

STEAM PACKET TIMES

Issue 26, Spring 2016

News • Timetables

Brochure and Feature Holidays



STEP ON BOARD THIS SPRING BOOK YOUR 2016 GETAWAYS NOW

Spring is here, Manannan is fully operational and that means our daily sailings to Liverpool and our services to Dublin and Belfast are back!

Our sincere apologies to all the passengers inconvenienced over the Easter period. Our backup vessel MV Arrow was chartered especially to cover this type of scenario and she was called into service to guarantee Island supplies and free up additional vehicle deck capacity on Ben-my-Chree. Extra crew were utilised to increase our passenger capacities and additional Ben-my-Chree sailings were scheduled to Heysham and Belfast.

Unfortunately, because of delays getting in to dry dock, and due to the unusually low level of the high tides, Manannan was unable to exit the dry dock until Sunday 3rd April. We are pleased to confirm that all repairs have been completed to the satisfaction of the regulatory authorities.

With warmer weather, longer Spring days and all of our fleet back in service now is the perfect time to book your 2016 getaways. Whether it's a family holiday exploring the UK, a quick city break or taking advantage of the hundreds of thousands of special offer seats available during the year.

Fast craft Manannan docks right in the heart of Liverpool, so you can step off the ferry and straight into the city centre – perfect for making the most of a short break. You are only a short walk from the museums, shops, music venues, pubs and restaurants which make Liverpool such a great place to visit, whether it's a quick family getaway or a weekend break with friends.

Foot passenger fares start from just £17.50 for adults and from £8.50 for children aged 4 to 15, and infants aged under four travel free. Plus, there are no luggage fees so you can pack everything you need to make the most of your getaway, and bring back all the shopping you can carry!

Of course, going by ferry gives you the convenience of being able to take your own car so you have the freedom to explore on your holiday.

Sail to Heysham, Liverpool, Belfast or Dublin and you can simply drive off when you arrive and begin your adventure.

Plus, having your car means you can take everything you need for a great getaway – even the family pet! There's a selection of offers available, like our 5 Day Short Break for a car and two people, starting from just £81 each way and our Midweek 3 Day Offer, which starts from just £58 each way for a car and two people. You can find more details inside.

Also back for 2016 is our summer special Kids Go Free! Up to three children can travel for free this summer when you book a car and two adults, making your family holiday more affordable. See inside for full details.

Of course, it's not just the special offers, no luggage fees and freedom of taking the car that makes going by ferry the best choice; it's also the most relaxing way to start your getaway.

Step on board and relax in a choice of lounges, all offering comfortable seating and plenty of leg room. If you want to reserve your seat in advance, book into the Niarbyl Lounge and to make your trip a little extra special, why not experience the Premium Lounge?

If you're travelling on Ben-my-Chree, there's also the option of booking one of our four-berth cabins, giving you privacy and the chance to snooze as you sail, so you arrive refreshed, relaxed and ready to go.

You're free to stretch your legs during the sailing, and perhaps take in the views and sea air out on deck. There's a range of hot and cold meals, snacks and drinks to suit all appetites on offer, plus Ocean Avenue shop where you'll find newspapers, magazines, books, toys and a range of gift ideas – including famous brand perfumes with up to 50% off RRP.

Manannan has two cinema lounges where you can enjoy family friendly films during your journey.

Meanwhile, the biennial overhaul of Ben-my-Chree started on 12th April with Manannan covering passenger services and MV Arrow covering freight services during the overhaul period.

Not only will we be carrying out maintenance work on the engines and deck areas, we will also be carrying out improvements to the seating and lighting in the Niarbyl and Premium lounges. Ben-my-Chree is due back in service on 4th May.

TRAVEL WITH THE STEAM PACKET COMPANY THIS YEAR



5 DAY SHORT BREAK

FOR A CAR + TWO ADULTS FROM

£81[^] **NO LUGGAGE FEES!**
EACH WAY



FOOT PASSENGER

FOOT PASSENGER FARES[‡] FROM

£17.50 **£8.50** **FREE**
ADULT CHILD INFANT
(4-15 YEARS)



SUMMER SPECIAL KIDS GO FREE!

UP TO 3 KIDS FREE MIDWEEK
WITH A CAR + TWO ADULTS FROM

£114^s
EACH WAY



Visit WWW.STEAM-PACKET.COM



SET SAIL FOR ADVENTURE



WITH SO MANY GREAT OFFERS TO CHOOSE FROM DURING 2016 WHEN YOU GO BY FERRY, ALL YOU HAVE TO DECIDE IS WHERE AND WHEN.

Whatever you want from your holidays this year, you can just load up your car, relax as you sail across and then head off on your own adventure. Take one of our 5 Day Short Breaks for a car and two people, starting from as little as £81 each way, and you have the freedom to explore.

There are no luggage fees, so pack everything you need for the perfect break, whether it's golf clubs, camping gear, bicycles or walking boots - or just leave plenty of space to bring back all your shopping!

If getting active outdoors is your thing, the spectacular landscape of the Lake District is just a short drive from Heysham. It's perfect for mountain biking, hiking and climbing, but you don't have to be bursting with energy to make the most of this scenic region. You can explore the picturesque villages, discover historic sites like Beatrix Potter's Hill Top House and Wordsworth's Dove Cottage or simply relax in any of the welcoming pubs with a refreshing pint of locally craft-brewed beer.

The stunning coastline of North Wales is easy to drive to from Liverpool, and offers a huge choice of destinations to enjoy. From sandy beaches to imposing castles, the whole family can be kept happy as you tour the coast – and don't miss the charming seaside resort of Llandudno and the historic Conwy nearby.



If you fancy heading further afield, you can travel north to Scotland, into the National Parks of the Yorkshire Dales and Peak District, or even further south. Making the most of having your car with you, why not travel down to the Cotswolds? You can explore the rolling hills that define this wonderful landscape, and the pretty villages and towns like Bourton-on-the-Water and Stow-on-the-Wold.

Of course, our Irish services have now resumed for the summer, so you can add Dublin and Belfast to your list of possible getaways. You could spend time in either of these culturally diverse and historic cities, but to make the most of your holiday why not sail into one, then drive through countryside to the other for your return home? That means you could take in the natural wonder of the Giant's Causeway or see the beautiful lakes which surround the historic market town of Mullingar.

If you want to leave the car at home that's no problem. There are rail and bus transport links from all our ports so you can continue your journey, or you might decide a city break in Liverpool, Dublin or Belfast is just what you need. Foot passenger fares start from just £17.50 for adults and from £8.50 for children aged 4 to 15, and infants aged under four travel free. Plus, there are no luggage fees so you can pack everything you need to make the most of your getaway, and bring back all the shopping you can carry!

CAR + TWO ADULTS FROM £81[^] EACH WAY



HOLIDAYS WITHOUT HASSLE

IF YOU'RE PLANNING YOUR GETAWAYS FOR 2016 THEN WHY NOT LET STEAM PACKET HOLIDAYS TAKE AWAY THE HASSLE?

With one quick phone call Steam Packet Holidays can organise your ferry travel and accommodation, so your break is organised quickly and easily. There is a wide range of great quality packages available, from family trips to romantic getaways.

There are more than 1,000 hotels to choose from, and with the return of the fast craft services Steam Packet Holidays has some deals to help you make the most of the Liverpool, Dublin and Belfast connections.

With prices starting at just £139 per person for a two night break, including ferry travel and accommodation, you could soon be experiencing the cultural highlights of Glasgow, the shopping and shows on offer in Liverpool, the heritage of York or the bustling streets of Chester.

You can also take your car with you from just £89 extra.

There are also holidays in Ireland available, and you can make the most of your time by using both ports; for example sail into Dublin and out of Belfast and you'll have a chance to explore the countryside towns and villages in between.

All Steam Packet Holiday packages are subject to availability and price includes ferry travel as a foot passenger, 2 nights bed and breakfast based on two people sharing twin/double room.

To book any of these packages or enquire about other destinations please call Steam Packet Holidays on **645777** or email info@steampacketholidays.com



LIVERPOOL



CHESTER



GLASGOW



YORK

LIVERPOOL FROM £149 PER PERSON

GLASGOW FROM £139 PER PERSON

CHESTER FROM £149 PER PERSON

YORK FROM £149 PER PERSON

Prices include 2 nights' accommodation and ferry travel as a foot passenger.

2016 SUMMARY TIMETABLE

The timetable below is a summary of our scheduled services for 2016. 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.

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

12th April to 3rd May: Departures to Heysham at 08:00 & Liverpool at 15:00, departures from Heysham at 12:00 & Liverpool at 19:15 due to Ben-my-Chree statutory biennial overhaul

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

16th June to 6th November 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 22nd September there will be no 07:30 sailings to Liverpool or 11:15 sailings from Liverpool. On Saturdays the 15:00 sailing to Liverpool will depart at 10:00 instead

7th November 2016 to 8th January 2017

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

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

KIDS GO FREE IS BACK FOR 2016!

Book a car and two people for as little as £114 each way and up to three children (aged up to 15) travel absolutely free. You can book whenever you like, but the offer is only valid on travel between 5th July and 1st September 2016. The offer is available on midweek Heysham and Liverpool sailings, operating on Tuesday to Thursday, and on all scheduled Belfast and Dublin services. Terms and conditions apply and the offer is subject to availability.

FROM DOUGLAS TO IRELAND

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

CAR SPECIAL OFFERS

Spring 2016
01/03/16 - 24/05/16

Summer 2016
14/06/16 - 05/09/16

Autumn 2016
06/09/16 - 08/01/17

Weekend Supplement**
Per Vehicle

Midweek (Mon - Thurs) 3 Day Return Offer*

Car + 2 each way from

£58

-

£58

-

5 Day Short Break Offer^

Car + 2 each way from

£81

£93

£81

£15-£20

Any Length Special Offer

Car + 2 each way from

£102

£114

£102

£24-£32

Starlight Offer †

Car + 4 each way from

£124

£131

£124

£15-£20

Day Trip Offer

Car + 4 each way from

£77

£82

£77

£15-£20

Foot & additional vehicle passengers (valid until 08.01.17) Adult/Child from £17.50/£8.50 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

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.



SHOWING OUR 'PRIDE IN MANN' AGAIN

We are delighted to again be sponsoring a campaign to highlight the incredible community spirit of the Isle of Man.

We have teamed up with Isle of Man Newspapers to launch the Isle of Man Steam Packet Company Pride in Mann Awards 2016. This is your chance to recognise the unsung heroes who make the Island such a special place to live.

Last year there were more than 80 nominations for outstanding individuals and groups, showing just how many people there are in the community that go above and beyond and deserve public recognition.

The eight categories are: Charity & Volunteers, Community Champion, Emergency & Health Care, Local Hero, Culture & Arts Champion, Service With a Smile, Spirit of Youth/Schools, Sporting Achievement - Rising Star.

Our Chief Executive Mark Woodward said: 'We are delighted to once again be sponsoring the Isle of Man Steam Packet Company Pride in Mann Awards. The stories behind last year's nominations were inspiring and demonstrated so much about why the Isle of Man is such a wonderful place.'

'There are many generous people who do so much to help others and enhance the Manx way of life. These awards are an ideal way to recognise them. If you know someone who deserves recognition for what they do, I'd urge you to submit a nomination.'

Nominations forms can be found in Isle of Man Newspapers' titles or you can nominate online at www.prideinmannawards.com. Nominations close on 1st July.



Pride in Mann
AWARDS 2016

SUPPORT FOR GYM AFTER FLOOD DAMAGE

We were pleased to be able to support Ellan Vannin Gymnastics Club as it recovered from severe damage caused by December's devastating floods.

The Club's headquarters, at the National Sports Centre in Douglas, lost all but a few pieces of equipment in the flooding on 3rd December. Thankfully, most of the equipment was covered by insurance and the replacement equipment sourced from a French supplier. We stepped in to help ship it to the Island.

Head Coach Helen Duggan said: 'The club was fully insured and the majority of the equipment will be replaced through the insurance. However, we are still fundraising to cover the costs of the items that were not covered by insurance. We prepared a "wish list" for the gym and we will continue to raise funds in order to acquire these items.'

'We would like to offer our sincere thanks to the Steam Packet Company for its kind assistance in arranging the shipment of the equipment, and to the team at Island Express for its help in arranging delivery.'

Our Chief Executive Mark Woodward added: 'The team at Ellan Vannin Gymnastics has worked wonders to organise the cleaning and refitting of the gym so quickly, and we were only too glad to offer our support in helping get the gym reopened and the talented young gymnasts back doing what they do best.'



CELEBRATING WHY FERRY IS BEST

We were proud to again join the annual National Ferry Fortnight, a two-week celebration of why travelling by ferry is best.

Alongside fellow operators serving routes throughout the British Isles, we helped highlight the benefits of ferry travel, including the comfort and convenience, on board facilities, the fact that you can take your car and that there are no luggage fees.

It was also an opportunity to promote the Isle of Man in leading UK media outlets, including the Mail on Sunday and The Times, we had a very special offer for National Ferry Fortnight, developed in conjunction with Manx National Heritage, to encourage more people to visit the Isle of Man.



The Isle of Man features in the Mail on Sunday

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 0215 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

Subject 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.