

Steam Packet TIMES

Issue 6, Spring 2011

News • Timetables

2011 Brochure & Feature Holidays

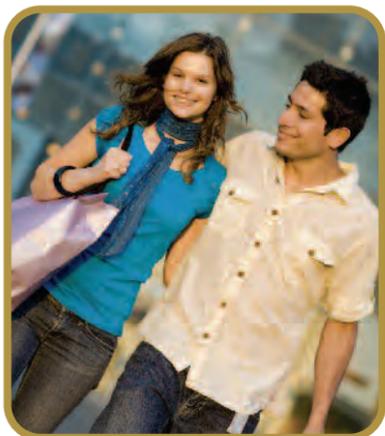
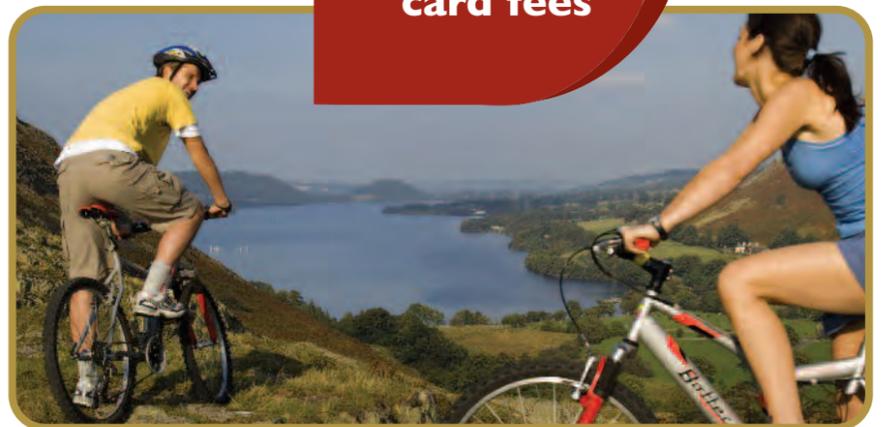


No baggage charges
No debit card fees

The choice is yours – so get up and go!

With regular services to NW England either on the Ben-my-Chree to Heysham or Manannan to Liverpool, there is a wealth of opportunity to take a well-earned break on your own or with family.

Whether you like the city or the country, we have some great deals to help you make the most of the opportunities only a short ferry ride away.



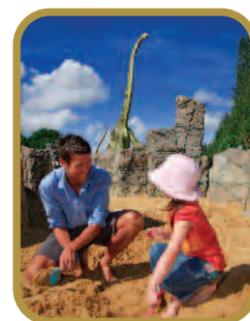
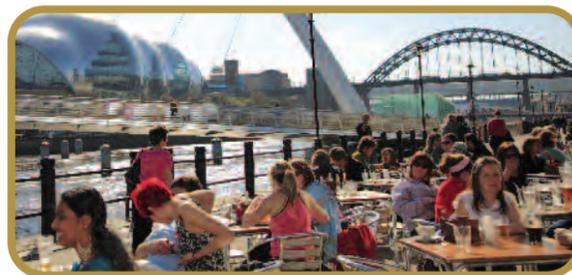
Footloose Fares
from
£19.25
per person each way

Travelling by car? Our mid week car plus two deal starts at just £64 each way, or you can take advantage of our children go free offer which runs mid week during the summer holidays. With great venues and attractions for all interests in places like Liverpool, Manchester and Chester and beautiful countryside and activities in North Wales, the Lake District and throughout Yorkshire and Lancashire, there really isn't much to hold you back from jumping on the ferry and getting away from it all for a while.

With footloose fares starting at just £19.25 per person each way and great Sail and Rail offers to get you that bit further, it's so easy to get out and about with these fantastic deals.

Remember, our fares are transparent - we don't have any baggage charges and there aren't any debit card fees for bookings either. Even our credit card fee of only £3.00 is a one-off per transaction, not per person per sector. The fare's fair!

We can even arrange some great value accommodation for you at over 1,100 hotels throughout the UK via Steam Packet Holidays. Just give them a call on 645777.



- City or country
- With car or by foot
- Conventional ferry or fast craft
- A quiet trip away or a family holiday
- Ferry and accommodation or ferry only...the choice is yours.

Offers valid until 24.05.11. Terms and conditions apply and subject to availability.

Book online at
STEAM-PACKET.COM

**5 Day Short
Break Return**
Car + 2 People from
£84 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
£102
each way

Time and Tide



Each month we update figures on our punctuality on our website. This figure relates to our success in departing on time and is regularly in the order of 95% or better – in fact we frequently depart ahead of schedule.

Occasionally we are asked why we don't publish our punctuality against our indicative arrival times.

Marine Manager, Captain Kane Taha, takes a look at some of the things that can influence a vessel's progress on any particular day.

There are a number of factors that can have an impact on a crossing time with the result that arrival times can vary by some degree on a daily basis. These factors include wind strength and direction, the sea state, especially following a prolonged period of strong winds, and the speed and direction of the tide during the crossing. In addition, it is necessary to consider whether the vessel is carrying the weight of a full vehicle deck or less. Each of these factors on their own can influence the crossing time and when combined their impact can be even more pronounced. It is also the case that if the vessel has to route around bad weather to enable the sailing to take place or to assist passenger comfort, then this longer route will clearly impact upon the arrival time.

With the Ben-my-Chree operating at speeds of around 18 knots, close to her maximum speed, a difference in tidal effect of around 2 knots either with or against you, can have a significant impact over the course of a crossing. Likewise, heading into a wind of, say, 20 knots will significantly slow progress in comparison to a similar wind coming from astern which will aid the crossing time.

While Manannan is operating at higher speeds than the Ben, tidal streams in the Mersey can flow at as much as 6 to 7 knots at a time when vessel speed has to be reduced significantly under Mersey River operating restrictions. This will have a major affect depending on whether you are running with or against the tide.

It is clear, therefore, that a number of factors will affect the vessel's arrival time. In the normal course of operations the Ben-my-Chree 14.15 sailing from Heysham, for example, can arrive in Douglas any time between 17.20 and 18.10 depending on conditions on the day.

During the course of the passage, passengers will be informed of the arrival time based on progress at the time. In addition, a key consideration for us is to ensure that the sailing information on our website and telephone information line is updated during the course of the passage to advise friends and relatives coming to meet passengers from the vessel what time it will be arriving.

Missing Someone?

Did you know you can purchase Steam Packet Company vouchers online and have them emailed to friends or relatives?

They are available from as little as £5 and can be redeemed online, by phone or when making bookings at the Ferry Travel Shop at the Sea Terminal.

It's easy, just log onto **STEAM-PACKET.COM** and click on "Vouchers"



Sail and Rail

With Sail and Rail you can get that bit further and go exploring. We have some great ferry and rail deals such as Douglas to London from £93 return or York from £61.50 return. With no debit card fees when you book and no baggage charges, Sail and Rail is a great way to get out and about. For more attractive fares and to make your booking, just call into the Ferry Travel Shop at the Sea Terminal.

Further discounts available for Railcard holders.



2011 DAY TRIPS

NOW BOOKABLE ON LINE AT STEAM-PACKET.COM

Cheshire Oaks
21 May & 9 July
£46 **£36**
adult (QCOA) child

Trafford Centre
18 June & 30 July
£47 **£37**
adult (QTRF) child



Tatton Park Flower Show
Friday 22 July
£74 **£64**
adult (QTAT) child



Southport Flower Show
Saturday 20 August
£63 **£35**
adult (QSOU) child



Chester Zoo
14 May,
2 July & 4 August
£58 **£46**
adult (QZOO) child



Gullivers World Theme Park
11 August
£59 **£47**
adult (QGUL) child



Alton Towers
27 August &
3 September
£69 **£55**
adult (QALT) child

Camelot Theme Park
25 June
& 18 August
£57 **£45**
adult (QCAM) child



**SPRING: 31st March – 24th May and
AUTUMN 6th September – 31st October 2011**

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 1500 01/04, 02/04, 22/04, 18/10, 19/10 & 31/10. No 0730 04/04, 11/04 & 18/04. Additional 0730 21/04, 26/04, 24/05, 08/09 & 13/09
[^] No 0730 from 03/10 # 1500 becomes 1000 on 08/10, 15/10, 22/10 & 29/10
Heysham: No 2000 09/04, 14/05, 10/09 & 01/10

To Douglas from

	Liverpool	Heysham
Mon	1115 [^] & 1900	0215 & 1415
Tues	1900	0215 & 1415
Wed	1900	0215 & 1415
Thurs	1900	0215 & 1415
Fri	1115 [^] & 1900	0215 & 1415
Sat	1115 [^] & 1900	0215 & 1415
Sun	1900	0215 & 1415

Liverpool: No 1900 01/04, 22/04, 18/10, 19/10 & 31/10. No 1115 02/04, 04/04, 11/04 & 18/04. Additional 1115 21/04, 26/04, 24/05, 08/09 & 13/09. [^]No 1115 from 03/10
Heysham: No 1415 10/04. No 0215 10/04, 15/05 & 02/10. 0215 becomes 0145 14/05 & 23/10. 1415 becomes 1330 13/05. 1415 becomes 1200 10/04 & 02/10

TT PERIOD:

25th May – 13th June visit STEAM-PACKET.COM for sailing details

SUMMER: 14th June – 5th 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 23/06, 04/07, 07/07 & 15/07. Additional 0730 05/07. 0730 becomes 0600 26/08 & 27/08. 1500 becomes 1530 25/08-28/08. 1500 becomes 1630 29/08-05/09
Heysham: No 2000 18/06, 02/07 & 13/08. 0845 becomes 0815 18/08, 19/08, 20/08, 26/08 & 27/08

To Douglas from

	Liverpool	Heysham
Mon	1115 & 1900	0215 & 1415
Tues	1900	0215 & 1415
Wed	1900	0215 & 1415
Thurs	1115 & 1900	0215 & 1415
Fri	1115 & 1900	0215 & 1415
Sat	1115 & 1900	0215 & 1415
Sun	1900	0215 & 1415

Liverpool: No 1115 23/06, 04/07, 07/07 & 15/07. Additional 1115 05/07. 1115 becomes 1130 25/08, 26/08, 27/08 & 29/08. 1900 becomes 2030 25/08-05/09
Heysham: No 0215 19/06, 03/07 & 14/08

Departure times may differ during Manx Grand Prix period (20/08-05/09)

WINTER: 1st November – 9th January 2012

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, 05/11, 03/12, 17/12, 24/12, 31/12 & 07/01/12. No 1945 25/12, 26/12. Additional 0845 sailing 01/01/11 & 01/01/12
Birkenhead: No 0800 sailing & 01/01/12

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, 06/11, 04/12, 18/12, 22/12, 25/12, 26/12, 27/12, 01/01/12, 08/01/12, 22/12 sailing departs 0115
Additional 1415 sailing 01/01/11 & 01/01/12
Birkenhead: No 1400 sailing & 01/01/12

No sailings 25/12

To Ireland from Douglas

May	Thu 05	Sun 08	Thu 19	Sun 22	Thu 26	Sun 29	Tue 31	June	Wed 01	Fri 03
	Belfast 0700	Dublin 0600		Belfast 0500	Larne 0300					
Sat 04	Sun 05	Tue 07	Tue 07	Thu 09	Sat 11	Sun 12	Mon 13	Tue 14	Wed 15	Sun 19
Larne 0300	Belfast 0845	Larne 0300	Dublin 1500	Larne 0300	Larne 0300	Larne 0300	Larne 0300	Dublin 0700	Belfast 0700	Belfast 0700
Tue 21	Wed 22	Sun 26	Tue 28	Wed 29	July	Sun 03	Mon 04	Wed 06	Sun 10	Tue 12
Dublin 0700	Belfast 0700	Belfast 0700	Dublin 0700	Belfast 0700		Belfast 0700	Dublin 0700	Belfast 0700	Belfast 0700	Dublin 0700
Wed 13	Fri 15	Sun 17	Tue 19	Wed 20	Sun 24	Tue 26	Wed 27	Sun 31	Aug	Tue 02
Belfast 0700	Belfast 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700		Dublin 0700
Wed 03	Sun 07	Tue 09	Wed 10	Sun 14	Aug	Tue 16	Wed 17	Sun 21	Tue 23	Wed 24
Belfast 0700	Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700		Belfast 0700	Dublin 0700	Belfast 0700	Dublin 0700	Belfast 0700
Sun 28	Tue 30	Wed 31	Sept	Sun 04	Tue 06	Wed 07	Sun 11	Thu 22	Sun 25	Dec
Belfast 0700	Dublin 0700	Belfast 0700		Belfast 0700	Dublin 0700	Belfast 0700	Belfast 0700	Belfast 0700	Belfast 0700	
Sun 17	Mon 26									
Dublin 1930	Dublin 1930									

To Douglas from Ireland

May	Thu 05	Sun 08	Thu 19	Sun 22	Thu 26	Sun 29	Tue 31	June	Wed 01	Thu 02
	Belfast 1045	Dublin 1015		Belfast 0945	Larne 2359					
Fri 03	Sun 05	Mon 06	Tue 07	Wed 08	Fri 10	Sat 11	Sun 12	Tue 14	Wed 15	Sun 19
Larne 2359	Belfast 1300	Larne 2330	Dublin 1900	Larne 2330	Larne 2330	Larne 2330	Larne 2330	Dublin 1045	Belfast 1045	Belfast 1045
Tue 21	Wed 22	Sun 26	Tue 28	Wed 29	July	Sun 03	Mon 04	Wed 06	Sun 10	Tue 12
Dublin 1045	Belfast 1045	Belfast 1045	Dublin 1045	Belfast 1045		Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045	Dublin 1045
Wed 13	Fri 15	Sun 17	Tue 19	Wed 20	Sun 24	Tue 26	Wed 27	Sun 31	Aug	Tue 02
Belfast 1045	Belfast 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045		Dublin 1045
Wed 03	Sun 07	Tue 09	Wed 10	Sun 14	Tue 16	Wed 17	Sun 21	Tue 23	Wed 24	Sun 28
Belfast 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045
Tue 30	Wed 31	Sept	Sun 04	Tue 06	Wed 07	Sun 11	Thu 22	Sun 25	Dec	Sun 18
Dublin 1045	Belfast 1045		Belfast 1045	Dublin 1045	Belfast 1045	Belfast 1045	Belfast 1045	Belfast 1045		Dublin 0100
Tue 27										
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.

No debit card charges



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 £114/€137 each way and up to 3 Children FREE.

Terms and conditions apply and subject to availability. Heysham and Liverpool routes: valid for travel between 13.07.2011 – 08.09.2011. Mid week only – Tuesday, Wednesday and Thursday. Belfast and Dublin routes: valid for travel between 13.07.2011 – 08.09.2011. 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 **£114** each way and up to 3 children FREE



SPECIAL OFFERS

Spring/Autumn
01/03/11-24/05/11
13/09/11-09/01/12

Summer
14/06/11-12/09/11

Weekend Supplement**
Per Vehicle

Saving vs Full Standard Fare

Midweek (Mon - Thu) 3 Day Return Offer*

Car + 2 Each way from

£64/€77

n/a

Save up to £82.50 each way

5 Day Short Break Offer^

Car + 2 Each way from

£84/€101

£94/€113

£15-£20/€18-€24

Save up to £70.50 each way

Any Length Special Offer

Car + 2 Each way from

£102/€122.50

£114/€137

£24-£32/€28-€38

Save up to £105 each way

Starlight Offer †

Car + 4 Each way from

£127.50/€153

£136.50/€164

£15-£20/€18-€24

Save up to £109 each way

Foot/Additional Vehicle Passenger - Adult From £19.25/€23 Child from £17.50/€21 Each way 01/04/11 - 09/01/12
£3/€3.50 per person weekend supplement**

All fares are online prices at STEAM-PACKET.COM, subject to availability. A supplement of up to £6/€7 per foot/ vehicle passenger (minimum £12/€14 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.

Steam Packet in the Community



The last few months have seen us once again support a number of events and fundraising initiatives.

Our involvement with the Isle of Man Football Association continued when we shipped the Railway Cup as part of its journey to a specialist silversmith in Sheffield for some much needed repairs.

Isle of Man FA Chief Executive, Frank Stennett said, 'We appreciate the efforts of everyone at the Steam Packet Company who has assisted us on this project. Over the years the Steam Packet Company has been really supportive to our sport and we can't thank them enough.'

In February we were visited by Ballakermeen High School as part of their research for their Edexcel BTEC First Travel and Tourism course. We invest a significant amount of time and training towards customer service and were delighted to welcome the Ballakermeen students to the Ferry Travel Shop and then met with them at the school for a question and answer session. Teacher Nicky McDaid explained, 'Richard Hird, Passenger Services Supervisor, who showed us around was very knowledgeable and gave us an honest view of customer service. The students also found the question and answer session at school very interesting and discovered lots more information that helped them produce a more rounded view of the Steam Packet Company.'



March saw us sponsor the Youth event of the Isle of Man Darts Festival. This established festival attracts some of the biggest names in darts. The nail-biting youth final was won by Haidan Hughes.

We are delighted to announce that we are providing support to the Manx Youth Sailing Squad as they travel to represent the Island in events in the UK and further afield. The Manx squad impressed UK coaches at the RS Tera National Championship in September last year when the squad brought home the National Team Champions Trophy. Following that success, RS Tera national coach Jonathan Lewis visited the Isle of Man last November to run a training weekend specifically for members of the Manx Youth Sailing Squad. We look forward to helping the squad bring back more successes.

Some of the many charities and events we have supported recently include, Manx Gymnastics Centre of Excellence, Phil Hogg Rescue Unit, the Stillbirth and Neonatal Death Society and Southlands Resource Centre.



**No
baggage
charges**

On the move..

The Steam Packet Company Freight Office, which was situated at the back of Imperial Buildings, has moved to the Ferry Travel Shop in the Sea Terminal.

Operations Manager, Sean Orton explains, "We have decided to locate our passenger and freight customer services staff in the one location where staff will be able to assist with bookings for passengers or light freight, such as vans. This will also give us the flexibility to allocate personnel more efficiently should one or

other side of the business require additional resource at a particular time. Freight enquiries by telephone can now be made on 661661 although the previous number, 645620, will continue to be available for some months yet while freight customers become familiar with the change".

Haulage accounts will still have dedicated staff who are also now based in the Ferry Travel Shop.

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/€7 per foot/ vehicle passenger (minimum £12/€14 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 / Belfast 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 Dublin and Heysham routes only, contact must be made with the Steam Packet Freight Office on +44 (0)1624 661 661 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, contact must be made with the Steam Packet Freight Office on +44 (0)1624 661 661 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 either supported by a valid cheque guarantee card or 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 £6/ €7 per foot / vehicle passenger (minimum £12/ €14 for car special offers). Please note coaches / vans / freight cannot be booked online. For vans/freight reservations please call +44 (0)1624 661661. 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/ €6 per person, or offline amendment fee of £10/ €12 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 contact the Freight Office, Douglas on +44 (0)1624 661 661 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 19/4/11
Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.

STEAM-PACKET.COM

Various photographs are courtesy of visitbritain.com