

At Wightlink we work hard to run a reliable and punctual service for our customers.

When problems occur, we do our best to minimise their impact. This leaflet explains the options available to you if your sailing is cancelled or delayed, and how Wightlink will assist and/or compensate you.

The guidance described in this leaflet is compliant with EU Regulation (EC) No 1177/2010 'The rights of passengers when travelling by sea and inland waterways'. Copies are available on our website and on request at our ticket offices.

WE WILL KEEP YOU INFORMED

If your sailing should be delayed by **20 minutes** or longer, or cancelled, we will advise you as quickly as possible.

You can check our service status at www.wightlink.co.uk from your mobile phone or follow our dedicated service status feed on Twitter at [@WightlinkTravel](https://twitter.com/WightlinkTravel)



REFRESHMENTS

If your sailing is delayed by more than...



We will offer you a **drink***



We will offer you a **light snack***



We will offer you a **hot meal***

We'll try to do this whatever the reason for the delay, or we may provide you with a refreshment voucher instead.

LOOKING AFTER YOU

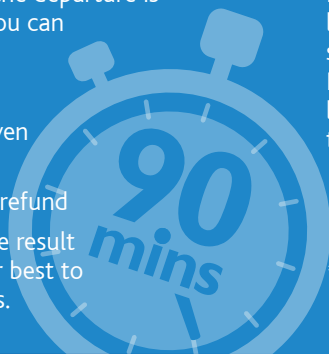


DELAYED BY MORE THAN 90 MINUTES OR CANCELLED

If your booked sailing is cancelled or the departure is delayed by more than **90 minutes**, you can choose one of the following options:

- Travel on the next available sailing
- Rebook to travel within the next seven days at no additional charge
- Decide not to travel and have a full refund

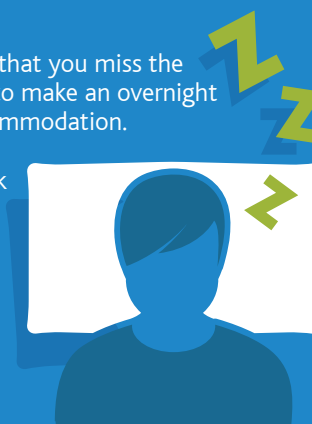
If you miss a connecting service as the result of a cancellation or delay, we'll do our best to tell you about alternative connections.



ACCOMMODATION

If a cancellation or delay means that you miss the last sailing of the day and need to make an overnight stay, we'll provide you with accommodation. Please note that EU regulations limit the cost of this to Wightlink to (Euros) **€80** per passenger.

* Subject to availability and chosen from a selected list



YOU MAY BE ENTITLED TO CLAIM COMPENSATION

- If the arrival of your sailing is delayed by less than **60 minutes**, we're sorry but no compensation can be claimed
- If the arrival of your sailing is delayed by between **60 and 120 minutes**, you can claim compensation of **25%** of the fare paid for that sailing
- If the arrival of your sailing is delayed by more than **120 minutes**, you can claim compensation of **50%** of the fare paid for that sailing

THERE ARE SOME EXEMPTIONS

In order to qualify, you must be booked on a particular sailing, or have a season ticket, and must have checked in at least **30 minutes** before scheduled departure when travelling by car (15 minutes by foot)

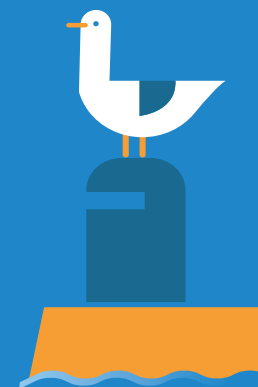
Under EU legislation there are two other exemptions:

- **Extreme weather** – occasionally the weather and/or sea conditions are such that they endanger the safe operation of the ship
- **Exceptional circumstances** – other circumstances beyond Wightlink's control may be the cause of cancellation or delay

These include but are not limited to:

- Harbour movements & regulatory inspections
- Lower than predicted tides
- Broken down vehicle
- Medical emergency
- Obstruction to the ship, infrastructure or passage by a third party

Passengers who experience delays caused by extreme weather or exceptional circumstances are not eligible for compensation.



COMPENSATION REQUEST FORM

All parts of the form below should be fully and clearly completed. Failure to complete the form correctly may result in a delay of your payment.

Name

Address

..... Postcode

Mobile No. Home No.

Email address

Booking number Journey delayed: outward
 return

Please complete either A or B:

A Delay/cancellation of your departure.

Scheduled sailing time

Delay: hrs mins / Cancellation

I did not travel because of this delay/cancellation and therefore wish to be reimbursed the cost of the ticket.

B Delay of your arrival.

Booked sailing time Arrival time

Delay: hrs mins

I wish to claim compensation for the delayed arrival detailed above, which I understand to be a percentage of the cost of the delayed part of my journey.

If you wish your reimbursement or compensation to be paid in Wightlink vouchers (valid for 12 months), we will add an extra 10%.

I wish to receive an extra 10% on my reimbursement/compensation and have my compensation paid in Wightlink vouchers; or

I wish to forgo my extra 10% compensation and instead wish my reimbursement/compensation to be credited to the card used for purchase; or

I wish to forgo my extra 10% compensation and instead wish my reimbursement/compensation to be paid by BACS. To keep your personal information secure, we will contact you separately.

Signed Date

Please return completed form to: Contact Centre, Wightlink Isle of Wight Ferries, Gunwharf Road, Portsmouth, PO1 2LA.



HOW TO CLAIM YOUR COMPENSATION

Simply complete the attached form in full and send it to the address shown. You can also access this form online at www.wightlink.co.uk/compensation.

We will pay any compensation due within one month of receipt. As an additional benefit, if you choose to receive your compensation in Wightlink vouchers we will add 10% to its value.

FEEDBACK AND FURTHER INFORMATION

If you have any comments about Wightlink or its services, please contact Customer Relations.

 www.wightlink.co.uk/feedback

 **Wightlink Isle of Wight Ferries,
Gunwharf Road, Portsmouth, PO1 2LA**

Complaints regarding ferry travel under EU Passenger Rights 1177/2010 are arbitrated by the Association of British Travel Agents (ABTA) 30 Park Street, London SE1 9EQ



LOOKING AFTER YOU

following cancellations or delays

