

Steam Packet TIMES

Issue 11, Summer 2012

News • Timetables

2012 Brochure & Feature Holidays



Sail with the
Isle of Man
Steam Packet Company...

- ✓ No baggage charges
- ✓ No debit card fees

With the summer holidays just around the corner you may have started to think about planning your next trip off-island. With the Isle of Man Steam Packet Company there are so many ways to make the most of your summer and plan some great value trips to the UK and Ireland.

There is a fantastic range of destinations just a short drive away from our ports in Liverpool, Heysham, Belfast and Dublin and we have a great range of offers available to help you make the most of what's on offer. Whether you are visiting friends and family, taking a family holiday, a group shopping break or a romantic getaway we have something to suit you!

Foot passenger adult fares start from just **£18.00** each way, and **five day short break for two people and a car from £97.00** each way. Don't forget our **Children Go FREE Summer special, you can book a car and two people and take up to three children FREE of charge from £117.00** each way. So whether it's a relaxing holiday in the Lakes, a family trip to Alton Towers or a day at Chester races, with so many special offers available you can afford to spoil yourself this summer.

...the possibilities are endless!

**5 Day Short
Break Return**

Car + 2 People from
£97 each
way

Day of outward sailing counts as day 1.
Return sailing must commence on or before Day 5.

**Foot Passenger
Fares from**

£18 **£17**
adult Child

Each way between 10/01/12-10/01/13

Visit WWW.STEAM-PACKET.COM



And don't forget it's not just ferry travel that we can offer, we can also put together some great value holiday packages with stays at hotels throughout the UK and Ireland.



To book call
Steam Packet Holidays
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**Special Day Trip
Excursion from**

£60 **£47**
adult Child

**2 Night Short
Breaks in
Liverpool**

From **£119*** per person

*price includes ferry and accommodation and is based on two people sharing twin/double room.

Visit WWW.STEAM-PACKET.COM

Mona's Queen Anchor Memorial

The anchor from the Mona's Queen, one of three Isle of Man Steam Packet Company ships lost in Dunkirk in May 1940, was recently set in its final resting place at Kallow Point, Port St Mary in a moving service.

The Mona's Queen was one of eight Steam Packet Company ships which between them rescued 24,669 troops as part of Operation Dynamo. The other ships lost at Dunkirk were Fenella and King Orry.

The anchor was raised in 2010 as part of the 70th anniversary commemoration of Operation Dynamo at Dunkirk. In May 1940, eight Steam Packet Company ships took part in the historic rescue of the British Expeditionary Force and brought 24,669 of them to safety. Of a total of 338,226 troops rescued, one in fourteen was brought out on a Steam Packet Company vessel.

In the space of 24 hours around the 29 May 1940, three Steam Packet Company ships - Mona's Queen, King Orry and Fenella - were lost to enemy action.

The initiative to raise the anchor of Mona's Queen was spearheaded by the late Captain Andrew Douglas and taken up after his untimely death by Captain Hamish Ross of Sea Breezes magazine. It could not have been achieved without the help of Isle of Man, UK and French naval and government representatives, whose combined efforts ensured that the initiative became a reality.

After raising the anchor, the Steam Packet Company sought public opinion on where a memorial should be sited. From the responses received, it was apparent that both the Port St Mary public and Port St Mary Commissioners had a strong desire that Kallow Point would be a fitting and tranquil place for reflection on, and remembrance of, all the Steam Packet Company crew who took part in Operation Dynamo, especially those who paid the ultimate sacrifice.

Companies who have a long association with the Steam Packet Company have been integral in reaching the point where the anchor was sited as a permanent memorial. The anchor has been proudly restored by Cammell Laird in Birkenhead, where Mona's Queen was built and launched in April 1934, having been transported back from Dunkirk to Cammell Laird with the assistance of Manx Independent Carriers.

The service to unveil the anchor memorial took place on 29th May - 72 years to the day that the ship was lost. Special guests included His Excellency, Lieutenant Governor Mr Adam Wood, Archdeacon of the Isle of Man, the Venerable Andrew Brown, Port St Mary Commissioners and representatives from the Steam Packet Company. The moving ceremony was concluded by a sail past by Steam Packet vessel Mannanan.

Chief Executive Mark Woodward said: 'This is a proud moment, not just for the Steam Packet Company, but for the Isle of Man. On behalf of the Company, I'd like to express my sincere thanks to everyone who helped bring the anchor home. We're pleased that Port St Mary Commissioners agreed to site the anchor at Kallow Point and I know that the service was very well attended and was testament to all of the hard work that has been put into bringing the anchor home.'



Captain Hamish Ross said: 'It's wonderful to see the anchor finally welcomed back to the Island. The men and ships of the Steam Packet Company involved in Operation Dynamo form a proud part of Manx history and I know that Captain Douglas, if he were here today, but would be delighted to see the anchor back on Manx soil. He was so instrumental in helping coordinate the return of the anchor.'

Chairman of Port St Mary Commissioners Christopher Kinley added: 'The people of Port St Mary are honoured to have the memorial sited here, it is a fitting tribute to those that lost their lives in Dunkirk in 1940. We will look to stage an annual ceremony to mark the events of 29 May 1940. The Island played a vital role in what proved to be a critical chapter of World War Two and it's important that the role of those involved from the Island is remembered by future generations.'

'We would like to extend our thanks to the Isle of Man Steam Packet Company for its help in bringing the anchor back to the Island and the kind donation of £5,000 to help with the upkeep of the memorial, it is very much appreciated.'

Lady of Mann lifeboat flies the flag at Jubilee pageant

Thanks to self-confessed Steam Packet Company fanatic Matt Cain, the Company and its heritage was represented in the Queen's Jubilee Pageant on the Thames which took place on Sunday June 3rd.

Four years ago Matt, whose father is Manx and whose grandfather was a Dunkirk Veteran, purchased No8 lifeboat from Lady of Mann I, which was built as the Centenary vessel for the company in 1930. The lifeboat had been sold to an oyster/shrimp fisherman from Malden in the Essex marshes when Lady of Mann I was broken up at Barrow in 1971.

Matt explained: 'The new owner of the lifeboat constructed a cabin and installed a diesel engine. So while she is not quite in her original form, the lines of the hull give a clue as to her former life. We renamed her Lady of Mann and her current home is on the Thames and I sail her in the Runnymede and Windsor areas.'

Because of the heritage of the parent vessel, and his pride in his Manx heritage, Matt attempted to enter the vessel for the Queens Jubilee Pageant and was delighted when she was accepted in the 'historic ships and Dunkirk Little Ships section', which followed immediately behind the Royal Barge.

Matt said: 'I am extremely grateful to the Steam Packet Company for the financial assistance towards a much-needed refurbishment of the vessel, she really did look great on the day.'

Steam Packet Company Chief Executive Mark Woodward said: 'We were absolutely delighted to have our company and heritage represented in one of the most memorable events of the Jubilee celebrations. Although the weather was downcast, spirits certainly were not and Captain Kane Taha, our Marine Manager had a fantastic time on board the vessel.'

'The Steam Packet vessel Lady of Mann I served at Dunkirk in May 1940 and then at the evacuation of the north-western French ports. She was also later engaged in the D-Day landings on the Cherbourg Peninsula. Requisitioned as a personnel ship at the outbreak of war, she had a good turn of speed, and was able to get in and out of the Dunkirk bombardments and lift 4,262 men back to the relative safety of Dover and Folkstone.'



To commemorate the Manx involvement in the Jubilee Pageant, Isle of Man Post have brought out a special commemorative stamp issue which features the Lady of Mann.

The miniature sheet and special commemorative sheets capture the atmosphere and provide a lasting postal tribute and also feature the two Manx vessels that took part - the 'Lady of Mann' and the replica viking longboat 'Vital Spark'



SUMMER: 14th June – 10th September

From Douglas to

	Liverpool	Heysham
Mon	0730 & 1500	0845 & 1945
Tues	1500	0845 & 1945
Wed	1500	0845 & 1945
Thurs	0730 & 1500	0845 & 1945
Fri	0730 & 1500	0845 & 1945
Sat	0730 & 1500	0845 & 2000
Sun	1500	0845 & 1945

To Douglas from

	Liverpool	Heysham
Mon	1115 & 1915	0215 & 1415
Tues	1915	0215 & 1415
Wed	1915	0215 & 1415
Thurs	1115 & 1915	0215 & 1415
Fri	1115 & 1915	0215 & 1415
Sat	1115 & 1915	0215 & 1415
Sun	1915	0215 & 1415

Liverpool: No 0730 13/07 & 19/07. 0730 becomes 0600 24/08 & 25/08. 1500 becomes 1530 23/08-26/08. 1500 becomes 1630 27/08 to 03/09.
Heysham: 0845 becomes 0815 23-25/08. No 2000 07/07, 14/07, 21/07, 04/08, 11/08, 08/09.

Liverpool: No 1115 13/07 & 19/07. 1115 becomes 1130 23/08 to 25/08. 1915 becomes 2030 23/08 to 03/09.
Heysham: No 0215 08/07, 15/07, 22/07, 05/08, 12/08 & 09/09.

Please check our Timetables page at www.steam-packet.com in Ireland

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.

AUTUMN 11th September - 4th November

From Douglas to

	Liverpool	Heysham
Mon	0730 & 1500	0845 & 1945
Tues	1500	0845 & 1945
Wed	1500	0845 & 1945
Thurs	1500	0845 & 1945
Fri	0730 & 1500	0845 & 1945
Sat	0730 & 1500	0845 & 2000
Sun	1500	0845 & 1945

Liverpool: No 0730 05/10 to 04/11. No 1500 30/10 & 31/10. 1500 becomes 1000 on 06/10, 13/10, 20/10, 27/10 & 03/11.
Heysham: No 2000 22/09, 29/09, 06/10 & 03/11.

	Liverpool	Heysham
Mon	1115 & 1915	0215 & 1415
Tues	1915	0215 & 1415
Wed	1915	0215 & 1415
Thurs	1115 & 1915	0215 & 1415
Fri	1115 & 1915	0215 & 1415
Sat	1115 & 1915	0215 & 1415
Sun	1915	0215 & 1415

Liverpool: No 1115 05/10 to 04/11. No 1915 30/10 & 31/10. 1915 becomes 1000 on 06/10, 13/10, 20/10, 27/10 & 03/11.
Heysham: No 0215 23/09, 30/09, 07/10 & 04/11. 1415 becomes 1200 on 07/10. No 1200 02/05.

WINTER 5th November - 10th January 2013

From Douglas to

	Liverpool Birkenhead	Heysham
Mon		0845 & 1945
Tues		0845 & 1945
Wed		0845 & 1945
Thurs		0845 & 1945
Fri		0845 & 1945
Sat	0800	2000
Sun	0800	1945

Heysham: No 2000 on 01/12, 22/12 & 29/12. No 1945 24/12, 25/12 & 31/12. No 0845 25/12.

To Douglas from

	Liverpool Birkenhead	Heysham
Mon		0215 & 1415
Tues		0215 & 1415
Wed		0215 & 1415
Thurs		0215 & 1415
Fri		0215 & 1415
Sat	1400	0215
Sun	1400	0215

Heysham: No 0215 02/12, 23/12, 25/12, 26/12, 30/12 & 01/01/2013. 0215 becomes 0130 on 11/11 & 09/01/13. 0215 becomes 0200 on 12/11 & 25/11. 0215 becomes 0300 on 10/12 & 0215 becomes 0145 on 11/12. No 1415 25/12.

To Ireland from Douglas

July	Sun 1	Tue 3	Wed 4	Sun 8	Tue 10	Wed 11	Fri 13	Sat 14	Sun 15	Tue 17
	Belfast 0700	Dublin 0700	Belfast 0700	Belfast 0700	Dublin 0700	Belfast 0700	Belfast 0700	Dublin 1930	Belfast 0700	Dublin 0700
Wed 18	Sat 21	Sun 22	Tue 24	Wed 25	Sun 29	Tue 31	Aug	Wed 1	Sat 4	Sun 5
Belfast 0700	Dublin 1930	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700		Dublin 0700	Belfast 1930	Belfast 0700
Tue 7	Wed 8	Sun 12	Tue 14	Wed 15	Sun 19	Tue 21	Wed 22	Sun 26	Tue 28	Wed 29
Dublin 0700	Belfast 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700
Sep	Sun 2	Tue 4	Wed 5	Sun 9	Sat 22	Sat 29	Dec	Sat 22	Sat 29	
	Belfast 0700	Dublin 0700	Belfast 0700	Belfast 0700	Belfast 1930	Belfast 1930		Dublin 1930	Dublin 1930	

July	Sun 1	Tue 3	Wed 4	Sun 8	Tue 10	Wed 11	Fri 13	Sun 15	Sun 15	Tue 17
	Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045	Dublin 0100	Belfast 1045	Dublin 1045
Wed 18	Sun 22	Sun 22	Tue 24	Wed 25	Sun 29	Tue 31	Aug	Wed 1	Sun 5	Sun 5
Belfast 1045	Dublin 0100	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045		Dublin 1045	Dublin 0100	Belfast 1045
Dublin 1045	Belfast 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045
Sep	Sun 2	Tue 4	Wed 5	Sun 9	Sun 23	Sun 30	Dec	Sun 23	Sun 30	
	Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045	Belfast 0100	Belfast 0100		Dublin 0100	Dublin 0100	

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

Visit **Ocean Avenue** for some fantastic savings. Up to 50% off recommended retail prices on leading brand fragrances and many other offers.



Children Go FREE Summer Special

Car + 2 People from £117 each way and up to 3 Children FREE. Terms and conditions apply and subject to availability. Valid for travel from 10/07/12 to 06/09/12 (Heysham and Liverpool routes midweek only - Tuesday to Thursday; Belfast and Dublin routes on any scheduled sailing). Child = 4-15 years (children under 4 travel free). Not to be used in conjunction with any other offer.

Book online at STEAM-PACKET.COM

Car + 2 People from **£117** each way and up to 3 children FREE

SPECIAL OFFERS		Summer 2012 12/06/12-10/09/12	Autumn 2012 11/09/12-10/01/13	Weekend Supplement** Per Vehicle
Midweek (Mon - Thu) 3 Day Return Offer*	Car + 2 Each way from		£65.00	n/a
5 Day Short Break Offer^	Car + 2 Each way from	£97.00	£86.00	£15-£20
Any Length Special Offer	Car + 2 Each way from	£117.00	£105.00	£24-£32
Starlight Offer †	Car + 4 Each way from	£135.00	£129.00	£15-£20
Foot/Additional Vehicle Passenger - Adult From £18.00 Child from £17.00 Each way between 10/01/12-10/01/13 £3.50 per person weekend supplement**				
Motorbike offers available - visit STEAM-PACKET.COM for details				

All fares are online prices at STEAM-PACKET.COM, subject to availability. A supplement of up to £6 per foot/ vehicle passenger (minimum £12 for car special offers) will apply for telephone and in person bookings. All prices subject to alteration and include all fuel surcharges and taxes applicable at time of publication. All fares are "From" fares, prices vary over time and sailing to sailing. All Car Offers must be booked at least 48 hours in advance and all Foot Passenger Offers must be booked 24 hours in advance. * 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. 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.

Enjoying and assisting TT!

In 2012 we enjoyed another busy and successful TT period. Final passenger figures showed that, 2007 centenary apart, it was the busiest festival for a decade. Over 35,000 passengers and 11,000 motorcycles travelled with us during the fortnight.

TT is also a busy time for community involvement as we support a number of related initiatives. We continued our support of Dan Kneen by providing free travel to the various rounds of BSB, NW200 and Ulster Grand Prix events. In addition this year we are assisting Connor Cummins with some of his travel arrangements for his commitments with the Tyco Suzuki Team. Unfortunately TT was disappointing for both men; Dan started race week well with a solid 11th place in the opening 6-lap Superbike TT race before having an accident exiting the dip at Governors Bridge and injuring his back which resulted in him not being able to take any further part in the event. Conor was unable to ride in the early part of race week because of a hand injury picked up at the Northwest 200 event, although he was passed fit to race in the Senior TT, which had to be cancelled because of track conditions. We would like to wish them both every success for the rest of the season.

Each year we offer reduced price travel to the many hundreds of people that volunteer to be race marshals and medics while on the Island for the TT and MGP. As an extra thank you to the 'orange army' we teamed up with the Sefton Group to offer a holiday to the Steam Packet-supported Southern 100 for one lucky marshal and a companion. The winner was announced as Nigel Raven who is a Deputy Sector Marshall in Parliament Square and he will be enjoying his trip to the Island this month for the races.

Supporting road safety is always important to us and so during TT members of the Isle of Man Road Safety team were present on a number of sailings to the Island from the UK

and Ireland to promote the 'Stay alert, stay alive' campaign to visiting bikers. Road Safety Manager, Gordon Edwards said: 'It is important for us to be able to target visitors before they arrive on the Island, I would like to thank the Steam Packet Company for supporting us and being able to accommodate us on their sailings at this busy time of year.'

In addition to this we also backed the Bennetts campaign to raise awareness of motorcyclists on the road and have bike-related questions made a compulsory part of the driving test. Representatives from Bennetts were present at the ports to ask visiting bikers to sign their petition which aims to reach 100,000 signatures. If it achieves that number, Parliament will agree to debate motorbike related questions being made a compulsory part of the UK driving test. Currently there is no such guarantee and while motorcyclists account for just 1% of road traffic, they unfortunately make up 20% of fatalities. As part of the promotion of the BikerPetition.co.uk, it was the main sponsor of the new lightweight race included in this year's TT.

A new race calls for a new trophy and in conjunction with G4S we helped transport it safely to the Island before it was presented to Ryan Farquar as the inaugural winner of this new class on the last day of racing.

TT is such an important time of the year for the Steam Packet Company and we are very pleased to be able to get involved in such a wide range of initiatives around the festival.



Travel Information - How to book

Save by Booking Online:

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

- There is a discount of up to £6 per foot/ vehicle passenger (minimum £12 for car special offers). Even standard fares are discounted by 2% when booked at **STEAM-PACKET.COM**
- Over 900,000 offer seats are available during 2012

Reservations and Enquiries Call:

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

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

1. BOOKING & PAYING

1.1 Passenger Descriptions

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

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

1.2 Private Vehicle Descriptions

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

1.3 Vehicle Deck Limitations

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

Manannan: Liverpool route restrictions - Height:

3.4 metres. Length Single Vehicle: 6.5 metres. Vehicle towing trailer: 10 metres (5 metre towing vehicle and 5 metre trailer). Width: 2 metres. Weight: 4 tonnes. Manannan can accommodate larger vehicles on the Heysham, Belfast and Dublin and routes, contact must be made with our Reservations Team to confirm 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, please contact our Reservations Team on the number above to make your booking or enquiry; to confirm requirements prior to booking.

1.4 Vehicles with Low Ground Clearance

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

1.5 When payment is due

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

1.6 How to Pay

Payment may be made online by major credit or debit card. Payment may be made in person by major credit or debit card, cash or by cheque. Bookings paid for by credit card (e.g. Visa, MasterCard, American Express etc.) are subject to a non-refundable charge per booking. Bookings paid for using debit card (e.g. Switch) will not incur a charge.

Bookings paid for by cheque must be paid at least ten working days prior to travel.

1.7 Online Fares

Special Offers shown online or in this brochure are online fares, which may only be booked at STEAM-PACKET.COM. Special Offer bookings made in person or over the telephone are subject to a service fee of £12 per car and up to two passengers and £6 for foot, extra vehicle passengers and motorcycles. 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 645 693.

1.8 Fuel Surcharge

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

1.9 Travel Lead Time

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

2. SPECIAL OFFER CONDITIONS

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

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

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

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

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

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

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

2.7 All Special Offers are subject to availability. Each Special Offer is

subject to specific terms and also the general Conditions of Carriage. In the event of a conflict between these conditions and the Special Offer Conditions, the Special Offer Conditions shall prevail.

3. STANDARD FARES

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

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

4. VANS/COMMERCIAL VEHICLES

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

5. CHANGES/CANCELLATIONS

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

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

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

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

PLEASE NOTE THAT ALL FARES, FEES, VESSELS, PORTS AND SAILING TIMES QUOTED MAY BE SUBJECT TO ALTERATION / CANCELLATION WITHOUT PRIOR NOTICE.

Passengers should ensure they have appropriate insurance.

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

**Information contained in this brochure was correct at time of print 10/07/12
Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.**

STEAM-PACKET.COM

Various photographs are courtesy of visitbritain.com