

2025年12月2日

荷主各位

マースクAS
カスタマーエクスペリエンス**【Maersk Go】ブッキング変更手続きおよびルール改定のご案内**

拝啓 貴社益々ご清祥のこととお喜び申し上げます。
平素は格別のご高配を賜り、厚く御礼申し上げます。

このたび、Maersk Goでは、より迅速かつ正確なサービスを提供するため、サービス内容およびオンライン手続きの一部を改定することとなりましたのでご案内いたします。

本件につきましてご不明な点がございましたら、カスタマーエクスペリエンスまでお問い合わせください。

敬具

記

1. 施行日

2025年12月4日 (CET)

2. 主な変更点

● **Maersk.com の改善・品質向上**

オンラインでブッキング変更およびキャンセル手配が可能になりました。
操作性および処理の正確性が向上し、よりスムーズにご利用いただけます。

● **ペナルティの適用**

POL 出港日(ETD) 7 日以内の変更は Amendment fee が発生いたします。

3. **Maersk.com でのブッキング変更およびキャンセル手配方法**

Shipment Detailsページから随時、希望スケジュールへの変更やキャンセルが可能です。
料金が表示されないスケジュールへの変更は、従来通り、弊社では対応できませんのでご了承ください。



4. Amendment fee の適用について

POL 出港日(ETD) 7 日前までは現在と同様、無料で変更可能ですが、7 日以内の変更には Amendment fee が発生いたします。

Amendment feeはブッキング時および変更時に画面でご確認いただけます。

ブッキング時

Price breakdown & details

Incl. 3 days of detention
freetime
[Buy more freetime on next page](#)

[Book](#)

[Terms and conditions apply](#)

- Loading priority: You are entitled to compensation if we fail to load as booked
- Excellent customer service
- No surprises: what you see is what you get

Breakdown	Maersk Go fees	Export D&D fees	Import D&D fees
A fee applies in case of cancellation, booking amendment or no-show. Booking amendments may be subject to an adjustment in price/rate. Please note that these fees may be updated from time to time, and the amount is based on the fee applicable at time of booking.			
Maersk Go fees			
Amendment Fee (7 days or more before the scheduled ETD)			Free
Amendment Fee (less than 7 days before the scheduled ETD)			USD 200.00
Cancellation Fee			USD 250.00
No Show Fee (less than 7 days before the scheduled ETD)			USD 200.00
Compensation Fee			USD -200.00

変更時

Amendment request for booking number 596934080

Booking Information

Select sailing

Recommended services

Additional details

Review booking

Select sailing

Original route and schedule: Ningbo (Zhejiang), China → Newark (New Jersey), United States

Departure

7 Dec 2025, 21:00

Arrival

14 Jan 2026, 08:00

Gate-in deadline

Transit time

38 days

Vessel/Voyage

CAUQUENES / 549E

Route & other details

Maersk Go

USD 4 792.00

Cancellation fee included: USD 50.00

Incl. 3 days of detention & 4 days of demurrage freetime

Buy more freetime on next page

Continue

Price breakdown & details

Breakdown

Maersk Go fees

Export D&D fees

Import D&D fees

Note that the final ocean price is weight dependent and a surcharge will be applied to the final invoice if declared weight exceeds threshold limits defined for the ocean corridor. See more information [here](#).

Please note that the charges type classification (freight, origin, destination and others) outlines herein are for guidance only and shall in no way prejudice the responsibility of the Merchant for payment of Freight and other charges in accordance with the terms and conditions of the governing Bill of Lading, including, in particular but without limitation, clause 16.7. For exceptions to payterms in different regions or countries, please click [here](#) for more details.

Freight charges	Basis	Quantity	Currency	Unit price	Total price
Basic Ocean Freight	Container	2	USD	1880	3760
Panama Canal Charge	Container	2	USD	305	610
Origin charges	Basis	Quantity	Currency	Unit price	Total price
Export Service	Container	2	CNY	100	200
Terminal Handling Service - Origin	Container	2	CNY	856	1712
Documentation Fee Origin	Bill of Lading	1	CNY	450	450
Destination charges	Basis	Quantity	Currency	Unit price	Total price
Container Protect Unlimited	Container	2	USD	20	40
Other charges	Basis	Quantity	Currency	Unit price	Total price
Spot Booking Cancellation Fee	Container	1	USD	50	50
Total price					USD 4,792.00

5. Cancellation fee / No show fee について

従来通り、お客様都合によるキャンセル、コンテナ本数減少、コンテナサイズ・タイプ変更の際に適用されます。

6. WEB で変更できない条件

空バンピックアップ後 : コンテナサイズ、ピックアップ先など、変更制限あり。

コンテナ搬入後 : WEBで変更不可。メールでお問い合わせください。

maerskgosupport@maersk.com

北米向け : FMC規制により、変更制限あり。

WEBで変更できない項目につきましては、変更できませんので、
キャンセル後、新規ブッキング手配をお願いいたします。

サービス変更 : Maersk Go から SPOT、契約、DG、REEFER、OOG等への変更は不可。
キャンセル後、新規ブッキング手配をお願いいたします。

以上

[Maersk Go] Booking Amendment Procedures and Rules Update

Dear Customers,

We hope this message finds you well and your business is thriving. We sincerely appreciate your continued support.

Maersk Go has updated our services and online booking procedures to provide faster and more accurate service. Customers can now amend or cancel bookings online, improving usability and processing accuracy.

If you have any questions, please contact our Customer Experience team.

1. Effective Date

4 December 2025 (CET)

2. Key Updates

- **Maersk.com Enhancements and Service Improvements**

You can now amend or cancel bookings online.

These enhancements improve usability and processing accuracy, enabling a smoother experience.

- **Penalty Application**

Amendments made less than **7 days before of the scheduled ETD** will incur an **Amendment Fee**.

3. How to Amend or Cancel Bookings via Maersk.com

Amendments and cancellations can be made at any time via **Shipment Details** page.

Please note that, as before, we are unable to process amendments for schedules without displayed rates online.



4. Amendment fee

Amendments made **7 days or more before the scheduled ETD** remain free of charge, as before.

Amendments made **less than 7 days before the scheduled ETD** will incur an **Amendment Fee**, which is displayed on-screen at the time of booking and amendment.

Booking window

Price breakdown & details Incl. 3 days of detention
freetime Book
[Buy more freetime on next page](#)

[Terms and conditions apply](#)

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Breakdown **Maersk Go fees** Export D&D fees Import D&D fees

A fee applies in case of cancellation, booking amendment or no-show. Booking amendments may be subject to an adjustment in price/rate. Please note that these fees may be updated from time to time, and the amount is based on the fee applicable at time of booking.

Maersk Go fees	Cost
Amendment Fee (7 days or more before the scheduled ETD)	Free
Amendment Fee (less than 7 days before the scheduled ETD)	USD 200.00
Cancellation Fee	USD 250.00
No Show Fee (less than 7 days before the scheduled ETD)	USD 200.00
Compensation Fee	USD -200.00

Amendment window

Amendment request for booking number 596934080

Booking Information **Select sailing** Recommended services Additional details Review booking

Select sailing

Original route and schedule: Ningbo (Zhejiang), China → Newark (New Jersey), United States

Departure: 7 Dec 2025, 21:00 Arrival: 14 Jan 2026, 08:00 Gate-in deadline Transit time: 38 days Vessel/Voyage: CAUQUENES / 549E

[Route & other details](#)

Maersk Go **USD 4,792.00**
Cancellation fee included: USD 50.00
Incl. 3 days of detention & 4 days of demurrage freetime
[Buy more freetime on next page](#) Continue

[Price breakdown & details](#)

Breakdown **Maersk Go fees** Export D&D fees Import D&D fees

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Spot Booking Cancellation Fee	Container	1	USD	50	50
Total price					USD 4,792.00

5. Cancellation fee / No show fee

As before, cancellation fees or no-show fees will apply in cases of customer-initiated cancellations, reductions in the number of containers, or changes in container size or type.

6. Online Amendment Restrictions

- | | |
|------------------------------|---|
| After empty container pickup | : Changes such as container size or pickup location may be restricted. |
| After container drop-off | : Online amendments are not available. Please contact us via mail.
maerskgosupport@maersk.com |
| For North America | : Some amendments are restricted due to FMC regulations.
Items that cannot be amended online cannot be changed,
please cancel and create a new booking. |
| Service type changes | : Changes from Maersk Go to SPOT, Contract, DG, REEFER, OOG, etc.,
are not permitted online. Please cancel and create a new booking. |

End