

# STEAM PACKET TIMES

Issue 20, Autumn 2014

News • Timetables

2014 Brochure and Feature Holidays



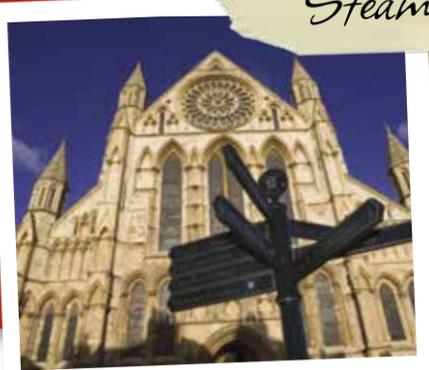
Explore...



5 DAY  
SHORT BREAK  
FOR A CAR +  
TWO PEOPLE

FROM  
**£84**  
EACH WAY

Enjoy a getaway with  
Steam Packet Holidays



2 NIGHT  
BREAKS  
FROM JUST  
**£259**

2 PEOPLE + CAR  
INCLUDING  
ACCOMMODATION



PROUD TO SHARE OUR ISLAND HOME WITH VISITORS



## PLANS FOR £500,000 ADVERTISING AND MARKETING CAMPAIGN UNDER WAY

We're busy working away on exciting plans to promote the Isle of Man as the perfect holiday destination in 2015.

Every year we spend more than £500,000 on marketing and advertising in the UK and Ireland, highlighting the spectacular scenery and many delights which await our visitors.

In 2015, our campaign will show off the Isle of Man's natural beauty and the huge choice of things to do for visitors of all ages. We spent two days in September photographing our 'model families' at locations around the Island, from Douglas Railway Station to Fenella Beach and Port Erin to the Laxey Wheel.

We were delighted to be able to use local people to model in our photo shoots, as illustrated below, and are very grateful for the help of Manx National Heritage, the Curraghs Wildlife Park, Peel Town Commissioners and the Isle of Man Government departments which assisted us with access to sites around the Island.

Our 2015 'Isle of Man Magic Moments' campaign will feature 'selfie' style photos, the sort of self-portrait pictures people take with their smartphones while on holiday. The photos will showcase the array of activities and beautiful scenery on the Isle of Man in a fun, friendly and very personable way. Each 'selfie' used in our marketing and advertising during the year will show people enjoying a different aspect of the Island. Once people see how stunning the Island is and how much there is to do, we know they will be eager to visit, whether it is for a family holiday, romantic break or action-packed weekend of mountain biking, kayaking or Segway riding!

Each year we run campaigns across the UK and Ireland promoting the Isle of Man, using a wide range of national and regional newspapers, special interest magazines, websites and other media. Features and adverts in newspapers like the Daily Mail, The Telegraph, The Times, The Guardian, The Independent and the Sunday Express reached a circulation of more than six million in 2014, while regional press took the message of the wonders of the Isle of Man to another 800,000 readers.

We also support the Isle of Man Government's campaigns to highlight what the Island has to offer to tourists with specific interests like walking and cycling by advertising in magazines like BBC Countryfile, reaching more than one million people.

Of course, we also ensure the Isle of Man is well known online as a great place to visit, investing heavily in web presence on travel and other sites. We also have a strong social media presence, for example reaching thousands of people every day through platforms like Facebook and Twitter.

After serving the Isle of Man for more than 184 years, we're very proud of our home so our efforts to share it with potential visitors continue year-round to do our bit for the overall economic benefit of the Island. We regularly assist with journalists' travel to the Island to explore and spread the word, including Telegraph motoring correspondent Andrew English, the Rolls Royce dealership magazine Drive and a crew from the Discovery TV channel show Salvage Hunters in 2014.

*An example of one of our national newspaper features about the Isle of Man in 2014, published in June in the Daily Mail, which has a circulation of more than two million.*



Visit [WWW.STEAM-PACKET.COM](http://WWW.STEAM-PACKET.COM)





# TAKE YOUR CAR ON A GRAND TOUR OF BRITAIN

With winter just around the corner, now is the perfect time to get out and explore the stunning autumnal scenery of England, Scotland and Wales.

Book yourself a 5 Day Short Break, starting at just £85 each way for a car and two passengers, and you can have the freedom to discover the charming villages, historic towns and spectacular countryside that lie within easy reach.

Travelling with your car ensures you can take everything you need, whether it is walking boots, the children's favourite toys and games or even the golf clubs for a sneaky round. Plus the only limit on how much shopping you bring back is how much your car can carry!

Your tour could start at Mold in North Wales, not far from Liverpool, a good base for the Snowdonia Visitor Centre, Grosvenor Museum and Ness Botanical Gardens. Head north east, passing Manchester and moving into Yorkshire, with Ilkley as your destination and you have the famous Dales to explore. You can pop into the bustling city of Leeds, visit Holmfirth, setting for TV's Last of the Summer Wine, see The Manor House Museum in Bradford and, of course, take in the spectacular views offered by this picturesque part of Britain.

Make Disley your next stop and you'll pass through the majestic Peak District, perhaps stopping off to go underground at the Peak Cavern cave tours or take in the views at Lyme Park. At Disley you are well placed for a quick trip to the Trafford Centre with its huge choice of shops and entertainment. Head south again, towards Kegworth, and there's another chance to enjoy the Peak District as well as considering a stop at Alton Towers or even the National Brewery Centre in Burton. Of course, arriving in Kegworth leaves you ideally placed for visits to both Nottingham and Derby, and not too far from the M6 for when you are ready to head home.

Or perhaps you'd prefer to head north and see what the Borders have to offer? Dotted around Northumberland National Park, which is itself well worth a visit, there are wonderful places to visit with your car. Start from Carlisle, where you can see the castle, cathedral and Tullie House Museum and Art Gallery, then head north to Dumfries, perhaps stopping off at Gretna to see the famous Old Blacksmiths Shop. You could then head even further north, to historic Edinburgh, or east through the wonderful countryside towards Galashiels. Turning south there is Jedburgh with its stunning abbey, and then you can drive through the heart of the National Park. If you have time, you can head to the vibrant city of Newcastle, or journey inland on the A69, which takes you through the market town of Hexham, past the Roman fort of Vindolanda, associated to the nearby Hadrian's Wall, and back into Carlisle.

These are, of course, only suggestions; take your car on a 5 Day Short Break with us and all this, and much more, is waiting to be discovered.

Your holiday starts as soon as you step on board and start enjoying the comfortable seating, shopping and wide choice of refreshments. There's also plenty for little ones on our vessels, including the Junior Shipmates areas, and you can always relax by reserving a seat in our Niarbyl Lounge. If you are travelling on Ben-my-Chree, why not book a private cabin with en-suite toilets, TV, complimentary Wi-Fi, complimentary tea and coffee-making facilities and in-cabin meal service?

VISIT  
OCEAN  
AVENUE  
ON BOARD

FOR SOME  
FANTASTIC SAVINGS



UP TO  
50% OFF

recommended retail prices  
on leading brand fragrances  
and many other offers.

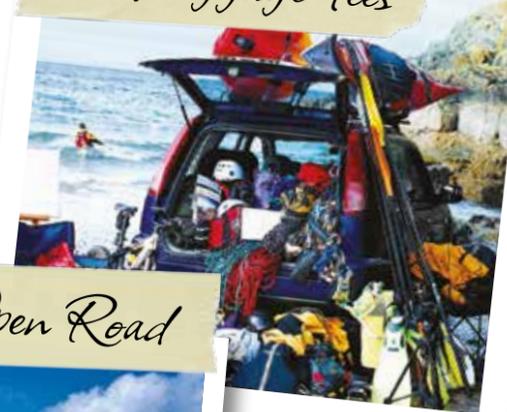
Hadrian's Wall



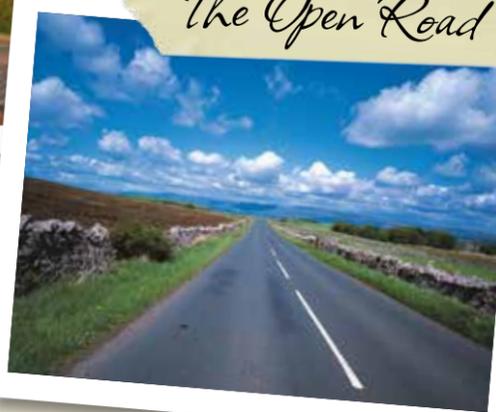
Carlisle Castle



No Luggage Fees



The Open Road



5 DAY  
SHORT BREAK  
FROM JUST **£84**  
CAR + 2  
PEOPLE  
EACH WAY



## CITY DESTINATIONS WITH STEAM PACKET HOLIDAYS

York

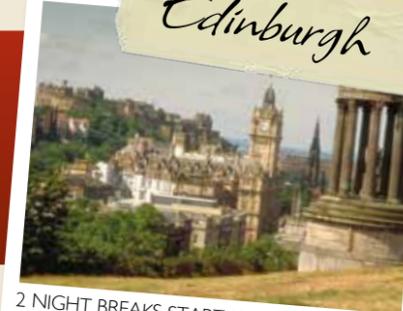
Visit the historic city of York, with its iconic Minster, Roman heritage and artisan shops, and explore the picturesque villages and delightful countryside which surround this jewel of the north.



2 NIGHT BREAKS START FROM JUST  
£259 FOR 2 PEOPLE INCLUDING YOUR CAR

From the famous Royal Mile to the stunning views from Arthur's Seat, Edinburgh is a captivating city with spectacular Scottish countryside, such as scenic Fife, just minutes away by car.

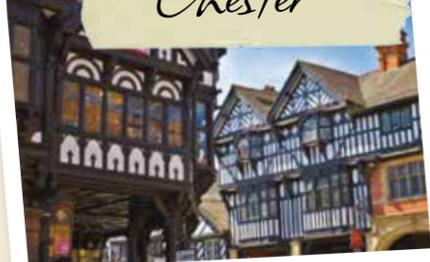
Edinburgh



2 NIGHT BREAKS START FROM JUST  
£259 FOR 2 PEOPLE INCLUDING YOUR CAR

Chester

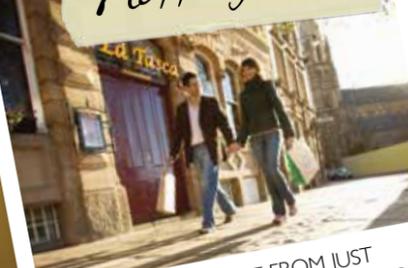
Visit the zoo, walk the historic streets and sample fine cuisine at award-winning restaurants. And why not take a trip to nearby North Wales and, of course, the great shopping at Cheshire Oaks?



2 NIGHT BREAKS START FROM JUST  
£259 FOR 2 PEOPLE INCLUDING YOUR CAR

Nottingham

Vibrant nightlife, great shopping and historic castles and cathedrals, the Nottingham area has something for everyone, with the magnificent Peak District and famous Sherwood Forest within easy reach.



2 NIGHT BREAKS START FROM JUST  
£329 FOR 2 PEOPLE INCLUDING YOUR CAR

To Book any of the above packages or enquire about other destinations please call Steam Packet Holidays on 645777 or e mail [info@steampacketholidays.com](mailto:info@steampacketholidays.com)

All package prices quoted are per couple including ferry travel with car. Based on two people sharing twin/double room and sharing one vehicle.

**3rd November 2014 to 25th March 2015**

**From Douglas to**

Liverpool Birkenhead	Heysham
Mon	08:45 & 19:45
Tues	08:45 & 19:45
Wed	08:45 & 19:45
Thurs	08:45 & 19:45
Fri	08:45 & 19:45
Sat	08:00 20:00
Sun	08:00 19:45

**Heysham:** No 20:00 on 22/11, 20/12, 27/12, 10/01, 31/01, 28/02. 20:30 on 27/01. No 08:45 on 25/12. No 19:45 on 24/12, 25/12 & 31/12.

**To Douglas from**

Liverpool Birkenhead	Heysham
Mon	02:15 & 14:15
Tues	02:15 & 14:15
Wed	02:15 & 14:15
Thurs	02:15 & 14:15
Fri	02:15 & 14:15
Sat	14:00 02:15
Sun	14:00 02:15

**Heysham:** No 02:15 on 23/11, 21/12, 25/12, 26/12, 28/12, 01/01, 11/01, 01/02, 01/03. 02:15 becomes 02:45 on 03/11. 02:15 becomes 00:45 on 04/11. 14:15 becomes 13:45 on 04/11. 02:15 becomes 01:30 on 05/11. 02:15 becomes 03:30 on 03/12. 02:15 becomes 01:30 on 04/12. No 14:15 on 25/12.

Some Heysham sailings subject to tidal changes, please check at time of booking

**26th March to 25th May 2015**

**From Douglas to**

Liverpool	Heysham
Mon	07:30 & 15:00
Tues	15:00
Wed	15:00
Thurs	07:30 & 15:00
Fri	07:30 & 15:00
Sat	07:30 & 15:00
Sun	15:00

**Liverpool:** No 07:30 26/03, 25/05. Additional 07:30 07/04, 05/05. No 15:00 on 03/04.

**Heysham:** No 20:00 28/03, 04/04, 16/05, 23/05. 07:30 operated by Manannan 28/04. Additional 08:00 to Heysham operated by Manannan 25/05.

Some Heysham sailings subject to tidal changes, please check at time of booking

**To Douglas from**

Liverpool	Heysham
Mon	11:15 & 19:15
Tues	19:15
Wed	19:15
Thurs	11:15 & 19:15
Fri	11:15 & 19:15
Sat	11:15 & 19:15
Sun	19:15

**Liverpool:** No 11:15 26/03, 25/05. Additional 11:15 on 31/03, 07/04, 05/05. No 19:15 on 03/04.

**Heysham:** No 02:15 on 23/11, 21/12, 25/12, 26/12, 28/12, 01/01, 11/01, 01/02, 01/03. 02:15 becomes 02:45 on 03/11. 02:15 becomes 00:45 on 04/11. 14:15 becomes 13:45 on 04/11. 02:15 becomes 01:30 on 05/11. 02:15 becomes 03:30 on 03/12. 02:15 becomes 01:30 on 04/12. No 14:15 on 25/12.

Some Heysham sailings subject to tidal changes, please check at time of booking

**TT Period 26th May – 17th June 2015. Visit STEAM-PACKET.COM for details**

**18th June to 21st September 2015**

**From Douglas to**

Liverpool	Heysham
Mon	07:30 & 15:00
Tues	15:00
Wed	15:00
Thurs	07:30 & 15:00
Fri	07:30 & 15:00
Sat	07:30 & 15:00
Sun	15:00

**Liverpool:** No 07:30 25/06, 02/07, 10/07, 23/07. Additional 07:30 09/08, 16/08. 15:00 becomes 16:30 23/08, 24/08, 25/08, 26/08. 07:30 becomes 06:00, 15:00 becomes 14:30 27/08, 07:30 becomes 07:00, 15:00 becomes 15:30 28/08. 15:00 becomes 16:30 29/08, 30/08, 31/08. 01/09, 02/09, 03/09. 07:30 becomes 06:30, 15:00 becomes 15:30, additional 23:59 04/09. 15:00 becomes 16:30 05/09 06/09. Additional 07:30 08/09. No 07:30 10/09, 17/09.

**Heysham:** No 20:00 04/07, 11/07, 25/07, 01/08, 08/08, 15/08, 22/08, 12/09, 19/09. No 19:45 24/06. 08:45 operated by Manannan 25/06.

Some Heysham sailings subject to tidal changes, please check at time of booking

**To Douglas from**

Liverpool	Heysham
Mon	11:15 & 19:15
Tues	19:15
Wed	19:15
Thurs	11:15 & 19:15
Fri	11:15 & 19:15
Sat	11:15 & 19:15
Sun	19:15

**Liverpool:** No 11:15 25/06, 02/07, 10/07, 23/07. Additional 11:15 09/08, 16/08. 19:15 becomes 20:30 23/08, 24/08, 25/08 and 26/08. 11:15 becomes 10:30 27/08. Additional 03:00 28/08. 19:15 becomes 20:00 28/08. Additional 03:30 29/08. 11:15 becomes 12:00, 19:15 becomes 20:30 29/08. 19:15 becomes 20:30 30/8, 31/08, 01/09, 02/09, 03/09. 11:15 becomes 10:15 04/09. 19:15 becomes 20:30 05/09. 19:15 becomes 20:30 06/09. Additional 11:15 08/09. No 11:15 10/09, 17/09.

**Heysham:** No 02:15 on 25/06, 05/07, 12/07, 26/07, 02/08, 09/08, 16/08, 23/08, 13/09, 20/09. 14:15 becomes 12:00 operated by Manannan 25/06.

Some Heysham sailings subject to tidal changes, please check at time of booking

**From Douglas to Ireland**

Dec	Sat 20	Sat 27	2015	Apr	Wed 01	Fri 03	Sat 04	Sun 05	Wed 08	Sun 12	Sun 19
	Dublin 19:30	Dublin 19:30			Dublin 07:00	Belfast 15:00	Belfast 19:30	Dublin 07:00	Belfast 07:00	Belfast 07:00	Belfast 07:00
Wed 29	Belfast 07:00	May	Wed 06	Sun 10	Wed 13	Sat 16	Wed 27	Sun 31	Jun	Thu 04	Sat 06
			Belfast 07:00	Belfast 07:00	Belfast 07:00	Belfast 19:30	Belfast 07:00	Dublin 07:00		Larne 03:00	Larne 03:00
Sun 07	Tue 09	Thu 11	Sat 13	Mon 15	Wed 17	Sun 21	Tue 23	Wed 24	Sun 28	Tue 30	
Belfast 09:45	Dublin 18:00	Larne 03:00	Larne 03:00	Larne 03:00	Dublin 07:00	Belfast 07:00	Dublin 07:00	Belfast 07:00	Belfast 07:00	Dublin 07:00	
July	Wed 01	Sat 04	Sun 05	Tue 07	Wed 08	Fri 10	Sat 11	Sun 12	Tue 14	Wed 15	
	Belfast 07:00	Dublin 19:30	Belfast 07:00	Dublin 07:00	Belfast 07:00	Belfast 07:00	Dublin 19:30	Belfast 07:00	Dublin 07:00	Belfast 07:00	
Sun 19	Tue 21	Wed 22	Sat 25	Sun 26	Tue 28	Wed 29	Aug	Sun 02	Tue 04	Wed 05	
Dublin 07:00	Belfast 07:00	Dublin 07:00	Dublin 19:30	Belfast 07:00	Dublin 07:00	Belfast 07:00		Belfast 07:00	Dublin 07:00	Belfast 07:00	
Sat 08	Tue 11	Wed 12	Sat 15	Tue 18	Wed 19	Sat 22	Sun 23	Wed 26	Sun 30		
	Dublin 07:00	Dublin 07:00	Dublin 19:30	Dublin 07:00	Belfast 07:00	Belfast 19:30	Dublin 07:00	Belfast 07:00	Belfast 07:00		
Sat 19	Sat 26										
Belfast 19:30	Belfast 19:30										
Wed 29	May	Wed 06	Sun 10	Wed 13	Sun 17	Wed 27	Sun 31	June	Wed 03	Fri 05	
Belfast 10:45		Belfast 10:45	Belfast 10:45	Belfast 10:45	Belfast 01:00	Belfast 10:45	Dublin 11:30		Larne 23:59	Larne 23:59	
Sun 07	Tue 09	Wed 10	Fri 12	Wed 17	Sun 21	Tue 23	Wed 24	Sun 28	Tue 30		
Belfast 15:00	Dublin 22:00	Larne 23:30	Larne 23:30	Dublin 10:45	Dublin 10:45	Dublin 10:45	Belfast 10:45	Belfast 10:45	Dublin 10:45		
July	Wed 01	Sun 05	Sun 05	Tue 07	Wed 08	Fri 10	Sun 12	Sun 12	Tue 14	Wed 15	
	Belfast 10:45	Dublin 01:00	Belfast 10:45	Dublin 10:45	Belfast 10:45	Belfast 10:45	Dublin 01:00	Belfast 10:45	Dublin 10:45	Belfast 10:45	
Sun 19	Tue 21	Wed 22	Sun 26	Sun 26	Tue 28	Wed 29	Aug	Sun 02	Tue 04	Wed 05	
Dublin 10:45	Belfast 10:45	Dublin 10:45	Dublin 01:00	Belfast 10:45	Dublin 10:45	Belfast 10:45		Belfast 10:45	Dublin 10:45	Belfast 10:45	
Sun 09	Tue 11	Wed 12	Sun 16	Tue 18	Wed 19	Sun 23	Sun 23	Wed 26	Sun 30		
Belfast 01:00	Dublin 10:45	Belfast 10:45	Belfast 01:00	Dublin 10:45	Belfast 10:45	Belfast 01:00	Dublin 10:45	Belfast 11:45	Belfast 11:45		
Sep	Tue 01	Wed 02	Sun 06	Wed 09	Sun 13	Wed 16	Sun 20	Sun 27			
	Belfast 10:45	Dublin 10:45	Belfast 10:45	Belfast 10:45	Belfast 01:00	Belfast 10:45	Belfast 01:00	Belfast 01:00			

This timetable provides a summary of scheduled services. Due to planned maintenance requirements and other operational reasons, sailings on a particular day may vary. Please check online at STEAM-PACKET.COM or with our reservations team on 661661 at time of booking.

**CAR SPECIAL OFFERS**

**Autumn 2014**  
09/09/14 - 10/01/15

**New Year 2015**  
11/01/15 - 28/02/15

**Spring 2015**  
01/03/15 - 26/05/15

**Summer 2015**  
17/06/15 - 07/09/15

**Weekend Supplement\*\***  
**Per Vehicle**

**Midweek (Mon - Thu)**  
**3 Day Return Offer\***

Car + 2 Each way from

£63

-

£65

-

-

**5 Day Short Break Offer^**

Car + 2 Each way from

£84

£65

£86

£97

£15-£20

**Any Length Special Offer**

Car + 2 Each way from

£103

£75

£106

£118

£24-£32

**Starlight Offer †**

Car + 4 Each way from

£128

-

£131

£138

£15-£20

**Day Trip Offer**

Car + 4 Each way from

£83

£67

£86

£91

£15-£20

**Foot & additional vehicle passengers** (valid until 09/01/16) Adult/Child from £18/£17 each way. Weekend supplement £3.50 per passenger

**For more information and to book online visit STEAM-PACKET.COM**

Terms and conditions apply and subject to availability. All fares shown are online prices at STEAM-PACKET.COM, supplements of £7.50 per passenger and £15 per vehicle apply for telephone and in person bookings. All prices subject to alteration and include all fuel surcharges and taxes applicable at time of publication. All fares are "From" fares, prices vary over time and sailing to sailing. All Car Offers must be booked at least 48 hours in advance and all Foot Passenger Offers must be booked 24 hours in advance. Details of maximum standard fares and sailing tariffs are published on STEAM-PACKET.COM and are available on request. For payment by credit card a fee of £3 applies per transaction not per person.

**Car Offers:** \*Journeys must be completed within 3 days - day of outward sailing counts as day 1. Return sailing must commence on or before day 3. ^Journeys must be completed within 5 days - day of outward sailing counts as day 1. Return sailing must commence on or before day 5. †Per single leg crossing for Friday, Saturday and Sunday travel (excluding Belfast and Dublin for Car Special Offers) ‡Both your outward and return journeys must be scheduled to depart between 18:00 and 03:00 hrs.

**HOW TO BOOK**

**Online:**

We offer some great discounts when you book on our website **STEAM-PACKET.COM**

- There is a discount of **£7.50 per passenger** and **£15 per vehicle**. Standard Fares are even discounted by up to **2%** when booked at **STEAM-PACKET.COM**

**Reservations and Enquiries Call:**

Isle of Man - 661661 • International - +44 (0)8722 992992\*

\*Calls to this number are charged at 10 pence per minute including VAT from a BT landline, calls from other networks and mobile operators may vary.



**RESERVED SEATING AND CABINS**

Don't forget, you can relax in the **Niarbyl Lounge** with **reserved seating** for just a small fee, or to make your trip that little bit more special, why not join us in the **Premium Lounge**, where you can enjoy a higher level of comfort, convenience and service for just **£17 each way**.

For extra privacy, and the chance to catch 40 winks so you arrive refreshed, try one of our **four-berth cabins** on Ben-my-Chree. Your en-suite private cabin includes TV, complimentary Wi-Fi and tea and coffee making facilities, plus in-cabin service for meals. Standard cabins on Ben-my-Chree start from just **£49 each way**. Or why not sample a little luxury in one of Ben-my-Chree's **Premium cabins**. Alongside all the benefits of a Standard cabin, the Premium cabins offer superior seating, a DVD player, selection of DVDs, a selection of cold drinks and snacks, plus newspapers and magazines. Prices start from **£57 each way**.



**DO YOU OR SOMEONE YOU ARE TRAVELLING WITH HAVE LIMITED MOBILITY OR SPECIAL REQUIREMENTS?**

Members of our crew have received training to assist passengers with special requirements and we are pleased to make arrangements for anyone who needs help at the ports or on board our vessels. We ask passengers to inform us of their anticipated requirements at the time of booking or at least 48 hours prior to travel to ensure we can assist in the best way possible. Ben-my-Chree and Manannan have lift facilities from the vehicle deck to the passenger lounges. Ben-my-Chree also has two cabins which are suitable for wheelchair access.

## COLLECTIONS FOR ROB VINE FUND TOP £200,000

The amount raised by our passengers for the Rob Vine Fund surpassed the £200,000 level after the donations during the 2014 TT were added up. More than £13,600 was collected on sailings during the TT and a cheque was presented to Dr David B Stevens MBE, Secretary and Director of The Rob Vine Fund. He said: 'This collection allows us to purchase new equipment which is vital to those competing in not just the TT and Festival of Motorcycling but also in many other motorsport events that we hold in the Island each year. Once again I would like to thank those fans who gave so generously and of course the crew of the Steam Packet Company vessels who help coordinate the collection on our behalf.' On-board collections have been a tradition for many years now, starting thanks to the idea of Steam Packet Company stalwarts Mike Stewart and the late Tommy Harrison.



## STAMP OF APPROVAL

We were happy to team up with the Isle of Man Post Office and Department of Economic Development to ensure the Island was showcased at the start of this year's Tour de France in Yorkshire. We ensured representatives were able to attend the Grand Départ to promote the Isle of Man as great destination for cycling enthusiasts, and for Isle of Man Stamps and Coins to display the very special official commemorative stamp issue created for the 2014 Tour.

## NAVY VISITORS SUPPORT MAYOR'S CHARITIES

Swapping a submarine for bicycles, 14 crew members from HMS Vigilant rode from their base in Scotland to the Isle of Man to raise funds for local charities. The crew serve on HMS Vigilant, which has a long-held civic affiliation with Douglas, and their ride raised money for charities supported by Mayor of Douglas Councillor Stan Cain JP - Cruse Bereavement Care, Douglas Live at Home Scheme and St Mary's Lourdes Youth. We were pleased to bring the crew over at no charge so they could complete their ride and present a cheque for more than £1,500 to the Mayor. Commanding Officer Commander Dan Martyn said: 'This kind of event would not be possible without the goodwill and generous support of local businesses; and we are especially grateful to the Steam Packet Company for donating the cost of the passage in support of the Mayor's charities.'



## WELL DONE PAM AND ALI

We were impressed by the efforts of Pam Kerruish supporting an appeal to collect unwanted wheelchairs for use in developing nations. Pam is involved in Through the Roof's 'Wheels for the World' programme, which gathers old and unused wheelchairs from around the British Isles and renovates them to be sent overseas. Pam has organised two collections in the Island, and we were honoured to assist her and co-driver Ali Gell take the latest consignment of more than 80 wheelchairs to Aldershot so they can be prepared for sending around the world. Pam said: 'I'd like to thank everyone for their support - the delivery of these wheelchairs will have a marked impact on the quality of life for many who live in developing countries and I'm so grateful for kind assistance of the Steam Packet Company, Vans 4 Hire, Manx Petroleums and Ali.'



## CONGRATULATIONS CADET JAMES!

Sea Cadet James Humphrey successfully completed a rewarding week of sea training on the 29-metre brig T.S. Royalist this summer. We're proud to offer annual sponsorship to allow an Island cadet to attend the training and really pleased James, 14, enjoyed his time on board T.S. Royalist, which included visits to Lowestoft, Whitby and Newcastle. James said: 'It was a fantastic experience, particularly the night sailing, and it was a great opportunity to meet lots of new people. The time on T.S. Royalist gave me the chance to develop my nautical knowledge and skills, and complete my Offshore Hand 1 qualification.' Our Chief Executive Mark Woodward added: 'Each year we link with the Isle of Man unit of the Sea Cadet Corps, which operates as an Isle of Man registered charity in its own right, to sponsor a cadet place on T.S. Royalist. We are delighted to help local Cadets receive the kind of hands-on experience such trips can bring.'



## ALL ABOARD WITH STEAM PACKET COMPANY SUPPORT

Isle of Man Live at Home Schemes has a new minibus, and it was a great privilege to be able to assist the charity by bringing the vehicle to the Island free of charge. The charity aims to enhance the quality of life of older people and support them in their independent living through social inclusion. The charity needed a second minibus and, thanks to the support of Isle of Man Residential Homes 2009, secured a 14-seat vehicle fitted with equipment. Island Manager Jo Dixon said: 'We are absolutely delighted it is here, as having the bus means we can continue to enhance our services and look at expanding and exploring new services to reach more people, particularly those in the more rural communities. I would like to thank the Steam Packet Company for being kind enough to help us once again.'



# USEFUL TRAVEL INFORMATION

### 1. BOOKING & PAYING

#### 1.1 Passenger Descriptions

Adult = 16 to 59 years. Senior Citizen = 60+ years. Child = 4 to 15 years.

Infants under 4 years may travel free of charge but must be included in the number of passengers when booking.

#### 1.2 Private Vehicle Descriptions

Car = Up to 1.8 metres high. High Car = Over 1.8 metres high but within the vessel limitation. Motorcycles with sidecars and trikes should be booked as Motorcycle Sidecars. When booking motorhomes and vehicles with trailers you must provide accurate details of height and length at the time of booking. Vehicles in excess of the declared length / height / weight may be refused shipment. If accepted the vehicle will be subject to surcharge.

#### 1.3 Vehicle Deck Limitations

Please ensure that your vehicle adheres to the maximum limitations detailed. If not, you may not be permitted on board the vessel.

**Manannan:** Liverpool route restrictions - Height: 3.4 metres. Length Single Vehicle: 8 metres. Vehicle towing trailer: 13 metres. Width: 2 metres. Weight: 7.5 tonnes. Manannan can accommodate larger vehicles on the Belfast, Dublin and Heysham routes although a 4 tonne weight limit is in force on the Belfast route. In these circumstances contact must be made with our Reservations Team on +44 (0) 1624 661661 to confirm your requirements prior to booking. Vehicle dimensions include any attachments which alter the size of the vehicle such as roof boxes, luggage on roof racks, antennae, aerials and bike carriers, etc.

**Ben-my-Chree:** Height: 4 metres. Length: 18 metres. Width: 2.5 metres. Weight: 7.5 tonnes (other than freight vehicles and coaches). The Ben-my-Chree can accommodate larger vehicles, contact must be made with our Reservations Team on +44 (0) 1624 661661 to confirm requirements prior to booking.

#### 1.4 Vehicles with Low Ground Clearance

Drivers of vehicles with low ground clearance may not be able to travel on some sailings due to tidal conditions and shore facilities. Please ensure that you check with us before booking. We recommend travel on the Ben-my-Chree for such vehicles.

#### 1.5 When payment is due

Payment for all bookings is due at the time of booking unless we state otherwise. We will be entitled to cancel bookings without notice if full payment has not been received.

#### 1.6 How to Pay

Payment may be made online by major credit or debit card. Payment may be made in person by major credit or debit card, cash or by cheque. Bookings paid for by credit card (Visa or MasterCard) are subject to a non-refundable charge per booking. Bookings paid for using debit card will not incur a charge. Bookings paid for by cheque must be paid at least ten working days prior to travel.

#### 1.7 Online Fares

Special Offers shown in this brochure are online fares, which may only be booked at STEAM-PACKET.COM. supplements of £7.50 per passenger and £15.00 per vehicle apply for telephone and in person bookings. Please note

coaches / vans / freight cannot be booked online. For vans/freight reservations please contact our Reservations Team on the number above to make your booking or enquiry. For coach reservations please call +44 (0)1624 645 683.

#### 1.8 Fuel Surcharge

We reserve the right to levy a fuel surcharge to reflect the changing costs of marine fuel. Prices shown in this brochure include a fuel surcharge which is reviewed every 3 months. Please visit STEAM-PACKET.COM for details.

#### 1.9 Travel Lead Time

Travel must commence within 13 months of the booking date and any return travel must be within 12 months of the outward travel date.

### 2. SPECIAL OFFER CONDITIONS

**ALL SPECIAL OFFERS MUST BE PAID FOR IN FULL AT THE TIME OF BOOKING. OFFERS ARE SUBJECT TO AVAILABILITY AND RESTRICTIONS APPLY. FARE QUOTES CAN ONLY BE GUARANTEED IF PAID FOR AT TIME OF QUOTATION.**

**2.1** Vehicle Special Offers must be booked a minimum of 48 hours in advance. Foot passenger Special Offers must be booked a minimum of 24 hours in advance, all Special Offers are subject to availability.

**2.2** Alterations to booked Special Offer fares are subject to an online amendment fee of £5 per person, or offline amendment fee of £10 per person. You must also pay any increase in the fare applicable. No refunds or credits will be allowed.

**2.3** Day trip outward and return journeys must be completed on the same day (or the following day's 0215 hrs sailing from Heysham).

**2.4** Short Break Return: Journeys must be completed within 5 days - Day of outward sailing counts as day 1, return sailing must commence on or before day 5.

**2.5** Each Way Special Offer fares must be used as part of a return booking and vehicles must travel in both directions to obtain this fare. If your outward and return sailings are within two different Special Offer date periods (e.g. Summer & Autumn), add the relevant each way fares together to calculate the amount payable.

**2.6** Starlight Offer: To qualify for the Starlight Offer, both your outward and return journeys must be scheduled to depart between 1800 and 0300 hrs.

**2.7** All Special Offers are subject to availability. Each Special Offer is subject to specific terms and also the general Conditions of Carriage. In the event of a conflict between these conditions and the Special Offer Conditions, the Special Offer Conditions shall prevail.

### 3. STANDARD FARES

A discount of up to 2% is available when booked online. Standard fares are fully flexible but amendments may be subject to a tariff change. Cancellation charges apply.

Further details of maximum standard fares and sailing tariffs are published on STEAM-PACKET.COM and are also available on request.

### 4. VANS/COMMERCIAL VEHICLES

All commercial vehicles (which includes vans) are subject to the prevailing commercial rate and are not bookable online. However there is a concession to passengers travelling in a commercial vehicle if travelling for a non-commercial purpose. Conditions apply to this concession which must be agreed with us in advance. For further details please contact our Reservations Team on the number above to make your booking or enquiry, prior to making a booking. Please note that if these conditions are not satisfied, we reserve the right to charge commercial rates at the time of passage.

### 5. CHANGES/CANCELLATIONS

Changes to bookings may be made subject to availability and subject to the conditions of the booking. Changes to a higher fare and any amendment fees incurred must be paid for at the time of alteration.

Passengers who cannot travel should let us know as soon as possible before the outward date of travel.

Please note that unused Special Offers will be cancelled immediately following their scheduled departure time. No refunds or credits will be allowed against these tickets. All Special Offers are non-refundable. Unused portions of day trip fares are non-refundable and non-transferable.

Applications for refunds of standard fares only must be made in writing to the Isle of Man Steam Packet Company Refunds Department, Imperial Buildings, Douglas, Isle of Man, IM1 2BY and within 6 months of the outward travel date. Cancellation charges will apply.

### 6. TRAVELLING WITH PETS

Pets may travel in your vehicle on either our conventional vessel Ben-my-Chree or fastcraft Manannan free of charge. Dogs and cats may travel with passengers who wish to use the pet facilities available on board our conventional vessel the Ben-my-Chree and a charge of £10 per pet per journey will apply. We advise passengers that cats should be carried in an appropriate carrier and all other types of domestic pet will only be permitted at the discretion of the Company and will be charged accordingly. Only certified assistance dogs will be permitted in other passenger areas on board our vessels.

Please note: A pet is classed as a domestic animal such as a cat or dog. Animals raised in an agricultural environment will be classed as livestock and would need to be booked with our reservations team.

**PLEASE NOTE THAT ALL FARES, FEES, VESSELS, PORTS AND SAILING TIMES QUOTED MAY BE SUBJECT TO ALTERATION / CANCELLATION.**

Passengers should ensure they have appropriate insurance.

**All bookings for travel are subject to the Conditions of Carriage of Passengers and Luggage of the Isle of Man Steam Packet Company Limited. The travel and other information set out above forms part of the Conditions of Carriage, available on our website (STEAM-PACKET.COM), and which apply to any bookings for travel.**