

# Plain Sailing

Your rights in instances of ferry service delays and cancellations



We're committed to making sure that our services are available to everyone.

This publication is available in alternative formats on request. Please call 0800 121 6022 or email [contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

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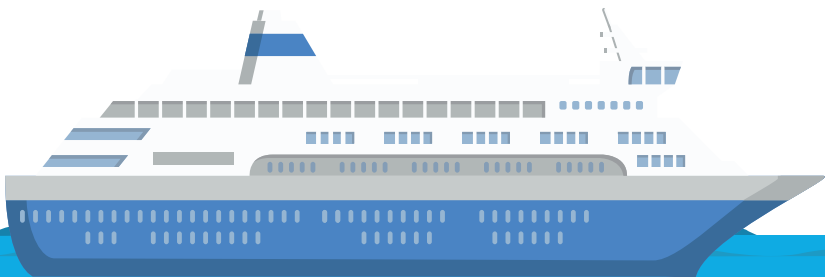
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The content in this publication could change. New information will be available on our website at [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)



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## Introduction

### Ferry travel provides an important service to passengers travelling to, from and within Northern Ireland.

The rights of ferry passengers are legally protected<sup>1</sup>. If your sailing is delayed or cancelled you are entitled to assistance and in certain cases compensation.

## Scope of passenger rights

The rights explained in this publication apply to passengers travelling on passenger ferry services operating to, from or within the United Kingdom and European Union countries. However, the rights do not apply to passengers travelling on ships:

- certified to carry up to and including 12 passengers;
- with a crew responsible for operating the ship of no more than three people;
- where the distance of the service is less than 500 metres, one way; or
- on excursion and sightseeing tours.

These exceptions mean that the passenger rights outlined in this publication do not apply to some smaller ferry services.



1. (Regulation (EU) No 1177/2010 (incorporated into domestic UK law by section 3 of the European Union (Withdrawal) Act 2018))

## Information

If your sailing is cancelled or delayed the ferry company is required to inform you as soon as possible, and no later than 30 minutes after the scheduled departure time. It is required to provide you with information about the new departure and arrival times as soon as it is available.

If you miss a connecting transport service due to a cancellation or delay, the ferry company is required to make reasonable efforts to inform you of alternative travel connections.



FERRY BOARDING

## Assistance

If a service is expected to be cancelled or delayed for more than 90 minutes beyond its scheduled departure time, the ferry operator is required to provide you with free snacks, meals and refreshments where they are available or can reasonably be supplied. This assistance can be a voucher for refreshments / snacks from the facilities available.

Waiting time	Assistance
90 minutes or more and every 90 minutes after that	Light refreshment such as a bottle of water or a cup of tea
Four hours or more	A snack or light meal
Eight hours or more	A hot meal



### **You should also be offered a choice between:**

- an alternative sailing at the earliest opportunity; or
- a full refund which must be paid within seven days.

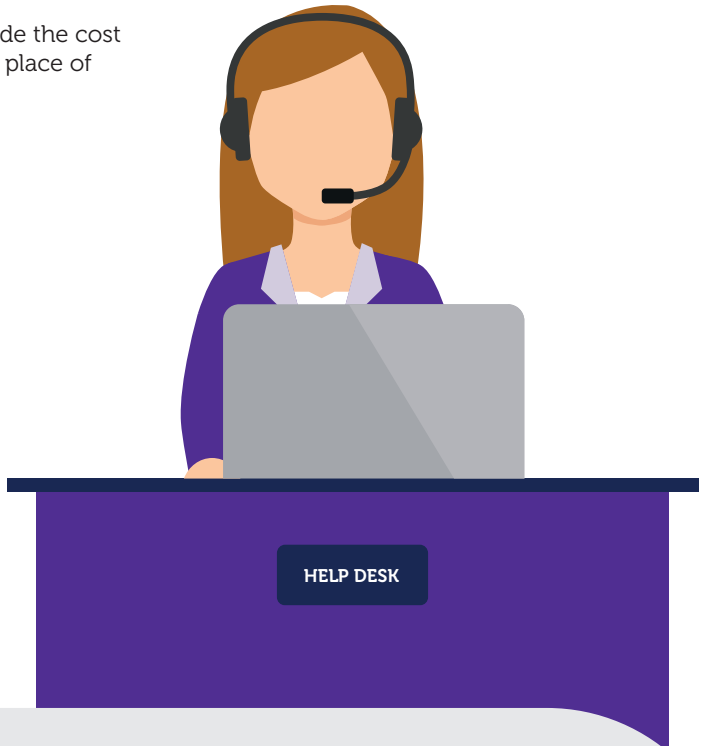
## Accommodation

If your sailing is cancelled or delayed and an overnight stay becomes necessary, the ferry company must provide accommodation free of charge where this is possible. Accommodation can be either on board the ferry or ashore, and transport between the port terminal and place of accommodation must also be provided.

The ferry company is allowed to limit the total cost of accommodation ashore to £70 per passenger per night and accommodation is limited to three nights.

The £70 limit does not include the cost of transport to and from the place of accommodation.

The ferry company is not required to provide accommodation if it proves the cancellation or delay is caused by weather conditions which endanger the safe operation of the ferry.



## Compensation

You are entitled to compensation equal to 25% of the ticket price if you are delayed for at least:

- 1 hour for a journey scheduled to last up to four hours;
- 2 hours for a journey scheduled to last between four and eight hours;
- 3 hours for a journey scheduled to last between eight and 24 hours; or
- 6 hours for a journey scheduled to last more than 24 hours.

If the delay exceeds double the times set out above, the compensation will be 50% of the ticket price.

If you are travelling on a return ticket the compensation will be calculated based on the price of the disrupted leg. If the price of the ticket is not broken down for the outbound and return legs, the compensation will be calculated based on half of the total ticket price.

The ferry company must pay the compensation within one month of your application. It must be paid in money if you request this, otherwise it may be paid in vouchers for future travel provided the conditions are flexible regarding the period of validity and the destination.

If the amount of compensation due is less than £5, the ferry company is not required to pay.

**The ferry company is not required to provide compensation if it proves the delay is caused by weather conditions which endanger the safe operation of the vessel or by extraordinary circumstances.**

Extraordinary circumstances could include, for example, natural disasters, strikes, search and rescue operations and decisions taken by traffic management bodies or port authorities.

Certain technical problems could also be considered extraordinary circumstances.



## Exemptions

You are not entitled to rerouting or reimbursement, assistance, accommodation or compensation if you are travelling on an open ticket on which the time of departure is not specified, except for instances where you hold a travel pass or season ticket.

You are not entitled to assistance or compensation if you are informed of the cancellation or delay before the purchase of the ticket, or if the cancellation or delay is caused as a result of your own actions.



## Complaints

We handle complaints about ferry services operating to, from and within Northern Ireland. If you have a complaint about any other ferry service, contact us and we will direct you to the organisation responsible for handling your complaint.

If you wish to make a complaint about a delay or cancellation you must submit the complaint to the ferry company within two months of the date you experienced the disruption. The ferry company must respond to you within one month of receiving your complaint to explain whether your complaint has been accepted, rejected or is still being considered. You should receive a final reply no later than two months from the date the ferry company received your complaint.

If you are not satisfied with the response you receive contact us on **0800 121 6022** or **[contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)**. We have the power to investigate the complaint on your behalf.



## Useful contacts



### Isle of Man Steam Packet Company\*

Telephone:  
01624 661661

Email:  
[iom.reservations@steam-packet.com](mailto:iom.reservations@steam-packet.com)

Address:  
Passenger Services  
Isle of Man Steam Packet Company  
Imperial Buildings  
Douglas  
Isle of Man, IM1 2BY



### Stena Line\*

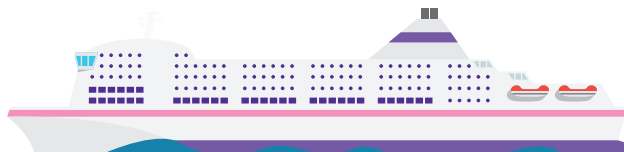
Telephone:  
03447 707 070

Email:  
[feedback@stenaline.com](mailto:feedback@stenaline.com)

Assistance Email:  
[assistance@stenaline.com](mailto:assistance@stenaline.com)  
(Email needs to be sent at least 7 days before departure.)

Address:  
Customer Services  
Stena Line, Stena House  
Station Approach  
Holyhead, LL65 1DQ

\*If you are travelling with either Stena Line or the Isle of Man Steam Packet Company, you should contact the ferry company directly if you wish to make a complaint about the Port of Belfast.





## P&O Ferries

Telephone:  
08716 64 21 21

Email:  
[customer.services@poferries.com](mailto:customer.services@poferries.com)

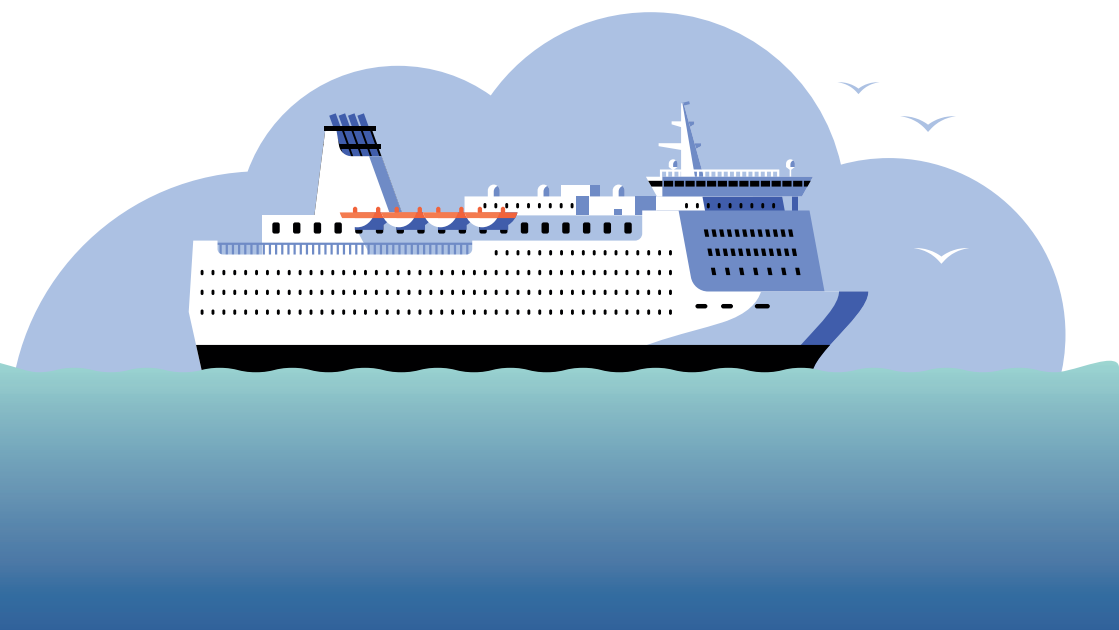
Address:  
P&O Ferries  
Channel House  
Channel View Road  
Dover, CT17 9TJ

## Port of Larne

Telephone:  
028 2887 2100

Email:  
[info@portoflarne.co.uk](mailto:info@portoflarne.co.uk)

Address:  
Port of Larne  
9 Olderfleet Road  
Larne, BT40 1AS





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