



# Passenger Charter

Thank you for travelling with the Isle of Man Steam Packet Company Limited.

This Passenger Charter sets out our commitment to you as a passenger. It also sets out what we can reasonably expect from you, our passengers. It does not replace our Conditions of Carriage for passengers, vehicles, luggage or freight.

## Safety

Your safety is our priority. We are committed to providing a safe and secure environment for our passengers and their belongings.

Our vessels are maintained and meet or exceed all relevant shipping safety standards.

Our staff and crews are highly trained and are available to provide assistance.

## Service

We value our passengers and will treat you with courtesy and respect.

We are committed to maintaining our ships to a high standard of cleanliness. Regular inspections are carried out to ensure these standards are maintained.

Please advise us at the time of booking if you require assistance ashore or on board the vessel. Arrangements can be made to assist you.

## Access to timely information about sailings

Information on our sailings is available 24/7 on our website, [www.steam-packet.com](http://www.steam-packet.com). Sailing updates are also available 24/7 by telephoning 01624 645745.

## Things beyond our control

We will use our best endeavours to enable you to complete your sailing as soon as possible. Please note that harbour access is at the discretion of relevant third parties.

The weather or prevailing tidal conditions, which can affect sailing schedules, are beyond our control. In the event of a delay or cancellation related to weather or technical reasons, our staff will assist you to re-book your crossing.

We will attempt to contact you to advise you of any changes to the sailing schedule if you leave a contact email address and/or telephone number at the time of booking. A mobile phone number is the most useful.

If a sailing on which you are booked is cancelled you will be entitled to a full refund. Alternatively, our staff will assist you to book an alternative sailing subject to availability.

We strongly recommend that all passengers take out travel and medical insurance cover appropriate for their needs.

## Reliability and punctuality

We are committed to providing a service that is both reliable and punctual.

Information on reliability and punctuality is regularly published on our website, [www.steam-packet.com](http://www.steam-packet.com).

## Consideration for other passengers

We are committed to making travel on our vessels enjoyable for all passengers.

In return we ask that you:

- Show consideration to the needs of other passengers,
- Do not use offensive language and behaviour,
- Do not travel under the influence of alcohol or illegal drugs.

In order to provide a safe and comfortable environment for passengers, we operate a Zero Tolerance policy towards anti-social behaviour on board all of our vessels.

## Emergency alterations to your travel plans

We recognise that there may be occasions when you need to alter travel plans quickly and at short notice for medical or other domestic emergencies. Our staff will be pleased to assist you make the necessary travel arrangements, but may not be able to agree to any concession to the fare quoted at that time. We will however consider fairly any written application you wish to make to us at a later date to establish if we can reimburse any portion of your fare, provided it is substantiated by appropriate evidence.

## We value your feedback

We welcome constructive feedback from our passengers. Please bring any issues to the attention of staff on board or ashore as appropriate so that they can be quickly addressed.

**If you wish to provide feedback about our service, please email us at [passenger.services@steam-packet.com](mailto:passenger.services@steam-packet.com) or write to us at Passenger Services, Isle of Man Steam Packet Company Limited, Imperial Buildings, Douglas, Isle of Man, IM1 2BY. You can also complete one of our passenger feedback forms, which are available onboard our vessels.**