



Caledonian MacBrayne®
Hebridean & Clyde Ferries

Caledonian MacBrayne

Terms and Conditions Consultation

Caledonian MacBrayne

CalMac Ferries Ltd., Ferry Terminal Gourock PA19 1QP
T: 01475 650247 E: enquiries@calmac.co.uk
calmac.co.uk

Caledonian MacBrayne and CalMac are trading names of CalMac Ferries Limited.
CalMac Ferries Limited, Ferry Terminal, Gourock PA19 1QP. Company Number: SC302282



Caledonian MacBrayne®

Hebridean & Clyde Ferries

Contents

1. Introduction.....	3
Purpose.....	3
Background.....	3
Situation Analysis.....	3
2. Deck space management through Terms and Conditions	4
3. Exceptions	5
4. Consultation	5
The consultation.....	5
Action following consultation.....	6
Invitations to consultees	7
Appendix 1: Stakeholder guidelines	8
Appendix 2: Proforma.....	9
Appendix 3: List of formal consultees.....	10

1. Introduction

Purpose

This document aims to provide an overview of our plans to review Terms and Conditions to better manage deck space capacity across Caledonian MacBrayne services. We seek stakeholders' views on the changes proposed, and in particular wish to:

- Provide information on the current volume of no-shows;
- Provide information about the impact of no-shows on our service;
- Inform stakeholders of the options being considered;
- Seek the views and input of stakeholders; and
- Give stakeholders the opportunity for meaningful engagement in the process, including the opportunity to comment or formally notify Caledonian MacBrayne of specific objections they may have.

The consultation period will last 30 days, and the closing date for consultation responses is 30-days after the initial engagement meeting, but earlier replies will be very welcome.

Background

This consultation document seeks views from stakeholders on the proposed change to Terms and Conditions.

Caledonian MacBrayne moves some 5.7 million people around the Clyde and Hebridean Islands annually, operating around 500 services per day in the summer, and 350 per day in the winter, across 29 island and remote locations. With the introduction of the road equivalent tariff (RET) traffic across the network has grown by 37 per cent in the last seven years.

The success in growing the network is good news for local economies, however, it also presents some capacity constraints. As a result, we are investing resources into understanding and managing demand better on a route by route basis. We understand that some islanders are finding it more challenging to book space at short notice due to ferries being booked up for several weeks in advance, especially at peak times.

Situation Analysis

We recognise that there are times when plans change and customers need to cancel travel, however late cancellations impact our ability to manage deck space. In the last seven years we have recorded 188,301 no-shows across our network. This is equivalent to the MV Isle of Arran making 3,480 completely empty sailings.

Accurately understanding sailing capacities and availability is substantially hindered by late cancellations and no-shows, and prohibits us from fully optimising vehicle deck space.

However, amending Terms and Conditions would assist with the effective management of space on vehicle decks in order to maximise carryings.

When we enforced the existing Terms and Conditions in 2018, we outlined that it may become necessary to propose additional cancellation tiers if deck space capacity continued to be constrained.

2. Deck space management through Terms and Conditions

Since we started to enforce our terms and conditions there has been some improvement to deck space management, however, islanders are still finding it challenging to book vehicle space on busy routes at short notice. Therefore, we are proposing to amend our current Terms and Conditions to incentivise customers to cancel reservations at the earliest opportunity, thus freeing these to be made available and resold.

Table 1 shows our existing cancellation levy which has no incentive to cancel early.

Table 1 Existing Terms and Conditions (excluding commercial block reservations)	
Cancellation options	Cancellation levy
Prior to check-in.	£10. If the cancellation levy exceeds the refund, no refund will be payable.
Failure to show for travel.	No refund due.

Table 2 and 3 outlines the key changes being considered. The intention of the new structure is to help us fully optimise vehicle deck space utilisation by reducing no-shows and late cancellations.

Table 2 Proposed cancellation levy (excluding commercial block reservations)	
Cancellation options	Cancellation levy
29 days or more before travel.	Deduction of 25% of the total vehicle fare.
Between 8 and 28 days before travel.	Deduction of 50% of the total vehicle fare.
Between 24-hours and 7 days before travel.	Deduction of 75% of the total vehicle fare.
Less than 24-hours or failure to show for travel.	Deduction of 100% of the total vehicle fare.



Caledonian MacBrayne®

Hebridean & Clyde Ferries

Table 3 Proposed change levy (excluding commercial block reservations)

Change options	Change fee
Change the date or time 48 hours or more in advance of travel.	£10 fee

*Customers can change the route or vehicle by cancelling the reservation and making a new one.

Subject to approval, we would aim to implement these changes in July 2022, when deck space is in the uppermost demand.

3. Exceptions

We recognise that from time to time, a customer may be required to cancel or amend travel because of circumstances beyond their control. We propose to retain the following exceptions to our policy:

- Death of an immediate family member
- Debilitating illness preventing travel
- Involved in a road traffic accident
- Multivessel journey where one leg of the journey has been cancelled by us.

However, we also propose adding the following exception to this list:

- NHS National Services Scotland cancelling an appointment.

4. Consultation

Consultees are asked to comment on aspects of the proposed amendments set out in Section 2, and the exception in Section 3 of this document.

The consultation

If you have any comments about the consultation process, please contact:

Alan Hood
Head of Customer Experience
CalMac Ferries Limited
Ferry Terminal
Gourock
PA19 1QP

Or by email to:

CFTC.consultation@calmac.co.uk

Caledonian MacBrayne

CalMac Ferries Ltd., Ferry Terminal Gourock PA19 1QP
T: 01475 650247 E: enquiries@calmac.co.uk
calmac.co.uk

Page 5 of 10



Caledonian MacBrayne®

Hebridean & Clyde Ferries

The deadline for responses is 30-days after the initial engagement meeting, but earlier replies will be very welcome.

Action following consultation

Following the consultation period, Caledonian MacBrayne will consider responses, undertake such further analysis as might be necessary and, if appropriate, include consultees' suggestions within the final proposal.

Caledonian MacBrayne will produce a summary of the outcome of the consultation process as a Stakeholder Briefing Document which will be published prior to implementation.

Caledonian MacBrayne

CalMac Ferries Ltd., Ferry Terminal Gourock PA19 1QP
T: 01475 650247 E: enquiries@calmac.co.uk
calmac.co.uk

Invitations to consultees

A list of bodies formally consulted is set out in Appendix 3

Responses to this consultation should be sent to:

Alan Hood
Head of Customer Experience
CalMac Ferries Limited
Ferry Terminal
Gourock
PA19 1QP

Or by email to:

CFTC.consultation@calmac.co.uk

Respondents should state whether they are responding as an individual or representing the views of a stakeholder group. If responding on behalf of a stakeholder group, please make it clear which group is being represented and how the views of the members were assembled.

The deadline for responses is 30-days after the initial engagement meeting, but earlier replies will be very welcome.

Appendix 1: Stakeholder guidelines

This is a consultation on the proposed changes to Terms and Conditions. Responses should be limited to the changes as proposed. We will take these into account as part of this consultation.

- Stakeholders should review the proposed changes outlined in Section 2, and associated exceptions in Section 3 of this document.
- Stakeholders should consider how these changes may impact you or your community.
- Respondents should state whether they are responding as an individual, or representing the view of a stakeholder group. If responding on behalf of a stakeholder group, please make it clear which group is being represented and how the views of the members were assembled.
- Respondents should state clearly how they reached the conclusion provided in their response.
- Respondents should indicate if there are any additional matters pertaining to Terms and Conditions that they think Caledonian MacBrayne should consider consulting on and that have not already been addressed during stakeholder engagement.

The deadline for responses is 30-days after the initial engagement meeting, but earlier replies will be very welcome.

Appendix 2: Proforma

Stakeholders should review the proposed changes outlined in Section 2, and associated exceptions in Section 3 of this document. Use this proforma template to assist in responding to the consultation. The proforma is designed to aid, but not curtail, replies.

Are you responding as an individual or a stakeholder group?

☐ Individual

☐ Stakeholder Group

If responding on behalf of a stakeholder group, which group are you representing?

How did you gather your findings?

☐ Via email

☐ In a forum

Respondent's conclusion.

How did you reach your conclusion?

Are there any additional matters pertaining to Terms and Conditions that you think Caledonian MacBrayne should consider?



Caledonian MacBrayne®

Hebridean & Clyde Ferries

Appendix 3: List of formal consultees

The Arran Ferry Committee

Comhairle nan Eilean Siar (CNES)

The Campbeltown Ferry Committee

The Coll Ferry Committee

The Islay Community Council Ferry Committee (ICCF)

The Tiree Transport Forum Meeting

The Sleat Transport Forum

The Mull/Iona Ferry Committee

Ferry Committee Board

Caledonian MacBrayne

CalMac Ferries Ltd., Ferry Terminal Gourock PA19 1QP

T: 01475 650247 E: enquiries@calmac.co.uk
calmac.co.uk