

Your rights as a Ferry Passenger:

- If your ferry is delayed or cancelled you have the right to be notified as soon as possible but no later than 30 minutes after the scheduled time of departure, estimated time of departure and estimated arrival time.
- Where your ferry has been cancelled or delayed in departure for more than 90 minutes beyond its scheduled time of departure you have the right, free of charge, to snacks, meals or refreshments reasonable to the waiting time, provided they are available.
- If you are travelling by ferry and it is expected that your ferry service will be cancelled or delayed in departure from a port terminal for more than 90 minutes you should be offered the choice of:
 - Re-routing to your final destination, under comparable conditions as set out in your transport contract at no extra cost to you.
 - Or
 - Reimbursed of the ticket price and where relevant a return service to your first point of departure at the earliest opportunity. The payment will be made within 7 days for the part or parts of the journey not made and for the part or parts of the journey already made where the journey no longer serves any purpose with respect to your original travel plans.
- If your ferry is cancelled or delayed in departure and overnight accommodation is required, you have the right to be provided, free of charge, to adequate accommodation on board or ashore with provision of transport to and from the port to the place of accommodation. The cost of the accommodation is limited to a maximum of 80 Euros (or equivalent) per passenger per night for a maximum of three nights.

Compensation

Where your ferry is delayed on arrival at its final destination as set out in your travel contract you have the right, in addition to your transport to 25% compensation, of the ticket price where the delay is:

- a. 1 hour of a scheduled journey up to 4 hours
- b. 2 hours of a scheduled journey of more than 4 hours but not exceeding 8 hours
- c. 3 hours of a scheduled journey of more than 8 hours but not exceeding 24 hours
- d. 6 hours of a scheduled journey of more than 24 hours

If the delay exceeds double the time as set out in points (a) to (d) the compensation shall be 50% of the ticket price.

Compensation will be calculated on the actual price you paid for your delayed ferry service. If the transport is for a return journey, compensation for delay in arrival on either the outward or return leg will be calculated in relation to half the price paid for the transport.

Exemptions

You will not be entitled:

- To any assistance if you were informed of the cancellation or delay before the purchase of your ticket or if the cancellation or delay is caused by your own fault.
- To any overnight accommodation if the cancellation or delay is caused by weather conditions endangering the safety of the ship.
- To compensation if the cancellation or delay is caused by weather conditions or by extraordinary circumstances hindering the performance of your ferry service, which could not have been avoided even if all reasonable measures had been taken.
- If as a passenger with an open ticket with no specified departure time, you will not be entitled to any assistance or compensation in the event of cancellation, delay or rerouting of your ferry service.

Disabled Passengers

If you are a disabled person or a person with reduced mobility you have the right to assistance in ports and on board ships and should notify the carrier or terminal operator at least 48 hours before the assistance is required. If less than 48 hours' notice is given (unless previously agreed with the carrier or terminal operator), then although the carrier or terminal operator will endeavour to make reasonable efforts to provide assistance, this cannot be guaranteed.

If you are a disabled person or a person with reduced mobility and you hold a reservation or a ticket for a ferry and you have advised the carrier at the time of your reservation or advanced ticket purchase of your specific needs with regard to seating, accommodation or services required or that you needed to bring medical equipment on board but were denied embarkation on the basis of this regulation, then you and any accompanying person who was required to travel with you as a result of your disability or reduced mobility will be offered the right to reimbursement or re-routing as provided within annex one of the regulation.

If you are a disabled person or a person with reduced mobility and your mobility equipment and your equipment has been damaged due to neglect by the carrier or the terminal operator you have the right to the cost of the equipment being repaired or replaced and to the right in the interim to suitable alternative equipment.

The above rights are subject to certain exemptions under EU Regulation 1177/2010 when travelling by sea or inland waterways, full details of which can be obtained from the carrier or terminal operator.