

Steam Packet TIMES

Issue 9, Winter 2012

News • Timetables

2012 Brochure & Feature Holidays



A message from Mark Woodward

To say that 2011 was a challenging year would be an understatement both for the Isle of Man Steam Packet Company and the Island as a whole. December was an especially trying time for us as severe weather conditions and the need to repair a damaged bow thrust caused the Ben-my-Chree to be out of service for a number of sailings.

The Ben-my-Chree ingested some debris in Douglas Harbour in May 2011 which caused damage to its bow thrust. The Ben-my-Chree had been operating on one bow thrust unit while the second was repaired by specialist Scandinavian manufacturer, Wartsila. On two separate occasions, Wartsila failed to meet the promised repair timeframe, which meant planned dry dock slots, freighter charter, crewing and other planned arrangements had to be cancelled.

These delays meant that a fix wasn't made before a period of unprecedented stormy weather at the beginning of December. Winds reached violent storm force 11 and the direction of the wind made berthing in Heysham very difficult. The lack of a second bow thrust, in conjunction with these other factors, contributed to the higher than usual level of cancellations we suffered. However, given the severity of the weather, it is clear that we would still have lost some of the sailings even if both bow thrust units had been functioning.

We maintained pressure on Wartsila and they eventually confirmed the bow thrust unit would be ready for mid-December. We were fortunate that Cammell Laird were able to free up a dry dock slot for us on the 16th December. The Ben-my-Chree has been the most reliable vessel ever employed by the Company. All vessels are disrupted occasionally by extreme weather conditions but the Ben-my-Chree offers an enormous capacity to quickly catch up. We managed to ship over 250 freight trailers before dry dock – equivalent to two miles of freight units. She was back in service on the 20th December with Manannan covering passenger routes during the dry dock period.

I would like to thank all our staff for their efforts in providing extra services to allow these dry dock repairs to be completed successfully. I would also like to take this opportunity to thank our customers' for their patience during this very trying time and apologise for any inconvenience caused by a situation that was also forced upon us.

It is now time to look forward to 2012 and hopefully another busy year for the Isle of Man Steam Packet Company. We have a number of great offers for the New Year including the return of 'Children Go Free' summer offer which has been very successful in the past. We also have some great offers for the TT period which is becoming more and more popular each year. I hope you enjoy this issue of Steam Packet Times and I wish you a very happy and peaceful 2012.



✓ No baggage charges

✓ No debit card fees



Book online at
STEAM-PACKET.COM

**5 Day Short
Break Return**

Car + 2 People from

£68 each way

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

**Any Length
Break**

Car + 2 People from

£78
each way

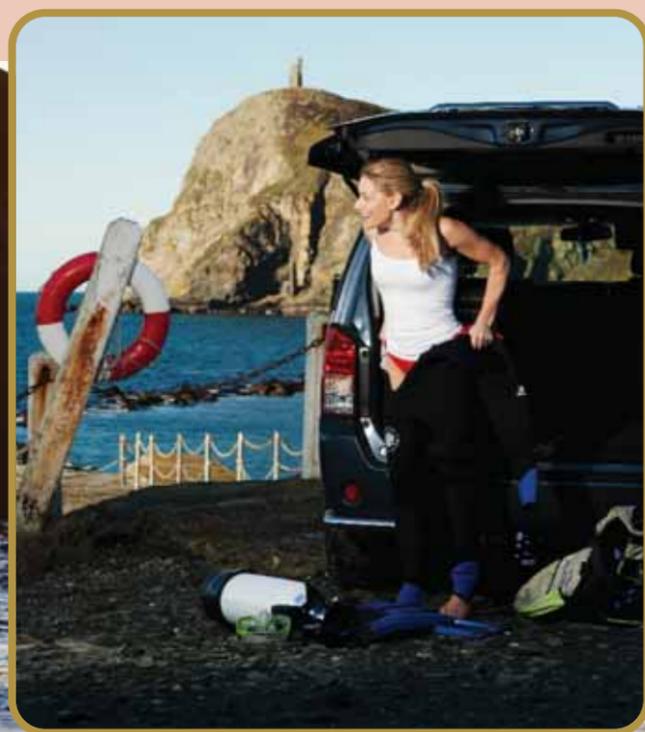
Terms and conditions apply and subject to availability.

Promoting the Isle of Man

The Isle of Man Steam Packet has been busy commissioning new photographs to help promote the Island as a holiday destination.

Marketing Manager, Renée Caley travelled to Heysham on Monday 21st November to meet with the models and photographer before sailing back to the Island on the Ben-my-Chree. A family group of models was used to demonstrate the range of activities available on the Island for all ages from the over 60's to young children.

The opportunity was taken to take some shots of the vessel interior including the shop, café, bar, lounges and cabins with the models enjoying the facilities on offer. The evening was rounded off with some shots of the couple eating fish and chips at the Villa Marina.



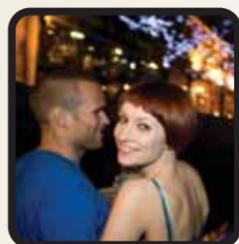
On the morning of the 22nd November, everyone woke up to glorious sunshine for the second day of the shoot. The group undertook a mammoth tour of the Island taking in Castle Rushen, The Sound Café, Castletown Golf Course, Port Erin, Peel Castle and the House of Manannan.

Renée said: 'We all had so much fun on the photo shoot and although the temperature was pretty chilly, the photos look like they were taken on a summer's day. The finished results are fantastic and really show off the Island in the best light. We will use these photos mainly in our advertising campaigns off-Island to promote the Isle of Man as a holiday destination and our services as a means of transport. I hope that these images really help to sell our beautiful Island and attract more visitors in 2012.'



Short Breaks from just £99 per person

Steam Packet Holidays can tailor make ferry and accommodation packages for individuals, families or groups travelling for a multitude of reasons.



In 2011 we handled bookings for clients who were going on:

**Rugby Trips + Football Trips + Hockey Trips
+ Hen Weekends + Stag Weekends
+ Concert Trips + Theatre Breaks
+ British Superbike Weekends
+ BMX Competitions + Shopping Breaks
+ Theme Park Trips or just to visit Family or Friends**

With rates available at over 1,100 hotels throughout the UK and Ireland the list of destinations available to you is endless.

And with 2 night ferry and accommodation packages starting from just £99 per person why not let us give you a quote?

**2 night packages from
£99 per person**



When at least two people purchase a package together then you can take your car from only £35 extra!

If you are travelling in a group then we can arrange to include minibus or coach transfers in the price of your trip.

Why not let Steam Packet Holidays give you a quote – call 645777

Terms and conditions: Package breaks are subject to availability. Prices are based on two people travelling as foot passengers sharing twin/double room.

Car supplement is valid for short breaks (max 4 nights) | Jan-31 March + 14 Sept – 31 Dec 2012. Car supplements for longer breaks and at other times are available on request.

New Year 10th January – 22nd March & 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 11/02, 10/03, 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 12/02, 11/03, 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.

SPRING 23rd March – 23rd May & 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 26/3, 30/3, 02/4, 16/4 to 06/5 & 05/10 to 04/11. No 1500 23/3, 24/3, 30/10 & 31/10. 1500 becomes 1000 on 06/10, 13/10, 20/10, 27/10 & 03/11. Additional 0730 05/4, 10/4 & 12/4.

Heysham: No 0845 2/5. No 1945 between 16/4 – 05/5. No 2000 07/4, 14/4, 21/4 to 12/5, 22/09, 29/09, 06/10 & 03/11.

To Douglas from

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

Liverpool: No 1115 24/3, 26/3, 30/3, 02/4, 16/4 to 05/5 & 05/10 to 04/11. No 1915 23/3, 6/4, 30/10 & 31/10.

Heysham: No 0215 08/4, 15/4, 16/4 to 06/5, 13/5, 23/09, 30/09, 07/10 & 04/11. 1415 becomes 1200 between 16/4 – 06/5, 1415 becomes 1200 on 07/10. No 1200 02/5.

TT Period: 24th May - 13th June 2012 visit STEAM-PACKET.COM for details

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

Liverpool: No 0730 21/6, 13/7 & 19/7. 0730 becomes 0600 24/8 & 25/8. 1500 becomes 1530 23/8–26/8. 1500 becomes 1630 27/8–3/9.

Heysham: 0845 becomes 0815 23–25/8. No 2000 16/6, 7/7, 14/7, 21/7, 4/8, 11/8, 8/9.

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 1115 21/6, 13/7 & 19/7. 1115 becomes 1130 23/8–25/8. 1915 becomes 2030 23/8–3/9.

Heysham: No 0215 17/6, 8/7, 15/7, 22/7, 5/8, 12/8 & 9/9.

To Ireland from Douglas

April	Wed 4 Belfast 0700	Fri 6 Dublin 1500	Sun 8 Belfast 0700	Wed 11 Dublin 0700	Sat 14 Belfast 1930	May	Wed 2 Belfast 0700	Wed 9 Belfast 0700	Sun 13 Belfast 0700	Thu 17 Belfast 0700
Sun 20 Belfast 0700	Thu 24 Belfast 0700	Sun 27 Belfast 0700	Tue 29 Dublin 0600	Wed 30 Belfast 0500	June	Fri 1 Larne 0300	Sat 2 Larne 0300	Sun 3 Belfast 0915	Tue 5 Larne 0300	Tue 5 Dublin 1530
Thu 7 Larne 0300	Sat 9 Larne 0300	Sun 10 Larne 0300	Tue 12 Dublin 0700	Wed 13 Belfast 0700	Sun 17 Belfast 0700	Tue 19 Dublin 0700	Wed 20 Belfast 0700	Sun 24 Belfast 0700	Tue 26 Dublin 0700	Wed 27 Belfast 0700
July	Sun 1 Belfast 0700	Tue 3 Dublin 0700	Wed 4 Belfast 0700	Sun 8 Belfast 0700	Tue 10 Dublin 0700	Wed 11 Belfast 0700	Fri 13 Belfast 0700	Sat 14 Dublin 1930	Sun 15 Belfast 0700	Tue 17 Dublin 0700
Wed 18 Belfast 0700	Sat 21 Dublin 1930	Sun 22 Belfast 0700	Tue 24 Dublin 0700	Wed 25 Belfast 0700	Sun 29 Dublin 0700	Tue 31 Belfast 0700	Aug	Wed 1 Dublin 0700	Sat 4 Dublin 1930	Sun 5 Belfast 0700
Tue 7 Dublin 0700	Wed 8 Belfast 0700	Sun 12 Belfast 0700	Tue 14 Dublin 0700	Wed 15 Belfast 0700	Sun 19 Dublin 0700	Tue 21 Belfast 0700	Wed 22 Dublin 0700	Sun 26 Belfast 0700	Tue 28 Dublin 0700	Wed 29 Belfast 0700
Sep	Sun 2 Belfast 0700	Tue 4 Dublin 0700	Wed 5 Belfast 0700	Sun 9 Belfast 0700	Sat 22 Belfast 1930	Sat 29 Belfast 1930	Dec	Sat 22 Dublin 1930	Sat 29 Dublin 1930	

To Douglas from Ireland

April	Wed 4 Belfast 1045	Fri 6 Dublin 1845	Sun 8 Belfast 1045	Wed 11 Dublin 1045	Sun 15 Belfast 0100	May	Wed 2 Belfast 1045	Wed 9 Belfast 1045	Sun 13 Belfast 1045	Thu 17 Belfast 1045
Sun 20 Belfast 1045	Thu 24 Belfast 1045	Sun 27 Belfast 1045	Tue 29 Dublin 1015	Wed 30 Belfast 0945	Thu 31 Larne 2359	June	Fri 1 Larne 2359	Sun 3 Belfast 1330	Mon 4 Larne 2330	Tue 5 Dublin 1930
Wed 6 Larne 2330	Fri 8 Larne 2330	Sat 9 Larne 2330	Tue 12 Dublin 1045	Wed 13 Belfast 1045	Sun 17 Belfast 1045	Tue 19 Dublin 1045	Wed 20 Belfast 1045	Sun 24 Belfast 1045	Tue 26 Dublin 1045	Wed 27 Belfast 1045
July	Sun 1 Belfast 1045	Tue 3 Dublin 1045	Wed 4 Belfast 1045	Sun 8 Belfast 1045	Tue 10 Dublin 1045	Wed 11 Belfast 1045	Fri 13 Belfast 1045	Sun 15 Dublin 0100	Sun 15 Belfast 1045	Tue 17 Dublin 1045
Wed 18 Belfast 1045	Sun 22 Dublin 0100	Sun 22 Belfast 1045	Tue 24 Dublin 1045	Wed 25 Belfast 1045	Sun 29 Dublin 1045	Tue 31 Belfast 1045	Aug	Wed 1 Dublin 1045	Sun 5 Dublin 0100	Sun 5 Belfast 1045
Tue 7 Dublin 1045	Wed 8 Belfast 1045	Sun 12 Belfast 1045	Tue 14 Dublin 1045	Wed 15 Belfast 1045	Sun 19 Dublin 1045	Tue 21 Belfast 1045	Wed 22 Dublin 1045	Sun 26 Belfast 1045	Tue 28 Dublin 1045	Wed 29 Belfast 1045
Sep	Sun 2 Belfast 1045	Tue 4 Dublin 1045	Wed 5 Belfast 1045	Sun 9 Belfast 1045	Sun 23 Belfast 0100	Sun 30 Belfast 0100	Dec	Sun 23 Dublin 0100	Sun 30 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.



Up to 50% off
recommended retail
prices on leading
brand fragrances and
many other offers.

Visit **Ocean Avenue**
for some fantastic savings.

In the event of supply difficulties we reserve the right to substitute items of equal quality and value.

Children go FREE Summer Special

Car + 2 People from £119 each way and up to 3 Children FREE.

Terms and conditions apply and subject to availability. Heysham and Liverpool routes: valid for travel between 10.07.12 – 06.09.12 Mid week only – Tuesday, Wednesday and Thursday. Belfast and Dublin routes: valid for travel between 10.07.12 – 06.09.12. Child = 4-15 years (infants under 4 years travel free). Not to be used in conjunction with any other offer.

Book online at STEAM-PACKET.COM

Car + 2 People from
£119
each way
and up to
3 children FREE



SPECIAL OFFERS

	New Year 2012 10/01/12-29/02/12	Spring 2012 01/03/12-22/05/12	Summer 2012 12/06/12-10/09/12	Autumn 2012 11/09/12-10/01/13	Weekend Supplement** Per Vehicle
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Midweek (Mon - Thu) 3 Day Return Offer*	Car + 2 Each way from	£67.00	£67.00	£67.00	n/a
5 Day Short Break Offer^	Car + 2 Each way from	£68.00	£88.00	£99.00	£88.00
Any Length Special Offer	Car + 2 Each way from	£78.00	£107.00	£119.00	£107.00
Starlight Offer †	Car + 4 Each way from	£133.00	£139.00	£133.00	£15-£20

Foot/Additional Vehicle Passenger - Adult From £19.00 Child from £18.00 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.

Steam Packet in the Community

Cadet Iffie has a royal adventure

Sea Cadet Iffie Ferris enjoyed a trip around the South of England and Wales on T.S. Royalist, thanks to sponsorship from the Steam Packet Company.

Iffie, who attends St Ninian's High School, travelled to Milford Haven to meet the ship and spent a week on board, sailing down past the Scilly Isles and through to Portsmouth.

'While on board we had set jobs, such as cleaning stations, bracing stations, sail setting stations and sail lowering stations,' explained Iffie. 'We also had mess-men days, during which around four or five cadets would set up meals, snacks and overall look after the other cadets for the day. Oh and clean! We all became friends and had an amazing time on shore leave around Milford Haven.'

'There were many benefits from going on this trip. As well as getting rewards and badges for improvement of rank, I made lifelong friends, saw dolphins, learnt to work as part of a team, have respect for others – and to face my fears!'



Students from two high schools visited our Ferry Travel Shop and check-in desk at the Sea Terminal to study our customer service techniques and how we meet our customers' needs.

Year 12 students from Ballakermeen were first to visit, as part of their studies for an Edexcel BTEC First Travel and Tourism course, followed by A-level Applied Business students from St Ninian's.

Marketing Manager Renee Caley said: 'We have several schools visit the Sea Terminal each year, both primary and secondary schools, and the feedback we receive suggests they all find visits really useful in fulfilling areas of their curriculum. The students look at how we monitor, maintain and improve our customer services through our Passenger Charter, including how we assess the details and results from the electronic customer surveys we carry out. It also provides the students with invaluable first-hand experience of what goes on behind the scenes.'

In October, a Halloween Dinner Dance raised £5,655 for the Manx Foundation for the Physically Disabled, which was supported by the Isle of Man Steam Packet Company.

The Company donated a voucher prize for a car plus two passengers for the person who raised the most money for

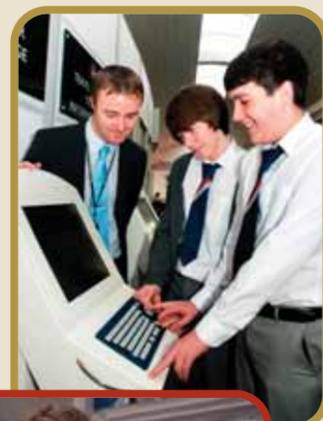
MFPD from the Parish Walk, the voucher being won by Carol McCoubrey.

In December 2011, the Manx Foundation's services were taken over by local charity Crossroads Caring for Carers. Crossroads continues to support those with disabilities on Island and the people who help to care for them, providing over 50,000 hours of respite to carers every year, and 1000 hours of support services every week to local residents with care needs. For more information on the help Crossroads provides to the community, please contact mail@crossroadsiom.org or phone 673103.

A collection on board our fastcraft Manannan raised money for Breakthrough Breast Cancer (IOM).

Breakthrough is a pioneering charity which fights on three fronts. The Charity's Kim Makin explained: 'In the Island, we are run entirely by volunteers to help promote the work and research of Breakthrough Breast Cancer in the UK. Most importantly, we raise awareness of this disease to women and men across the Island, we raise much-needed funds to enable the research to continue and we campaign for improved services to assist breast cancer patients in many ways.'

'Fundraising events such as the collection on Manannan are vital to our efforts and we'd like to thank the Steam Packet Company for its help in arranging it.'



 No baggage charges

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

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 10/01/12
Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.

STEAM-PACKET.COM

Various photographs are courtesy of visitbritain.com