

# Agencies

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## Agencies

- Services of the agencies in ports abroad may only be ordered by the cruise leader, the captain or AWI ship coordination.
- Other services and support by the agency have to be paid by the participants themselves.
- Settling the costs for the port fees is a demanding task for the agencies because it is often unclear who is the right recipient for the bill.  
For the sake of clarity always point out clearly, who is the customer and who is the bill recipient.

AWI logistics: AWI logistic will pay for some services that were settled with the agency beforehand.

Ship operator: Services ordered by the captain on behalf of the ship operator will be paid by the ship operator.

AWI group: Name the AWI division / section which gets the bill.

External: Indicate your own institute / company for the bill.

- If you arrange anything with the agency directly please inform [Schiffskoord@awi.de](mailto:Schiffskoord@awi.de) about it.
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