

Community Engagement Terms and Conditions Consultation



Caledonian MacBrayne®
Hebridean & Clyde Ferries

Terms and Conditions – the problem

- Capacity is constrained with volumes up 37 per cent since the introduction of RET
- In the same period, 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
- No new tonnage.

Terms and Conditions – situation analysis

We understand that there will be times when plans change, and customers need to amend or cancel their reservation.

Currently customers can apply for a refund, or partial refund, on most ticket types and we deduct up to £10 as administration levy.

We are proposing to amend our current Terms and Conditions. These changes would address a significant problem: at the moment there is no incentive for customers to give us early notice of changes or cancellations to their booking.

Some customers therefore cancel their bookings at very short notice. This results in unused deck space, thus denying other customers the opportunity to travel.

Terms and Conditions – proposed cancellation levy

The intention of the new structure is to help us fully optimise vehicle deck space utilisation by reducing no-shows and late cancellations.

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.

Terms and Conditions – proposed amendment levy



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The intention of the new structure is to help us fully optimise vehicle deck space utilisation by reducing no-shows and late changes.

Proposed change levy (excluding commercial block reservations)	
Amendment options	Amendment levy
Change the date or time 48-hours or more in advance of travel.	£10

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

Terms and Conditions – proposed 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 intend adding the following exception to this list:

- NHS National Services Scotland cancelling an appointment.

Terms and Conditions – commercial block bookings



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It is worth emphasising that in order to have a comprehensive view of vehicle deck space we must also consider commercial block booking customers.

We are already engaging with these customers to ensure we accurately understand their business requirements, which will allow us to make the best proposals on any future changes to Terms and Conditions in the coming months that might pertain to this sector.

Terms and Conditions – consultation process

- We will follow our approved consultation process across the eight appointed Ferry Committees/Transport Forums.
- Each consultation period will last 30-days, after which we will collate all feedback, review, and assess any impact.
- After follow-up consultation our findings and responses will be published in June/July of 2022.