

STEAM PACKET TIMES

Issue 27, Summer 2016

News • Timetables

Brochure and Feature Holidays



OUR VISION FOR THE FUTURE OF ISLE OF MAN SEA SERVICES

- **£170M INVESTMENT IN TWO NEW SHIPS, PORT FACILITIES & FARE REDUCTIONS**
- **MORE PASSENGER CAPACITY YEAR ROUND**
- **TWO NEW VESSELS**
- **NEW FREQUENT TRAVELLER SCHEME TO BENEFIT 10 TIMES MORE PASSENGERS THAN LAST SCHEME**
- **INCREASED SPECIAL OFFER GUARANTEES**
- **BEN-MY-CHREE RETAINED AS ADDITIONAL THIRD VESSEL TO GIVE COMPREHENSIVE PASSENGER AND FREIGHT BACK-UP**
- **NO GOVERNMENT SUBSIDY**

This month our vision for the future of Isle of Man sea services will be discussed in the Island's parliament, Tynwald. Our politicians will debate the content of our 'Offer', as invited by the Isle of Man Government, to continue to invest in the Island's vital lifeline services.

Details of our offer were presented to Tynwald members at the end of May, and highlights released to the people of the Island on the same day. To ensure as much information as possible was publically available, we circulated a document outlining key aspects of our 'Offer' to homes and businesses around the Island, as well as making it available online. We also published the 'Offer' document in full at the start of June.

Our 'Offer' is a carefully costed and detailed business case which was compiled after Isle of Man Government announced it was considering the future of Strategic Sea Services late last year. It took many months of detailed consideration and work to complete, taking into account comments from the Strategic Sea Services Working Group and Department of Infrastructure's public consultation exercise.

Our vision includes investment of £170 million in new and additional vessels, port facilities and fare reductions, as well as increased year-round passenger capacity, more special offers and a new frequent traveller scheme. We will also share any revenue growth in future with passengers. We will invest in two new vessels and will also commit to retaining Ben-my-Chree to provide a permanent third vessel giving comprehensive passenger and freight back-up to the fleet.

Our Chief Executive Mark Woodward said: 'We are not just a company which serves the Isle of Man; we are part of the Manx community. Our management team lives and works here, we employ more than 300 Isle of Man residents and we spend significant sums in the local economy. As part of the Isle of Man, our interests are fully vested in what is best for our Island.'

'Since the start of the User Agreement there has been major private investment in vessels and service frequencies, much lower fares (halved in real terms) with improved offers and availability, and significant marketing each year to promote the Isle of Man.'

'Unlike some ferry firms servicing island communities, the Steam Packet Company does not and will not require any government subsidy. We meet the costs of delivering our services ourselves. We will do this while providing guaranteed standards and levels of service and it is we, not the Government or Manx public, that take all the commercial downside risk of doing this.'

'We want to consolidate these benefits and provide a platform for further investment and improvements in service delivery for another generation. If a new Strategic Sea Services Agreement, to guarantee services beyond 2026, can be reached this year we will be investing many millions in new vessels and fare initiatives well before the end of the current User Agreement in 2026. This investment would not be possible without a new agreement.'

'We hope Tynwald will welcome the commitments and investment we are promising and the future of the Island's essential sea lifeline can be secured as soon as possible.'

If an agreement is made this year, we are committed to delivering a replacement for Ben-my-Chree by 2019/21 and Manannan by 2022/23. MV Arrow would be retained as freight back-up until Ben-my-Chree is replaced, after which time the Ben would become the permanent third vessel. This gives the fleet comprehensive passenger and freight back-up, as well as additional capacity and self-sufficiency during the TT and Festival of Motorcycling.

We would also increase passenger and freight capacity year-round to meet the needs of a growing population and increase the guaranteed availability of special offer seats. A new frequent traveller scheme would be introduced and is expected to benefit 10 times more passengers than the previous scheme which was discontinued some years ago.

There would also be an agreement for us to share extra revenue growth, above an agreed threshold, to fund additional low fare and marketing initiatives. This would mean that a proportion of profits would be ring-fenced and used to target specific potential growth areas of the visitor economy or other initiatives aimed at growing passenger numbers.

The offer also includes the retention of service guarantees and the Manx RPI cap on standard fare increases, a commitment to formal service reviews every three years and a promise to publish Irish Sea fare comparisons every year.

Read the offer document in full at <http://bit.ly/IVHkBag>



Visit WWW.STEAM-PACKET.COM





SUMMER'S HERE. SO IT'S TIME FOR THAT WELL-EARNED FAMILY HOLIDAY

KIDS GO FREE! PERFECT FOR A SUMMER FAMILY GETAWAY



ENJOY



EXPLORE



FUN

It's not always easy planning your holiday, but when you travel with us it makes everything easier – especially keeping the little ones entertained while you travel.

Our Kids Go Free summer special makes it even simpler – book a car and two adults from just £115 each way up to three children travel for free.

All that's left to do is choose where to go, load the car up and sail away!

Step on board and you can start relaxing in one of our lounges, all offering comfortable seating and plenty of legroom. There's room to get up and stretch your legs, so no need to be stuck in a tiny seat for the whole journey.

You can pop into the Ocean Avenue shop, where there's a range of comics, toys and games to choose from (as well as newspapers, magazines, books and gift ideas), then step onto the outside deck area to enjoy the views and invigorating sea air.

If you're feeling peckish, there's a wide range of refreshments, including hot and cold meals, snacks and drinks, so all appetites are catered for.

Manannan also has two cinema lounges showing family friendly films for you to enjoy, while if you're travelling on Ben-my-Chree you can book a cabin and enjoy privacy and the chance to take a snooze while you sail.

Of course, the real advantage of going by ferry is taking your car so as soon as your boat docks you are ready to head off to enjoy your family adventure. You can fill it up with everything you might need – there are no luggage fees - and travel as near or far as you choose.

You could head to fun-filled theme parks like Drayton Manor and Alton Towers, or get set for adventure cycling and hiking in the Lake District or Yorkshire moors.

Perhaps your family would enjoy a city break. You could head to Manchester or Leeds to explore the great shopping and fascinating museums, or perhaps Chester or York to soak up the history.

With your car you have the freedom to head north into Scotland, deep into the stunning valleys of Wales or south to England's heartland.

And, of course, we're all hoping for a sunshine-filled summer, so make sure you pack buckets and spades and head to the beach during your getaway.

There's also Ireland of course; sail into beautiful Dublin, explore the countryside at your leisure and return from historic Belfast, letting you get a real taste of the Emerald Isle.

Visit www.steam-packet.com to book and for full terms and conditions.



UP TO
3 KIDS FREE MIDWEEK
WITH A CAR + TWO
ADULTS FROM
£115^{\$}
EACH WAY



DAY EXCURSIONS WITH STEAM PACKET HOLIDAYS

STEAM PACKET HOLIDAYS' POPULAR DAY EXCURSIONS ARE BACK FOR 2016, GIVING YOU THE CHANCE TO VISIT EVENTS AND LOCATIONS ACROSS THE UK THIS SUMMER.

You can choose from the Trafford Centre, Southport Air Show, Blackpool and Chester Zoo – there's something for everyone, and prices start at just £49 for adults and £36 for children.

There are also trips available to Alton Towers and the flower shows at Tatton Park and Southport.

All trips include ferry travel, on-board snack voucher, coach transfers and entry tickets where applicable.

To book any of these day excursions or enquire about other destinations and offers, call Steam Packet Holidays on 661661 or email info@steampacketholidays.com



TRAFFORD CENTRE



SOUTHPORT FLOWER SHOW



CHESTER ZOO



BLACKPOOL

**TATTON PARK
FLOWER SHOW**
22ND JULY
ADULT £78.00
CHILD £49.00

CHESTER ZOO
28TH JULY, 11TH AUGUST,
1ST SEPTEMBER
ADULT £67.00
CHILD £51.00

BLACKPOOL
29TH AUGUST
ADULT £49.00
CHILD £36.00

TRAFFORD CENTRE
17TH SEPTEMBER
ADULT £49.00
CHILD £39.00

**SOUTHPORT
FLOWER SHOW**
19TH AUGUST
ADULT £68.00
CHILD £39.00

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.

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 & 19:45
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	11:15 & 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

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.

From 22nd September there will be no 07:30 sailings to Liverpool or 11:15 sailings from Liverpool. On Saturdays the ship 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

FROM DOUGLAS TO IRELAND

Jul	Sun 03	Mon 04	Wed 06	Sat 09	Sun 10	Tue 12	Wed 13	Fri 15	Sat 16
Belfast	Dublin	Belfast	Dublin	Belfast	Dublin	Belfast	Belfast	Belfast	Dublin
07:00	07:00	07:00	19:30	07:00	07:00	07:00	07:00	07:00	19:30
Sun 17	Tue 19	Wed 20	Sat 23	Sun 24	Tue 26	Wed 27	Sun 31	Aug	Tue 02
Belfast	Dublin	Belfast	Dublin	Belfast	Dublin	Belfast	Belfast		Dublin
07:00	07:00	07:00	19:30	07:00	07:00	07:00	07:00		07:00
Wed 03	Sat 06	Tue 09	Wed 10	Sat 13	Tue 16	Wed 17	Sat 20	Sun 21	Wed 24
Belfast	Belfast	Dublin	Belfast	Belfast	Dublin	Belfast	Belfast	Dublin	Belfast
07:00	19:30	07:00	07:00	19:30	07:00	07:00	19:30	07:00	07:00
Sun 04	Wed 07	Sat 10	Wed 14	Sat 17	Sat 24				
Belfast	Belfast	Belfast	Belfast	Belfast	Belfast				
07:00	07:00	19:30	07:00	19:30	07:00				

TO DOUGLAS FROM IRELAND

Jul	Sun 03	Mon 04	Wed 06	Sun 10	Sun 10	Tue 12	Wed 13	Fri 15	Sun 17
Belfast	Dublin	Belfast	Dublin	Belfast	Dublin	Belfast	Belfast	Belfast	Dublin
10:45	10:45	10:45	01:00	10:45	10:45	10:45	10:45	10:45	01:00
Sun 17	Tue 19	Wed 20	Sun 24	Sun 24	Tue 26	Wed 27	Sun 31	Aug	Tue 02
Belfast	Dublin	Belfast	Dublin	Belfast	Dublin	Belfast	Belfast		Dublin
10:45	10:45	10:45	01:00	10:45	10:45	10:45	10:45		10:45
Wed 03	Sun 07	Tue 09	Wed 10	Sun 14	Tue 16	Wed 17	Sun 21	Sun 21	Wed 24
Belfast	Belfast	Dublin	Belfast	Belfast	Dublin	Belfast	Belfast	Dublin	Belfast
10:45	01:00	10:45	10:45	01:00	10:45	10:45	01:00	10:45	11:15
Sun 28	Tue 30	Wed 31	Sep	Sun 04	Wed 07	Sun 11	Wed 14	Sun 18	Sun 25
Belfast	Belfast	Dublin		Belfast	Belfast	Belfast	Belfast	Belfast	Belfast
11:45	10:45	10:45		10:45	10:45	01:00	10:45	01:00	01:00
Dec	Sun 18	Tue 27							
	Dublin	Dublin							
	01:00	01:00							

TRAVEL WITH THE STEAM PACKET COMPANY THIS SUMMER



5 DAY SHORT BREAK

FOR A CAR + TWO ADULTS FROM

£94[^]
EACH WAY

NO LUGGAGE FEES!



SUMMER SPECIAL
KIDS GO FREE!

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

£115^{\$}
EACH WAY

CAR SPECIAL OFFERS

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

-

£59

-

5 Day Short Break Offer[^]

Car + 2 each way from

£94

£82

£15-£20

Any Length Special Offer

Car + 2 each way from

£115

£103

£24-£32

Starlight Offer[†]

Car + 4 each way from

£133

£126

£15-£20

Day Trip Offer

Car + 4 each way from

£84

£79

£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

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.



SUPPORTING OUR FIREFIGHTERS

We were delighted to support a team of retained firefighters based at Laxey Fire Station as they embarked on an amazing fundraising challenge.

Clio Swales, Mark Cleator, Richie Sims, Rod Clayton and Sam Quilleash, supported by driver Dave Rielly, took on the 3 Peaks Challenge, bidding to climb Ben Nevis in Scotland, Scafell Pike in England and Snowdon in Wales in just 24 hours, to raise money for The Fire Fighters Charity.

The organisation provides services to enhance quality of life for serving and retired firefighters, fire personnel and their families, including those in the Isle of Man.

We were pleased to meet the cost of the team's travel to and from the Island, as our Chief Executive Mark Woodward said: 'The Fire Fighters Charity is a very worthwhile cause, which offers support to our firefighters here in the Isle of Man, and we are delighted to be able to assist.'



FOUR WHEEL DRIVE EVENTS COULD ATTRACT VISITORS

We have continued our sponsorship of the Isle of Man Four Wheel Drive Club for another year.

The Isle of Man Steam Packet Company Trial series will be held throughout the year, alongside other events organised by the club. It is hoped more off-road enthusiasts from the UK will travel here this year to join the well-organised club events.



The club prides itself on being responsible when it holds off-road events, and was instrumental in the creation of the Green Lane Users' Group (GLUG).

Today members are involved in inspecting and carrying out maintenance and repairs to the Island's extensive network of legal green lanes, as well as organising the popular events.

Our Chief Executive Mark Woodward said: 'The Isle of Man Four Wheel Drive Club has a busy calendar of events which attract local drivers and visitors to the Island.'

The provision of popular and properly organised off-road events which bring people to the Isle of Man from across the UK is a benefit to the local community, and something we are happy to support.'



TALL SHIP ADVENTURE FOR ISLAND YOUNGSTERS

It was a pleasure to once again support The Children's Centre by assisting with the travel costs for a group of 40 Island youngsters embarking on a potentially life-changing adventure.

The charity coordinated the trip which saw the Year 9 students help crew Stavros S Niarchos, a 60 metre-long square-rigged brig ship. The week-long experience was run by The Tall Ship Youth Trust, which works to improve the self-esteem and confidence of young people aged 12 to 25 and encourages more active lifestyles.

We assisted with the cost of travel to and from Liverpool for the 40 students and eight adults who accompanied them.

Adventure Events Fundraising Coordinator at The Children's Centre Mark Eastham said: 'The Steam Packet Company has been an active supporter of The Children's Centre for many years, and we are very grateful it has agreed to assist with the travel costs for this trip once again. It is important such experiences are affordable, which makes this support so valuable in giving as many young people as possible access to opportunities like the Tall Ship Voyage.'

Our Chief Executive Mark Woodward added: 'It is always a pleasure to help organisations like The Children's Centre when we can, as they do such important work in the Isle of Man. It is particularly fitting as a shipping company with a long and proud history that the Steam Packet Company is able to support these students as they experience life on a tall ship, and learn the value of teamwork and self-confidence.'

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.