

# STEAM PACKET TIMES

Issue 28, Autumn 2016

News • Timetables

Brochure and Feature Holidays



## BOOK NOW TO SET SAIL IN 2017

**SAILINGS FOR 2017 ARE NOW OPEN TO BOOK. WITH MORE THAN 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 £62 each way.

Taking your car means you have the freedom to explore, and the convenience of simply driving off the ferry when you arrive to begin 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 way for adults, from just £9 for children each way and infants aged under four travelling for free! Liverpool is perfect for shopping, great nights out, museums, sight-seeing, music and theatre events, top level sports fixtures and so much more.

Or you can travel 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 we're delighted to confirm 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.

The Student Foot Passenger offer is also back for 2017, 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, plus there are no weekend supplements.

Demand to come to the TT remains high, with more than 3,500 bookings handled in just 10 hours after reservations opened in May. So, after bringing 35,500 passengers and more than 13,000 motorcycles to the Island for this year's TT, we're looking forward to another busy fortnight in 2017.

We're committed to helping the event grow, which is why we have included provision for additional peak time capacity in our offer to the Isle of Man Government to continue providing vital sea services

to the Island beyond the current agreement. We've also maintained our special TT Taster offer to help introduce more people to the races, giving visitors a chance to sample the festival atmosphere during Practice Week.

For residents who prefer not to experience the hustle and bustle of the event, we're also bringing back our popular TT Escape offer for 2017 so you can enjoy a relaxing getaway instead.

We were also delighted to see further growth for the Isle of Man Festival of Motorcycling, with the number of motorcycles carried increasing by 4.5% to more than 4,000 – the first time that number has been carried during that fortnight. We look forward to welcoming even more visitors in 2017.

Our promotion of the Isle of Man as a tourist destination across the British Isles has already begun – see page two – and we've also invested in a new responsive website which will make it even easier for potential visitors to find out more about the Island and book their trip on a wider range of devices, including smartphones and tablets.

Our Chief Executive Mark Woodward said: 'Bookings are open for 2017, so people can start planning their trips for next year now, and with more than 900,000 offer seats available throughout the year we hope our fellow Isle of Man residents will find it even easier to get away next year. We're also confident the wide range of offers available, from low cost foot passenger fares to money savers like Kids Go Free, will offer something for everyone. Annually we invest more than £500,000 marketing the Island and, in addition, we have invested heavily in a responsive website which will make it easier for people on the move to book from their tablets and mobile phones. The plan is to introduce the new site later this year and we anticipate it will help attract even more visitors to our beautiful Island in 2017.'

**You can find further details of these and more offers inside and full terms and conditions at [WWW.STEAM-PACKET.COM](http://WWW.STEAM-PACKET.COM)**



**BOOK YOUR AUTUMN  
GETAWAYS WITH  
THE STEAM PACKET  
COMPANY TODAY**

### 5 DAY SHORT BREAK

FOR A CAR + TWO ADULTS FROM

**£83<sup>^</sup>**  
EACH WAY

**NO LUGGAGE  
FEES!**

### FOOT PASSENGER

FOOT PASSENGER FARES<sup>‡</sup> FROM

**£18**  
ADULT

**£9**  
CHILD  
(4-15 YEARS)

**FREE**  
INFANT

### MANCHESTER BREAKS

FERRY & 2-NIGHTS HOTEL  
ACCOMMODATION FROM

**£119**  
PER PERSON

**SEE PAGE 2 FOR  
DETAILS AND  
MORE OFFERS**



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





# SHOWCASING OUR BEAUTIFUL ISLAND HOME

**AS WE ANNOUNCE OUR SPECIAL OFFER FARES AND SCHEDULES FOR 2017. WE ARE ALSO WORKING HARD ON OUR ADVERTISING AND MARKETING PLANS TO PROMOTE THE ISLE OF MAN TO VISITORS.**

Earlier this year we invested in the creation of a series of promotional videos to highlight the attractions of our Island to potential tourists. They will be released soon, forming the core of a digital marketing strategy aimed at encouraging more people to visit our shores in 2017

We commissioned local filmmaking company DAM Productions and recruited about a dozen Island residents to appear in the short videos, filmed at locations around the Isle of Man over several days in May and June.

The filming saw a cast of Island residents taking on the roles of holidaymakers travelling to the Isle of Man and enjoying its culture, heritage, countryside and wide range of activities for all ages.

There are two versions of each video, the longer version highlighting the Island as a destination for all, with family activities, cycling and hiking just a few of the attractions included. The shorter films will highlight the benefits of travelling by ferry, including the freedom to bring your car and explore the whole Island, the on-board services and the fact there are no luggage fees.

As well as being used across the Steam Packet Company's social media channels, the videos will feature in regular emails to customers and online as part of the

2017 advertising campaign. This is just one part of our marketing plans for 2017, which will see more than £500,000 invested in promoting the Isle of Man through national newspapers such as the Daily Mail and Telegraph, specialist magazines and popular websites.

Our Chief Executive Mark Woodward said: 'Every year we invest a substantial sum promoting the Isle of Man as a holiday destination in the UK and Ireland, and the ferry as the best way to travel. We work with creative agencies here and in the UK to explore new ways of sharing the wonders of our Island home, and we believe our collection of short films brilliantly showcase everything the Isle of Man has to offer visitors.'

'I'm particularly delighted we have been able to call on talented local filmmakers to produce the videos, and grateful to the Island residents who appear in the films.'

He added: 'A carefully planned online advertising campaign has been designed around these videos with the aim of encouraging people to choose the Isle of Man as a destination in 2017. We are particularly hopeful of being able to attract more people to the Isle of Man earlier in the spring and later in the autumn, outside of the "traditional" tourist season.'



## LET STEAM PACKET HOLIDAYS MAKE YOUR GETAWAY SIMPLE

### IF YOU FANCY A HASSLE-FREE GETAWAY BEFORE CHRISTMAS. THEN WHY NOT LET STEAM PACKET HOLIDAYS TAKE CARE OF EVERYTHING?

We have a choice of packages available for city breaks across the UK, including return ferry travel and accommodation in a range of hotels with prices to suit every budget.

Booking with Steam Packet Holidays makes arranging your trip even easier, just call and we can arrange your travel and accommodation quickly and simply.

If you fancy seeing the world-famous Blackpool Illuminations, we have the perfect package. The stunning light display bring even more colour and excitement to this popular seaside resort, making it a 'must-visit' destination long after the summer sunshine has gone. As well as the Illuminations, which run until 6th November, there are many more attractions to enjoy on your trip to Blackpool.

You can visit the iconic Blackpool Tower, tour the Blackpool Dungeon, Star Trek Exhibition or Madame Tussauds and take in a show at the famous Opera House – Shout! starring Suzanne Shaw and Liz McClarnon runs until 3rd November, while Michael Ball, Alfie Boe, the Overtones, David Essex and comedians Reeves and Mortimer are all scheduled to appear in November and December.

We have Blackpool packages, including return ferry travel and two nights' accommodation on a B&B basis, from just £119\* per person.

Vibrant Manchester is a great destination throughout the year, and in the build up to the festive season the city can be very special. It is always a favourite among shoppers, but the Christmas Markets, focused around Albert Square, are an absolute treat, with a huge variety of interesting stalls to explore, seasonal foods to sample and a traditional mug of glühwein, German mulled wine, to enjoy.

Manchester is famous for its great nightlife, so where better to celebrate the festive season?

Our Manchester trips, including return ferry travel and two nights' accommodation on a B&B basis, start from £119\* per person.

**If you fancy going further afield, you can always bring your car from just £55\* extra!**

**TO BOOK, CALL STEAM PACKET HOLIDAYS ON 645777**

\*Based on two people sharing twin/double room and travelling in the same vehicle



# 2016/17 SUMMARY TIMETABLE

The timetable below is a summary of our scheduled services for 2016/17. 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](http://WWW.STEAM-PACKET.COM) or call our Reservations Team on 661661.

## 7th November 2016 to 30th March 2017

From Douglas to			To Douglas from		
	Liverpool Birkenhead	Heysham		Liverpool Birkenhead	Heysham
Mon	-	08:45 & 19:45	Mon	-	02:15 & 14:15
Tues	-	08:45 & 19:45	Tues	-	02:15 & 14:15
Wed	-	08:45 & 19:45	Wed	-	02:15 & 14:15
Thurs	-	08:45 & 19:45	Thurs	-	02:15 & 14:15
Fri	-	08:45 & 19:45	Fri	-	02:15 & 14:15
Sat	08:00	20:00	Sat	14:00	02:15
Sun	08:00	19:45	Sun	14:00	02:15

## 31st March to 23rd May 2017

From Douglas to			To Douglas from		
	Liverpool	Heysham		Liverpool	Heysham
Mon	07:30 & 15:00	08:45 & 19:45	Mon	11:15 & 19:15	02:15 & 14:15
Tues	15:00	08:45 & 19:45	Tues	19:15	02:15 & 14:15
Wed	15:00	08:45 & 19:45	Wed	19:15	02:15 & 14:15
Thurs	07:30 & 15:00	08:45 & 19:45	Thurs	11:15 & 19:15	02:15 & 14:15
Fri	07:30 & 15:00	08:45 & 19:45	Fri	11:15 & 19:15	02:15 & 14:15
Sat	07:30 & 15:00	08:45 & 20:00	Sat	11:15 & 19:15	02:15 & 14:15
Sun	15:00	08:45 & 19:45	Sun	19:15	02:15 & 14:15

## TT Period 24th May to 14th June 2017 Visit [STEAM-PACKET.COM](http://STEAM-PACKET.COM) for details

## 15th June to 5th November 2017

From Douglas to			To Douglas from		
	Liverpool	Heysham		Liverpool	Heysham
Mon	07:30 & 15:00	08:45 & 19:45	Mon	11:15 & 19:15	02:15 & 14:15
Tues	15:00	08:45 & 19:45	Tues	19:15	02:15 & 14:15
Wed	15:00	08:45 & 19:45	Wed	19:15	02:15 & 14:15
Thurs	07:30 & 15:00	08:45 & 19:45	Thurs	11:15 & 19:15	02:15 & 14:15
Fri	07:30 & 15:00	08:45 & 19:45	Fri	11:15 & 19:15	02:15 & 14:15
Sat	07:30 & 15:00	08:45 & 20:00	Sat	11:15 & 19:15	02:15 & 14:15
Sun	15:00	08:45 & 19:45	Sun	19:15	02:15 & 14:15

From 19th September there will be no 07:30 sailings to Liverpool or 11:15hrs sailings from Liverpool. On Saturdays from 23rd September the 15:00 will depart at 10:00 instead.

## 6th November 2017 to 6th January 2018

From Douglas to			To Douglas from		
	Liverpool Birkenhead	Heysham		Liverpool Birkenhead	Heysham
Mon	-	08:45 & 19:45	Mon	-	02:15 & 14:15
Tues	-	08:45 & 19:45	Tues	-	02:15 & 14:15
Wed	-	08:45 & 19:45	Wed	-	02:15 & 14:15
Thurs	-	08:45 & 19:45	Thurs	-	02:15 & 14:15
Fri	-	08:45 & 19:45	Fri	-	02:15 & 14:15
Sat	08:00	20:00	Sat	14:00	02:15
Sun	08:00	19:45	Sun	14:00	02:15

## FROM DOUGLAS TO IRELAND

Dec	Sat 17 Dublin 19:30	Mon 26 Dublin 19:30	2017	Apr	Sun 09 Belfast 07:00	Wed 12 Dublin 07:00	Fri 14 Belfast 15:00	Sun 16 Dublin 07:00	Wed 19 Belfast 07:00
Thu 20 Dublin 07:00	Sun 23 Belfast 07:00	Sun 30 Belfast 07:00	May	Wed 03 Belfast 07:00	Sun 07 Belfast 07:00	Wed 10 Belfast 07:00	Sat 13 Belfast 19:30	Sun 21 Belfast 07:00	Wed 24 Belfast 07:00
Sun 28 Dublin 07:00	Wed 31 Belfast 19:30	Jun	Fri 02 Belfast 23:45	Sun 04 Belfast 09:45	Tue 06 Dublin 07:45	Wed 07 Belfast 23:15	Sat 10 Belfast 23:45	Mon 12 Belfast 20:00	Wed 14 Dublin 07:00
Sun 18 Belfast 07:00	Tue 20 Dublin 07:00	Wed 21 Belfast 07:00	Sun 25 Belfast 07:00	Tue 27 Dublin 07:00	Wed 28 Belfast 07:00	Jul	Sat 01 Dublin 19:30	Sun 02 Belfast 07:00	Tue 04 Dublin 07:00
Thu 06 Belfast 07:00	Sat 08 Dublin 19:30	Sun 09 Belfast 07:00	Tue 11 Dublin 07:00	Wed 12 Dublin 07:00	Sat 15 Belfast 19:30	Sun 16 Dublin 07:00	Tue 18 Belfast 07:00	Wed 19 Dublin 07:00	Sat 22 Dublin 19:30
Sun 23 Belfast 07:00	Tue 25 Dublin 07:00	Wed 26 Belfast 07:00	Sun 30 Belfast 07:00	Aug	Tue 01 Dublin 07:00	Wed 02 Belfast 07:00	Sat 05 Belfast 19:30	Tue 08 Dublin 07:00	Wed 09 Belfast 07:00
Sat 12 Dublin 19:30	Tue 15 Dublin 07:00	Wed 16 Dublin 07:00	Sat 19 Dublin 19:30	Sun 20 Dublin 07:00	Wed 23 Dublin 07:00	Sat 26 Dublin 19:30	Sun 27 Belfast 07:00	Tue 29 Belfast 07:00	Wed 30 Dublin 07:00
Sep	Belfast 07:00	Dublin 07:00	Belfast 07:00	Belfast 07:00	Belfast 07:00	Belfast 19:30	Dec	Sat 23 Dublin 19:30	Sat 30 Dublin 19:30

## FROM IRELAND TO DOUGLAS

Dec	Sun 18 Dublin 01:00	Tue 27 Dublin 01:00	2017	Apr	Sun 09 Belfast 10:45	Wed 12 Dublin 10:45	Fri 14 Belfast 19:15	Sun 16 Dublin 10:45	Wed 19 Belfast 10:45
Thu 20 Dublin 10:45	Sun 23 Belfast 10:45	Sun 30 Belfast 10:45	May	Wed 03 Belfast 10:45	Sun 07 Belfast 10:45	Wed 10 Belfast 10:45	Sun 14 Belfast 01:00	Sun 21 Belfast 10:45	Wed 24 Belfast 10:45
Sun 28 Dublin 11:30	Jun	Thu 01 Belfast 02:00	Sat 03 Belfast 04:15	Sun 04 Belfast 15:00	Tue 06 Dublin 11:45	Thu 08 Belfast 03:00	Sun 11 Belfast 03:00	Tue 13 Belfast 02:00	Wed 14 Dublin 10:45
Sun 18 Belfast 10:45	Tues 20 Dublin 10:45	Wed 21 Belfast 10:45	Sun 25 Belfast 10:45	Tue 27 Dublin 10:45	Wed 28 Belfast 10:45	Jul	Sun 02 Dublin 01:00	Sun 02 Belfast 10:45	Tues 04 Dublin 10:45
Thu 06 Belfast 10:45	Sun 09 Dublin 01:00	Sun 09 Belfast 10:45	Tue 11 Dublin 10:45	Wed 12 Belfast 10:45	Sun 16 Belfast 01:00	Sun 16 Dublin 10:45	Tue 18 Belfast 10:45	Wed 19 Dublin 10:45	Sun 23 Dublin 01:00
Sun 23 Belfast 10:45	Tue 25 Dublin 10:45	Wed 26 Belfast 10:45	Sun 30 Belfast 10:45	Aug	Tue 01 Dublin 10:45	Wed 02 Belfast 10:45	Sun 06 Belfast 01:00	Tue 08 Dublin 10:45	Wed 09 Belfast 10:45
Sun 13 Belfast 01:00	Tue 15 Dublin 10:45	Wed 16 Belfast 10:45	Sun 20 Belfast 01:00	Sun 20 Dublin 10:45	Wed 23 Belfast 11:15	Sun 27 Dublin 01:00	Sun 27 Belfast 11:45	Tue 29 Belfast 10:45	Wed 30 Dublin 10:45
Sep	Sun 03 Belfast 10:45	Wed 06 Dublin 10:45	Sun 10 Belfast 01:00	Wed 13 Belfast 10:45	Sun 17 Belfast 01:00	Sun 24 Belfast 01:00	Dec	Sun 24 Dublin 01:00	Sun 31 Dublin 01:00

Please check our Timetables page at [www.steam-packet.com/Timetables](http://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.

## CAR SPECIAL OFFERS

	Autumn 2016 06/09/16 - 08/01/17	New Year 2017 09/01/17 - 02/03/17	Spring 2017 03/03/17 - 18/05/17	Summer 2017 13/06/17 - 04/09/17	Autumn 2017 05/09/17- 06/01/18	Weekend Supplement** Per Vehicle
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<b>Midweek (Mon - Thurs) 3 Day Return Offer*</b>	Car + 2 each way from	£60	-	£62	-	£62	-
<b>5 Day Short Break Offer^</b>	Car + 2 each way from	£83	£68	£85	£97	£85	£16-£21
<b>Any Length Special Offer</b>	Car + 2 each way from	£104	£87	£107	£119	£107	£25-£33
<b>Starlight Offer †</b>	Car + 4 each way from	£127	-	£131	£138	£131	£16-£21
<b>Day Trip Offer</b>	Car + 4 each way from	£80	£62	£82	£87	£82	£16-£21

\*Foot & additional vehicle passengers (valid until 06.01.18) 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](http://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](http://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. †Foot Passenger Offer: Valid for travel until 06/01/18. 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 from 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.

All prices quoted for reserved seating and cabins are valid for travel until 08/01/17.



## RESERVATIONS & ENQUIRIES

We offer some great discounts when you book via our website [STEAM-PACKET.COM](http://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 59% of respondents rated our services excellent or good value for money, with just 12% saying they were poor or very poor. We will continue our commitment to giving passengers competitive and value-for-money fares with more than 900,000 offer seats available during 2017.

## ONLINE FARE COMPARISONS AUTUMN 2016

22nd Sept - 26th Sept 2016		Car+2 return	Mileage	Cost per mile
Steam Packet Company	Douglas-Liverpool	£206	142	£1.45
Condor Ferries	Poole-Guernsey	£266	158	£1.68
P&O	Dover-Calais	£86	48	£1.79
Stena Line	Holyhead-Dublin	£358	124	£2.89
Irish Ferries	Holyhead-Dublin	£328	124	£2.65
Stena Line	Belfast-Cairnryan	£219	94	£2.33

20th Oct - 24 Oct 2016		Car+2 return	Mileage	Cost per mile
Steam Packet Company	Douglas-Liverpool	£164	142	£1.15
Condor Ferries	Poole-Guernsey	£236	158	£1.49
P&O	Dover-Calais	£86	48	£1.79
Stena Line	Holyhead-Dublin	£238	124	£1.92
Irish Ferries	Holyhead-Dublin	£255	124	£2.06
Stena Line	Belfast-Cairnryan	£224	94	£2.38

Based on online quotes 07/09/16 for the dates specified, daytime sailings

## HIGHLIGHTS OF OUR PASSENGER SURVEY

**More than 69%** booked online

**71%** of those who booked online scored our website **8 out of 10** for ease of use

**59.43%** perceive our fares to be either good or **excellent value** for money

**66.96%** showed a preference for the **Liverpool route**

**88.40%** rated the cleanliness of our vessels as **good or excellent**



## 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 30/09/16. Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.

STEAM-PACKET.COM

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