Orkney Ferries

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Registered in Scotland
(Registration No.32770)

Passenger Rights Guide

Guide to Sailing Disruptions and Passenger Rights Claims

Please note that with the exception of the section headed "Information", the provisions below apply only to passengers who have a confirmed booking for a particular sailing, which has been pre-paid, or in respect of which a book of tickets will be used.

Further, this Guide reflects the Company's obligations under Regulation (EU) No. 117/2010 concerning the rights of passengers when travelling by sea and inland waterway. As such, the information relating to compensation does not apply to commercial business-to-business relationships concerning the transport of goods.

Information

When a sailing is delayed or cancelled, we will tell you as soon as we can, and no later than 30 minutes after the ship was scheduled to sail. Please note that this may not be possible at unmanned ports, out of office hours, or if we have no way of getting in direct contact with you.

We will inform you of the estimated departure time and the estimated arrival time as soon as that information is available.

You are advised to book in advance, as booked customers will receive notification of disrupted sailings either by text message, telephone call and/or email where the relevant contact details are held. In addition, you can sign up to the Orkney Ferries Telegram Channel, follow our Facebook page or check the News and Updates section of our website – orkneyferries.co.uk . This is the quickest way to be made aware of planned disruptions and cancellations.

If you miss a connecting transport service due to a cancellation or delay, we will, where possible, provide information to assist you in making alternative arrangements.

Re-routing and Reimbursement

Where the Company reasonably expects a sailing to be cancelled or delayed for more than 90 minutes, you will be offered the choice between:

- Sailing on the next available sailing or, where practicable, on an alternative scheduled route to the destination stated on your ticket on the Orkney Ferries network at no additional cost; or
- Cancelling your journey and receiving a refund.

If you are offered the opportunity to be re-routed but decide instead to wait until the service resumes, the Company will not be liable for any costs you then incur.

Refunds under this section will be paid within 7 days. The amount paid will be the full cost of the ticket at the price at which it was purchased, for the part or parts of the journey not made, and for any parts already made with Orkney Ferries where the journey no longer serves any purpose in relation to the passenger's original travel plan.

Assistance in the event of cancelled or delayed departures

Snacks, meals and refreshments

If your sailing is delayed by more than 90 minutes beyond its scheduled departure time, or cancelled for any reason, you are entitled to be reimbursed for snacks, meals and refreshments in accordance with the table below. Please note that the Company will not provide snacks, meals or refreshments directly – it is for the passenger to source their own snacks, meals or refreshments and seek reimbursement accordingly.

Waiting Time	**Snacks, meals or refreshments**
More than 90 minutes	A non-alcoholic drink up to the value of £4
4 hours or more	A non-alcoholic drink and a snack up to the value of £8

8 hours or more	A non-alcoholic drink and a meal up to the value of £25
Every 4 hours thereafter	A non-alcoholic drink and a snack or meal up to the value of £8

To claim reimbursement, you must complete a claim form (available here) and submit it to Orkney Ferries, Shore Street, Kirkwall, Orkney KW15 1LG or info@orkneyferries.co.uk along with the following:

- Original food and drink receipts, clearly dated; and
- Your ticket purchase receipt or booking reference, confirming that you have booked and paid for a particular scheduled journey (where a book of tickets will be used, it is sufficient to show that a valid booking was made. The Company will then check that a book of tickets has been issued in the name of the passenger).

Your entitlement under this section ceases as soon as the delayed service resumes or, in the case of a cancellation, as soon as the next sailing on the cancelled route takes place.

Overnight Accommodation

If your sailing is delayed or cancelled, except where caused by weather conditions, then you will be entitled to accommodation costs as set out below where a stay of one or more nights becomes necessary:

1. You must arrange and pay for you own accommodation.
2. Where possible, transport will be provided to your accommodation if you are not travelling with a vehicle.
3. Accommodation costs are limited to £70 per night, for a maximum of three nights.
4. Accommodation costs shall **not** be paid:
    - after the service has resumed, and/or

- where a reasonable alternative (e.g. on an alternative route to the same destination) has been offered but declined.

5. If you are travelling with a motor home, caravan or other vehicle designed for overnight accommodation, the Company will reimburse the cost of your site fee for a maximum of three nights. The exceptions set out in 4. Above will also apply.

6. For the avoidance of doubt, the Company will not reimburse the cost of kennels or other pet accommodation.

To claim reimbursement, you must complete a claim form (available here) and submit it to Orkney Ferries, Shore Street, Kirkwall, Orkney KW15 1LG or info@orkneyferries.co.uk along with the following:

- Original accommodation or site receipts, clearly dated; and

- Your ticket purchase receipt or booking reference, confirming that you have booked and paid for a particular scheduled journey (where a multi-journey ticket or concession card will be used, it is sufficient to show that a valid booking was made. The Company will then check that a multi-journey ticket or concession card has been issued in the name of the passenger).

Compensation in the event of delay

You may request compensation of a value up to 50% of the ticket price if you face a delay in arrival at your destination, except where the delay or cancellation of any service is caused by adverse weather or extraordinary circumstances. The levels of compensation relative to amount of time delayed are set out below.

Minimum time delayed	Compensation (%age of ticket price)
1 hour	25%
2 or more hours	50%

Where the transport is for a return journey, compensation for delay in arrival on either the outward or the return leg shall be calculated in relation to half of the price paid for the ticket.

Please note that the minimum threshold for compensation requests is £5. This means that, if the compensation to which you would be entitled is less than £5, no compensation will be paid.

To claim compensation, you must complete a claim form (available here) and submit it to Orkney Ferries, Shore Street, Kirkwall, Orkney KW15 1LG or info@orkneyferries.co.uk along with the following:

- Your ticket purchase receipt or booking reference, confirming that you have booked and paid for a particular scheduled journey (where a multi-journey ticket or concession card will be used, it is sufficient to show that a valid booking was made. The Company will then check that a multi-journey ticket or concession card has been issued in the name of the passenger).

The compensation shall be paid within 1 month after the submission of the request for compensation. The compensation may be paid in vouchers and/or other services. The compensation shall be paid in money at the request of the passenger.

Complaints

Any complaints relating to the application of the provisions set out in this Passenger Rights Guide will be handled through the Company's complaints procedure.

Complaints must be made within 2 months of the date on which the service was performed or ought to have been performed. The Company will provide a final reply no longer than 2 months from the receipt of the complaint.

Eddie Barclay

Service Manager (Ferry Operations)

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