



## Isle of Man Steam Packet Company

### Important Information when Travelling with your Pet

Travelling with pets is an increasing trend. The Isle of Man Steam Packet Company wants all of its customers to have an enjoyable experience while travelling. This policy is intended to help make sure everyone has a safe, enjoyable and comfortable experience at all points on their journey.

Some of the details in this policy are general to all aspects of your journey with us, some are specific to certain vessels or times of year. Please read carefully before travelling with us to ensure you have the best experience.

#### **DEFINITION OF PETS**

We class domestic cats and dogs as pets. Horses, cows, sheep, poultry, other agricultural animals and any animals that would ordinarily require transport in a dedicated livestock trailer or vehicle must be booked via our freight team. Assistance dogs are covered in this policy.

#### **BEFORE TRAVELLING**

You must inform us if you intend to bring a pet on board our vessels other than in a vehicle on the car decks. In order to ensure all passengers have a safe and enjoyable crossing we have a maximum number of pets allowed per crossing.

For the comfort of your pet and your fellow travellers please ensure you bring the following with you on your journey:

- Absorbent bedding for your car, the kennel or your pet-friendly cabin
- Adequate cleaning items and hygienic disposal bags in case of accidents
- Some of their favourite toys to help make them comfortable
- Adequate means of keeping your pet hydrated.

For pets staying in a car or kennel, make sure the water container is filled with clean, fresh water and that they can reach it throughout the sailing.

As our crossings are relatively short in duration it is not usually necessary to feed pets in transit.

## **HEALTH AND DOCUMENTATION**

Before travelling with your pet on board our vessels please be aware there are legal requirements in place on some of our routes. Pets Travelling to Northern Ireland and EU Countries (including Ireland) require an Animal Health Certificate from your vet every time you travel.

- A Microchip
- A valid Rabies Vaccination
- Tapeworm treatment for dogs if you're travelling directly to the Republic of Ireland or Northern Ireland
- If you intend to re-enter the UK directly from the EU, your dog must have tapeworm treatment administered whilst abroad. The treatment must be done more than 24 but less than 120 hours before scheduled arrival time in the UK and must be entered correctly on the pet passport/AHC.

These requirements also apply to assistance dogs.

It is your responsibility to ensure that all of the entry conditions are met. It is important that you check the EU regulations to the Pet Travel Scheme by visiting [www.gov.uk/take-pet-abroad](http://www.gov.uk/take-pet-abroad)

A Pet Passport is not currently required when travelling to/from England to Isle of Man. However, it is important that pets are fit and healthy to travel, especially when making use of the pet lounges where other pets are likely to be present.

## **BOOKING INFORMATION**

We offer several options for travelling with your pet:

### **Within a vehicle**

You are welcome to leave your pet within your vehicle when travelling on any of our vessels. This is free of charge. Please ensure your pet is provided with

adequate water, ventilation and food. Ordinarily you will not be allowed to return to the car deck once the vessel has sailed.

### **In a kennel**

Our vessels Manxman and Manannan are equipped with purpose built kennels. These are designed to comply with the latest standards of animal welfare. Please provide your pet with adequate pads/blankets to ensure they are comfortable and relaxed in their kennel. You can return to the kennels on Manxman at any time during the journey. You can also view your pet via the on board camera system on a wi-fi enabled device. Kennels are £10 per pet.

### **In the Pet Lounge**

Manxman is equipped with two pet lounges ([steam-packet.com/onboard-experience/travelling-with-pets](http://steam-packet.com/onboard-experience/travelling-with-pets)). You can reserve a space in the lounge for £15 per pet. There is a maximum limit on pets in each lounge. Please note, there is limited space for accompanying passengers in each lounge. If you are travelling as a large group with a small number of pets, some of your group may be required to sit outside of the lounge to allow space for passengers travelling with pets.

### **In a pet-friendly cabin**

Manxman has a range of pet friendly cabins. There is a maximum of two pets per cabin. Pet cabins must be booked before travel.

Please note: Pets are only permitted in pet-friendly cabins. Any passengers who are found to have taken pets in cabins that are not designated for use with pets will receive a non-negotiable specialist cleaning fee of £100 per pet.

## **BEHAVIOUR OF PETS**

It is the owners' responsibility to ensure their pet behaves appropriately at all times while on board. Pets must wear a collar at all times and must be on a lead when moving between access points and kennels, lounges or cabins. Once on board, pets must be taken directly to the kennel, lounge or cabin. Pets are not allowed in any other public space on the vessel at any time.

Pets that are aggressive or are in any other way struggle with socialising with other animals should wear a muzzle. Owners of pets that have difficulties socialising should consider booking a private cabin or transporting their animal in their vehicle in order to reduce stress for their pets and other animals who may be travelling.

Our staff and crew have the right to refuse any animal deemed dangerous to other animals or passengers, they can also order you to return your animal to your vehicle if they consider that course of action to be in the best interests of safety.

## **HYGIENE**

It is the responsibility of pet owners to clean up after their animals. Failure to comply can result in a specialist cleaning fee of £100 per pet being applied.

## **GUIDE AND ASSISTANCE DOGS**

There is no charge for guide dogs or assistance dogs travelling on Isle of Man Steam Packet Vessels. All guide and assistance dogs must have the appropriate paperwork when travelling. The dogs are allowed to remain with their owner on the passenger decks for the duration of the voyage if they are an officially registered working dog. Guide and assistance dogs are permitted in pet friendly cabins only. When on the passenger decks they must wear a guide dog harness or jacket at all times. For travel on Steam Packet vessels an assistance dog is defined as one which has been specifically trained to assist a disabled person and certified by an organisation that is a full member of Assistance Dogs International (ADI) or International Guide Dog Federation (IGDF), the accrediting bodies for assistance dog organisations worldwide.

Emotional support animals that are not recognised as assistance dogs by the above organisations are not allowed to travel in the public areas and must only be taken in dedicated pet-friendly areas.