

STEAM PACKET TIMES

Issue 24, Autumn 2015

News • Timetables

Brochure and Feature Holidays



GET SET TO SAIL IN 2016

MORE THAN 900,000 OFFER SEATS AVAILABLE!

Sailings for 2016 are now open to book, with over 900,000 offer seats available during the course of the year.

Our popular car and two people offers, with choices of three-day, five-day and any length of stay options, are back, with prices starting from just £60 each way.

Taking your car means you have the freedom to explore, and the convenience of simply driving off the ferry when you arrive and beginning your holiday. Plus, with no luggage fees you can pack everything you need – including the family pet!

There are more great opportunities available if you're travelling with your car, including our Starlight and Day Trip offers.

Of course, you might prefer to travel on foot, with prices starting from £18 each for adults, just £9 for children and infants aged under four travelling for free! Perhaps you'd like a shopping trip to Liverpool (with no luggage fees, just think of all the bags you can bring back), a visit to the big match at Anfield or Goodison Park or to go even further afield by taking advantage of our Sail and Rail tickets.

It's never too early to plan next year's getaway, whether it's a spring break or a family summer holiday, and our Kids Go Free offer will be back in time for summer, so up to three children will be able to travel free when travelling with two adults and a car.

Also returning for 2016 is the Student Foot Passenger offer, assisting students in full time off-island Further or Higher Education when traveling to and from the Island. These students can book foot passenger fares at the lowest prices and benefit from the flexibility of not paying amendment fees if their travel plans change and there are no weekend supplements.

Of course, we're all looking forward to another busy TT festival in 2016; it already looks like next year demand will be even higher than in 2015. The introduction of a removable mezzanine deck for Manannan this year led to a huge increase in the number of motorcycles we carried – up 16% on the previous year – and already thousands of fans have booked for 2016. Once again we're offering our TT Taster offer, giving visitors a chance to sample the festival atmosphere during Practice Week, and the popular TT Escape offer, for Island residents who would prefer to

avoid the hustle and bustle of TT with a relaxing getaway.

The Isle of Man Festival of Motorcycling continues to increase in popularity, with the number of motorcycles carried in 2015 up 4% on the previous year. There's already been a lot of interest in attending next year's festival, so we're recommending fans book early to avoid disappointment.

Our Chief Executive Mark Woodward said: 'We're pleased to be opening bookings for 2016 now, so people can plan their trips for next year, and delighted to be offering more than 900,000 offer seats which we hope will make it easier for our fellow Isle of Man residents to get away as well as attracting even more visitors to our beautiful Island.'

You can find further details of these and more offers inside and full terms and conditions at www.steam-packet.com



TRAVEL WITH THE STEAM PACKET COMPANY THIS AUTUMN



5 DAY SHORT BREAK

FOR A CAR + TWO ADULTS FROM

£80[^]
EACH WAY

Bring your bicycles for FREE!



FOOT PASSENGER

FOOT PASSENGER FARES[‡] FROM

£18
ADULT

£9
CHILD
(4-15 YEARS)

FREE
INFANT



BLACKPOOL BREAKS

FERRY & 3-NIGHTS HOTEL
ACCOMMODATION FROM

£151
PER PERSON

**See page 2
for details and
more offers**



Visit WWW.STEAM-PACKET.COM





TAKE YOUR CAR AND HAVE THE FREEDOM TO EXPLORE

If you're in need of a break, why not take advantage of one of our great offers, jump in your car and head off on holiday?

This autumn prices for a Midweek 3 Day Return Offer for a car and two people start from just £59 each way, with our popular 5 Day Short Break Offer starting from just £80 each way – all you have to do is book and plan your getaway!

Taking your car gives you the convenience to pack everything you need, the comfort of simply driving off the ferry when you arrive and the freedom to explore.

There are no luggage fees, so don't worry if you want to take your golf clubs, walking boots, bicycle, camping kit or even the family pet. Just put everything in your car, and it's there when you need it.

5 DAY SHORT BREAK OFFER

CAR + TWO ADULTS FROM

£80[^]
EACH WAY



Comfort, convenience and no luggage fees!

Sailing means your holiday can start as soon as you step on board. Take your seat in one of our comfortable lounges, enjoy a wide range of food and drink and pop into our Ocean Avenue shop for newspapers, magazines, toys, gifts and more. You aren't stuck in your seat for the whole journey; you can get up, stretch your legs and explore. Why not head out on deck to enjoy the views and fresh sea air?

There's also plenty on board to keep young travellers entertained, including our Junior Shipmates play areas and the two cinema lounges showing family-friendly films on Manannan.

For a treat, or just to ensure some extra relaxation, why not book a cabin on Ben-my-Chree. Prices start from just £50 each way, and each en-suite, four-berth cabin includes TV, complimentary Wi-Fi and tea and coffee-making facilities, plus in-cabin meal service.

You can forget about rushing to make connections when you arrive, dragging your heavy suitcase to the bus or train station – as the ferry docks you simply get back in your car, put on your seatbelt and get ready to drive off to your destination.

So, you've arrived refreshed, relaxed and raring to go – but where to head?

The Lake District, just a short drive from Heysham, is picturesque all year round, with attractions and activities to suit every taste. For the adventurous, take your bicycle or walking boots and get out in the crisp fresh air to explore the forest tracks and mountain trails. Or, if you're feeling brave, there is organised gorge walking, even in winter, so you can scramble through rivers and see the scenery from a very different perspective.

If you're looking for a gentler pace, The Beatrix Potter Exhibition in Bowness is great for families and The Ruskin Museum tells the fascinating story of Coniston, including exhibitions recalling Donald Campbell's water speed record attempts. You can also enjoy an absorbing day at the Lakes Aquarium in Newby Bridge, which is a perfect place to visit whatever the weather.

Head over the Pennines into Yorkshire and you can choose from spectacular scenery, picturesque villages and bustling cities like Leeds and Sheffield. There are plenty of outdoor adventures to be found across the moors, although it is sensible to check the weather forecasts and make sure you have the right equipment if you are planning a day in the wilderness. Of course, there are museums, stately homes, castles and many more attractions across Yorkshire – Skipton Castle and Eden Camp Museum, in Malton, are well worth visiting.



'Wherever you are heading, take your car on the ferry and have the freedom to explore.'

Travel a little south and explore North Wales. From its famous mountains and valleys to its stunning coastlines, Wales boasts stunningly diverse scenery, picturesque villages, historic towns and spectacular castles, all easily reached by car. A trip along the north coast can take you through Rhyl, Llandudno, Conwy, Bangor and Caernarfon, each giving a different taste of Wales, before you experience the magnificent Snowdonia National Park.

Wherever you are heading, take your car on the ferry and have the freedom to explore. With great offers for a car and two people during the year, you can also start planning your 2016 getaway now – and take the kids too from just £9 per child each way!



ENJOY THE LIGHTS AND SIGHTS OF BLACKPOOL WITH STEAM PACKET HOLIDAYS

Steam Packet Holidays has partnered with The Carousel Hotel to create some great breaks in Blackpool, with ferry and accommodation taken care of.

You can see the legendary Blackpool illuminations or enjoy a festive break at this fabulous resort, making sure you don't miss any of the famous attractions. You can see the sights, visit the shops or maybe take in a show, but most of all you can enjoy a relaxing getaway.

The Carousel is within easy walking distance of the top attractions. Situated on Blackpool's South Promenade, your hotel has modern en-suite bedrooms with tea and coffee making facilities, flat screen TVs with built-in DVD players, Wi-Fi and 24 Hour room service, and a range of food and drinks on offer at Café Bar 663.

Just one quick call to Steam Packet Holidays and your trip is sorted. For more information, and to book, call 645777 or email info@steampacketholidays.com. You can see more great Steam Packet Holidays offers at www.steampacketholidays.com.

In addition to these offers Steam Packet Holidays have access to a network of over 1,200 hotels in the UK & Ireland and can tailor make a package for individuals or groups to suit any budget.

To book any of the above packages or enquire about other destinations please call 645777 or email info@steampacketholidays.com

Turkey and Tinsel packages at The Carousel Hotel

This four night Christmas-themed break, departing on 23rd November or 7th December, includes return foot passenger ferry travel plus accommodation with dinner and breakfast. The package costs from £199 per person, based on 2 people sharing a standard twin/double room. You can take your car too for a supplement of just £55.

Twixmas at The Carousel Hotel

Departing on 27th December, this three night break includes return foot passenger ferry travel and accommodation with dinner and breakfast, plus an entertainment programme. Prices start from just £151 per person, based on 2 people sharing a standard twin/double room, and you can take your car too for a supplement of just £55.



2015/2016 SUMMARY TIMETABLE

The timetable below is a summary of our scheduled services for 2015/16. Planned maintenance, tidal conditions and other operational reasons will lead to varying departure times and sailing frequency on particular days. To confirm the departure time on your preferred day of travel, please visit **WWW.STEAM-PACKET.COM** or call our Reservations Team on **661661**.

9th September to 8th November 2015

From Douglas to

	Liverpool	Heysham
Mon	07:30 & 15:00	08:45 & 19:45
Tues	15:00	08:45 & 19:45
Wed	15:00	08:45 & 19:45
Thurs	07:30 & 15:00	08:45 & 19:45
Fri	07:30 & 15:00	08:45 & 19:45
Sat	07:30 & 15:00	08:45 & 20:00
Sun	15:00	08:45 & 19:45

To Douglas from

	Liverpool	Heysham
Mon	11:15 & 19:15	02:15 & 14:15
Tues	19:15	02:15 & 14:15
Wed	19:15	02:15 & 14:15
Thurs	11:15 & 19:15	02:15 & 14:15
Fri	11:15 & 19:15	02:15 & 14:15
Sat	11:15 & 19:15	02:15 & 14:15
Sun	19:15	02:15 & 14:15

9th November 2015 to 16th March 2016

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	08:45

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

Please check our **Timetables** page at **www.steam-packet.com/Timetables** for the latest timetable information. You will be able to select the route/date range you are interested in and then print or save the timetable.

12th April to 3rd May 2016. Departures from Liverpool at 15:00, departures from Heysham at 12:00 & Liverpool at 14:15 due to Ben-my-Chree statutory byelaws.

17th March to 28th May 2016

From Douglas to

	Liverpool	Heysham
Mon	07:30 & 15:00	08:45 & 19:45
Tues	15:00	08:45 & 19:45
Wed	15:00	08:45 & 19:45
Thurs	07:30 & 15:00	08:45 & 19:45
Fri	07:30 & 15:00	08:45 & 19:45
Sat	07:30 & 15:00	08:45 & 20:00
Sun	15:00	08:45 & 19:45

To Douglas from

	Liverpool	Heysham
Mon	11:15 & 19:15	02:15 & 14:15
Tues	19:15	02:15 & 14:15
Wed	19:15	02:15 & 14:15
Thurs	11:15 & 19:15	02:15 & 14:15
Fri	11:15 & 19:15	02:15 & 14:15
Sat	11:15 & 19:15	02:15 & 14:15
Sun	19:15	02:15 & 14:15

TT Period 29th May to 15th June 2016 Visit STEAM-PACKET.COM for details

16th June to 19th September 2016

From Douglas to

	Liverpool	Heysham
Mon	07:30 & 15:00	08:45 & 19:45
Tues	15:00	08:45 & 19:45
Wed	15:00	08:45 & 19:45
Thurs	07:30 & 15:00	08:45 & 19:45
Fri	07:30 & 15:00	08:45 & 19:45
Sat	07:30 & 15:00	08:45 & 20:00
Sun	15:00	08:45 & 19:45

To Douglas from

	Liverpool	Heysham
Mon	11:15 & 19:15	02:15 & 14:15
Tues	19:15	02:15 & 14:15
Wed	19:15	02:15 & 14:15
Thurs	11:15 & 19:15	02:15 & 14:15
Fri	11:15 & 19:15	02:15 & 14:15
Sat	11:15 & 19:15	02:15 & 14:15
Sun	19:15	02:15 & 14:15

From Douglas to Ireland

Dec	Sat 19 Dublin 19:30	Sat 26 Dublin 19:30	2016	Mar	Wed 23 Dublin 07:00	Fri 25 Belfast 15:00	Sun 27 Dublin 07:00	Wed 30 Belfast 07:00	
Apr	Sun 03 Belfast 07:00	Sun 10 Belfast 07:00	Wed 20 Belfast 07:00	Wed 27 Belfast 07:00	May	Wed 04 Belfast 07:00	Sun 08 Belfast 07:00	Wed 11 Belfast 07:00	Sat 14 Belfast 19:30
Sun 22 Belfast 07:00	Wed 25 Belfast 07:00	Sun 29 Dublin 07:00	Jun	Wed 01 Belfast 19:00	Fri 03 Belfast 23:45	Sun 05 Belfast 09:45	Mon 06 Belfast 23:15	Tue 07 Dublin 07:45	Wed 08 Belfast 23:15
Sat 11 Belfast 23:45	Mon 13 Belfast 20:00	Wed 15 Dublin 07:00	Sun 19 Belfast 07:00	Tue 21 Dublin 07:00	Wed 22 Belfast 07:00	Sun 26 Belfast 07:00	Tue 28 Dublin 07:00	Wed 29 Belfast 07:00	
Jul	Sun 03 Belfast 07:00	Mon 04 Dublin 07:00	Wed 06 Belfast 07:00	Sat 09 Dublin 19:30	Sun 10 Belfast 07:00	Tue 12 Dublin 07:00	Wed 13 Belfast 07:00	Fri 15 Belfast 07:00	Sat 16 Dublin 19:30
Sun 17 Belfast 07:00	Tue 19 Dublin 07:00	Wed 20 Belfast 07:00	Sat 23 Dublin 19:30	Sun 24 Belfast 07:00	Tue 26 Dublin 07:00	Wed 27 Belfast 07:00	Sun 31 Belfast 07:00	Aug	Tue 02 Dublin 07:00
Wed 03 Belfast 07:00	Sat 06 Dublin 19:30	Tue 09 Dublin 07:00	Wed 10 Belfast 07:00	Sat 13 Dublin 19:30	Tue 16 Dublin 07:00	Wed 17 Belfast 07:00	Sat 20 Belfast 19:30	Sun 21 Dublin 07:00	Wed 24 Belfast 07:00
Thu 01 Dublin 07:00	Fri 02 Belfast 07:00	Sun 04 Dublin 07:00	Wed 07 Belfast 07:00	Sat 10 Dublin 07:00	Wed 14 Belfast 07:00	Sat 17 Dublin 19:30	Sat 24 Belfast 19:30		
Dec	Sun 18 Dublin 01:00	Tue 27 Dublin 01:00	2016	Mar	Wed 23 Dublin 10:45	Fri 25 Belfast 18:45	Sun 27 Dublin 10:45	Wed 30 Belfast 10:45	
Apr	Sun 03 Belfast 10:45	Sun 10 Belfast 10:45	Wed 20 Belfast 10:45	Wed 27 Belfast 10:45	May	Wed 04 Belfast 10:45	Sun 08 Belfast 10:45	Wed 11 Belfast 10:45	Sun 15 Belfast 01:00
Sun 22 Belfast 10:45	Wed 25 Belfast 10:45	Sun 29 Dublin 11:30	Jun	Thu 02 Belfast 01:30	Sat 04 Belfast 04:15	Sun 05 Belfast 15:00	Tue 07 Belfast 03:15	Tue 07 Dublin 11:45	Thu 09 Dublin 03:00
Sun 12 Belfast 03:00	Tue 14 Belfast 02:00	Wed 15 Dublin 10:45	Sun 19 Belfast 10:45	Tues 21 Dublin 10:45	Wed 22 Belfast 10:45	Sun 26 Belfast 10:45	Tue 28 Dublin 10:45	Wed 29 Belfast 10:45	
Jul	Sun 03 Belfast 10:45	Mon 04 Dublin 10:45	Wed 06 Belfast 10:45	Sun 10 Dublin 01:00	Sun 10 Belfast 10:45	Tue 12 Dublin 10:45	Wed 13 Belfast 10:45	Fri 15 Belfast 10:45	Sun 17 Dublin 01:00
Sun 17 Belfast 10:45	Tue 19 Dublin 10:45	Wed 20 Belfast 10:45	Sun 24 Dublin 01:00	Sun 24 Belfast 10:45	Tue 26 Dublin 10:45	Wed 27 Belfast 10:45	Sun 31 Belfast 10:45	Aug	Tue 02 Dublin 10:45
Wed 03 Belfast 10:45	Sun 07 Belfast 01:00	Tue 09 Dublin 10:45	Wed 10 Belfast 10:45	Sun 14 Dublin 01:00	Tue 16 Dublin 10:45	Wed 17 Belfast 10:45	Sun 21 Belfast 01:00	Sun 21 Dublin 10:45	Wed 24 Belfast 11:15
Sun 28 Belfast 11:45	Tue 30 Belfast 10:45	Wed 31 Dublin 10:45	Sep	Sun 04 Belfast 10:45	Wed 07 Belfast 10:45	Sun 11 Belfast 01:00	Wed 14 Belfast 10:45	Sun 18 Belfast 01:00	Sun 25 Belfast 01:00
Dec	Sun 18 Dublin 01:00	Tue 27 Dublin 01:00	2016	Mar	Wed 23 Dublin 10:45	Fri 25 Belfast 18:45	Sun 27 Dublin 10:45	Wed 30 Belfast 10:45	

CAR SPECIAL OFFERS

	Autumn 2015 08/09/15 - 08/01/16	New Year 2016 09/01/16 - 29/02/16	Spring 2016 01/03/16 - 24/05/16	Summer 2016 14/06/16 - 05/09/16	Weekend Supplement** Per Vehicle
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Midweek (Mon - Thurs) 3 Day Return Offer*	Car + 2 each way from	£59	-	£60	-	
5 Day Short Break Offer^	Car + 2 each way from	£80	£65	£83	£95	£15-£20
Any Length Special Offer	Car + 2 each way from	£100	£84	£104	£116	£24-£32
Starlight Offer †	Car + 4 each way from	£123	-	£127	£134	£15-£20
Day Trip Offer	Car + 4 each way from	£78	£60	£80	£85	£15-£20

Foot & additional vehicle passengers (valid until 08/01/17) Adult/Child from £18/£9 each way. Weekend supplement £3.50 per passenger

Terms and conditions apply and subject to availability. All fares shown are online prices at STEAM-PACKET.COM, which are discounted by £7.50 per passenger and £15 per vehicle. These discounts do not apply to 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. †Kids Go Free Offer: Valid for travel between 05/07/16 - 01/09/16. Heysham and Liverpool routes: midweek only - Tuesday to Thursday. Belfast and Dublin routes: all scheduled sailings. Child = 4-15 years (infants under 4 years travel free). Not to be used in conjunction with any other offer. ‡Foot Passenger Offer: Valid for travel until 08/01/17. Weekend Supplement of £3.50 per passenger for Friday, Saturday and Sunday travel.

RESERVED SEATING & CABINS

Don't forget, you can relax in the **Niarbyl Lounge** with **reserved seating** for just **£4.50 each way**. 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 **£17.50 each way**. Please be aware that children under the age of 8 years are not permitted in the Premium Lounge.

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 **£50 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 **£58 each way**.



RESERVATIONS & ENQUIRIES

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

Book online and there is a discount of £7.50 per passenger and £15 per vehicle. Our Standard Fares are even discounted by up to 2% when booked online.

If you have any queries, or would like to book by phone, please call us on one of the following numbers:

Isle of Man - 661661

International - +44 (0)8722 992992+

+Calls to this number are charged at 11 pence per minute, plus your telephone company's access charge.



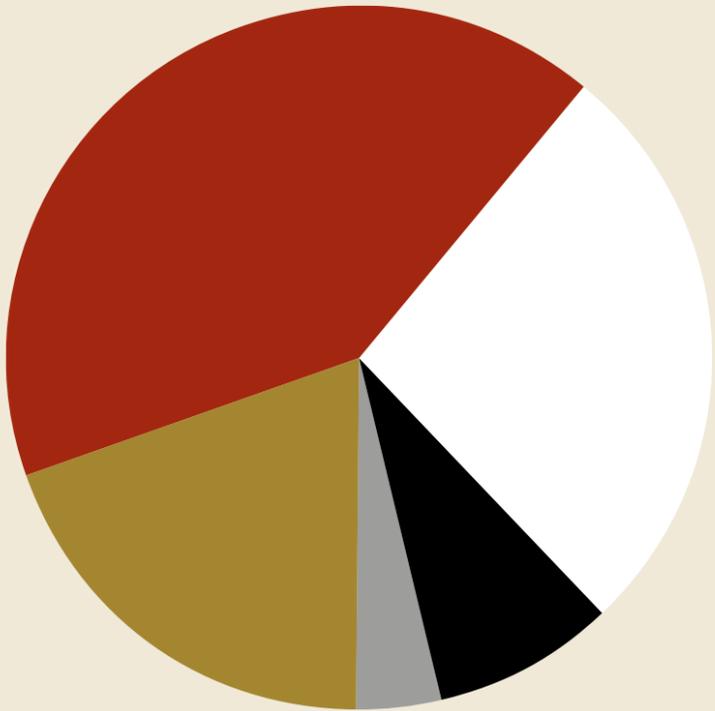
COMPETITIVE FARES

We are dedicated to providing the best possible service to our passengers, and as part of that ambition we compare our fares with those of other ferry operators to ensure our prices are competitive. We recently conducted online research which, as the tables below show, found that we remain one of the most competitive ferry companies.

We are also always eager to receive customer feedback, and during the year, including the busy summer season, we conduct passenger surveys. The latest results showed that more than 60% of respondents rated our services excellent or good value for money, as the pie chart illustrates. We will continue our commitment to giving passengers competitive and value-for-money fares with more than 900,000 offer seats available during 2016.



PERCEPTIONS OF VALUE FOR MONEY



Based on onboard survey conducted between 05/05/15 and 25/08/15



ONLINE FARE COMPARISONS

22nd Sept - 26th Sept 2015		Car+2 return	Mileage	Cost per mile
Steam Packet Company	Douglas-Liverpool	£175	142	£1.23
P&O	Dover-Calais	£114	48	£2.37
Condor Ferries	Poole-Guernsey	£380	158	£2.40
Irish Ferries	Holyhead-Dublin	£324	124	£2.61
Stena Line	Holyhead-Dublin	£328	124	£2.64
Stena Line	Belfast-Cairnryan	£272	94	£2.89

27th Oct - 31 Oct 2015		Car+2 return	Mileage	Cost per mile
Steam Packet Company	Douglas-Liverpool	£239	142	£1.68
Condor Ferries	Poole-Guernsey	£275	158	£1.74
Stena Line	Holyhead-Dublin	£278	124	£2.24
Irish Ferries	Holyhead-Dublin	£318	124	£2.56
Stena Line	Belfast-Cairnryan	£254	94	£2.70
P&O	Dover-Calais	£138	48	£2.87

Based on online quotes 27/08/15 for the dates specified, daytime sailings

USEFUL TRAVEL INFORMATION

BOOKING & PAYING

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.

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.

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.

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.

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.

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.

Online Fares

Special Offers shown in this brochure are online fares, which may only be booked at STEAM-PACKET.COM. Online fares are discounted by £7.50 per passenger and £15 per vehicle. These discounts do not apply to 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.

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.

Fuel Surcharge

Prices shown include a fuel surcharge or rebate applicable at time of publication. Fuel surcharges or rebates are subject to a quarterly review meaning prices may vary for new bookings only. No further surcharges or rebates will apply for existing bookings.

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.

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.

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. Day trip outward and return journeys must be completed on the same day (or the following day's 02:15 hrs sailing from Heysham).

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.

Each Way Special Offer fares must be used as part of a return booking & vehicles must travel in both directions to obtain this fare. If your outward & 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.

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

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.

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.

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.

VANS/COMMERCIAL VEHICLES

All commercial vehicles (including 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 +44 (0) 1624 661661 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.

TRAVELLING WITH SPECIAL REQUIREMENTS?

Members of our crew have received training to assist passengers with limited mobility and 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.

TRAVELLING WITH PETS

Pets may travel in your vehicle on either our conventional vessel Ben-my-Chree or fast craft 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 are reminded that it is their own responsibility to ensure that they have appropriate insurances which cover any costs, and/or loss of earnings, which may arise and are not already covered under EU Regulation 1177/2010. Passengers are also advised to ensure that they, their vehicles and luggage are insured when on our vessels or ashore.

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.

Information contained in this brochure was correct at time of print 02/10/15. Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.

STEAM-PACKET.COM

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