBC Bank, First Direct or M&S Bank customer for Online purchases), aged 18 years or over and be a resident of the UK, Channel Islands or Isle of Man.

Order requirements

Each order must have a minimum order value of £100. For Online orders you must pay using your UK issued HSBC, First Direct or M&S Bank credit or debit card. For telephone orders your HSBC account will be debited directly and for branch orders your HSBC account will be debited directly or you can pay using your UK issued HSBC debit or credit card.

Buy-back

We can buy back your unused foreign currency notes and this service is available at most HSBC Branches. We are only able to buy-back from you notes of the currencies we offer and in the denominations we supply. HSBC will credit your HSBC account directly for the buy back.

Currencies and the HSBC Exchange Rates

The currencies we offer may change from time to time; you can check which currencies are available when placing your order. The HSBC Exchange Rate applied will be the rate applicable at the time of the order or buy back and you will have the option to accept this rate before confirming your order. The HSBC Exchange Rate applied to a buy-back may be different to the HSBC Exchange Rate used when you ordered your Travel Money.

Charges

You will be advised of any charges payable before you confirm your order. Where applicable, these will also be shown on your order confirmation. A home delivery charge of £3.95 will be applied to all orders less than £250 placed for home delivery. If you purchase your Travel Money using your UK issued HSBC, First Direct or M&S Bank Credit Card a handling fee of 1.5% (min £4 max £15) will be charged and you may also incur a cash advance fee from your credit card provider.

hsbc.co.uk

Issued by HSBC Bank plc

Registered Office: 8 Canada Square, London E14 5HQ

Customer Information:

PO Box 6201, Coventry CV3 9HW

PO Box 14, St Helier, Jersey JE4 8NJ

PO Box 31, St Peter Port, Guernsey GY1 3AT

PO Box 20, Douglas, Isle of Man IM99 1AU

Delivery and Collection

You can choose to collect your order from a HSBC Branch or have it delivered to your home address. Home delivery is available up to a maximum of £2,500 and will need to be signed for on receipt.

For orders confirmed before 2pm (online orders) or 3pm (branch and telephone orders), Monday to Friday, we aim to deliver or have ready for collection by 1pm the next working day. For orders confirmed after 2pm (online orders) or 3pm (branch and telephone orders), Monday to Friday or on a non-working day we aim to deliver or have ready for collection by 1pm two working days later. These delivery times are not guaranteed, and deliveries to remote parts of the UK may take longer.

For orders being collected from a HSBC branch you will need to provide a valid form of photo identification (such as your passport or full driving licence).

If someone else is collecting your Travel Money from an HSBC branch on your behalf, you will need to provide their full name when you place your order with us. They will need to bring valid photo identification (for example, a passport or full driving licence) and the order confirmation number and it is your responsibility to tell them to do so.

If you fail to accept delivery or fail to collect your order from the HSBC branch within nine working days you will be issued with a refund. The value of which will be calculated using the HSBC Exchange Rate applicable on that day for buy-back and maybe different to the HSBC Exchange Rate applied to your order. Any credit card handling and/or delivery charges will not be refunded.

Cancellation

Once you have confirmed your order you cannot amend or cancel it. We also retain the right to refuse an order at any time to meet our regulatory requirements.

Validation checks

All credit and debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment your order will not be accepted.

Import and Export Regulations

Certain countries may carry currency restrictions. It is your responsibility to check if any, currency restrictions are imposed.

Contact us

If you experience problems with your order or delivery you should contact 03453 012781 (Open Monday to Friday 8.30pm to 5.30pm). HSBC Premier customers should contact their 24 hour Premier telephone service on 03457 70 70 70.

In the UK, HSBC Bank plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

In Jersey, HSBC Bank plc is regulated by the Jersey Financial Services Commission for Banking, General Insurance Mediation and Investment Business. In Guernsey, HSBC Bank plc is licensed by the Guernsey Financial Services Commission for Banking, Insurance, Collective Investment Schemes and Investment Business. In the Isle of Man, HSBC Bank plc is licensed by the Isle of Man Financial Services Authority.

