

Société de Gestion du Terminal à Conteneurs de Doraleh S.A

Doraleh

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CIRCULAR

FROM SGTD COMMUNICATIONS

N013/CD/CIR/SGTD/2020

November 2nd 2020

NOTICE TO ALL CUSTOMERS

Cleaning Fees Refund Process

Valued Customer,

In order to support our final customers during this challenging year, a commercial waiver on container cleaning was introduced. Cleaning fees for all containers returning to the terminal as **export full** were refunded.

Our understanding is that exporters did not benefit from our commercial gesture as they were not refunded for the cleaning fees.

In order to ensure exporters benefit from our commercial waiver, we will revise the cleaning fees refund process for the export units as per below:

- **Shipping lines to provide the list of the containers returned as full;**
- **Shipping lines to provide the evidence that the cleaning fees have been refunded to the exporters.**

Our finance team will proceed to the refunds once the above is provided.

For more information, kindly contact us at:

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