



## TRANSPORTATION FERRY DELAYS PROCEDURE

### 1. PROCEDURE FOR CANCELLED/DELAYED/MISSED FERRY

There are two possible scenarios. The first is if you are travelling on an overnight ferry either from or to the UK, the second is the short sea crossing from or to the UK.

Regardless of which of the above, you should contact IBT Travel and as part of our duty of care we will discuss the options available to you and offer assistance throughout the duration of the issue.

#### IMPORTANT POINTS TO NOTE

If a situation occurs and between us we establish that there is not an immediate solution to the problem, the next step you should undertake is to make contact with your travel insurance provider. This will set up a case file for the future and they will be able to discuss the options with you and also offer advice.

You will find the 24-hour telephone number on the front of your insurance documentation.

If the problem occurs on the outward journey they will inform you how much time needs to pass before travel delay insurance becomes active. They will also give advice on what steps they are going to take to resolve the issue.

If the problem occurs on the inbound journey they will inform you what you are covered for and what steps they will take to help resolve the issue.

**Please note that nothing can or will be done until this call has been made.**

### 2. OVERNIGHT FERRY

Unless you receive early confirmation that your ferry may be cancelled or delayed, your group must proceed in accordance with the itinerary and follow the check-in procedure as normal.

If it is clear that you are going to be late for your check-in at the ferry terminal please contact IBT Travel immediately so we can implement the following:

- Contact the ferry company to try and delay departure
- Establish an estimated time of arrival with the driver
- Liaise with the driver for progress reports

Should you be unable to travel at the scheduled time of your sailing, IBT Travel will look at the following options:

- a) If the driver's hours permit, re-route your tour via a different ferry port.
- b) If the driver's hours do not permit, you might require overnight accommodation and if your insurance company sanction it, we will offer assistance to find suitable accommodation until you are able to make your onward journey. The insurance company may also offer assistance with this.

Please note that this task may take some time to arrange so we ask that you be patient.

We will also make every effort we can to re-design your itinerary to ensure minimum disruption and try to maximise the excursion opportunities.

### 3. SHORT SEA FERRY

Due to the frequency of short sea ferry crossings, cancelled ferries or delays are easier to deal with than overnight ferry crossings.

#### a. Late arrival at ferry terminal

As soon as it becomes apparent that your group will be late for check-in for your scheduled ferry, please contact the ferry company immediately to inform them. Should check-in not be extended, your coach will then be placed in a queue for the next available ferry.

#### b. Delayed ferry

Should your scheduled ferry be delayed, you will be asked to wait in the queue until the next available ferry.

#### c. Cancelled ferry

On rare occasions, ferry crossings can be cancelled. Reasons for this may be technical, industrial action, or extreme weather conditions. If your sailing is cancelled the ferry company will inform you when the next likely departure time will be.

#### d. Drivers hours issue

If the delay has an impact on driver's hours and this results in an overnight delay, if your insurance company sanction it, we will offer assistance to find suitable accommodation until you are able to make your onward journey. The insurance company may also offer assistance with this.

Please note that this task may take some time to arrange so we ask that you be patient.

We will also make every effort we can to re- design your itinerary to ensure minimum disruption and try to maximise the excursion opportunities.

### 4. SUMMARY

IBT will provide remote assistance to help find a solution to the problem and will remain in contact for the duration of the delay.

You must contact your Insurance Company so that you are fully aware of what costs are covered and what are not.

In the case of a delayed arrival at the ferry terminal, or if you are delayed overnight, IBT will be on hand to help you proceed with your tour, and will endeavour where necessary to source hotel accommodation.

Please note that you may need to cover the costs incurred and claim them back at a later date.

If you do not have the means to do this then IBT will help cover the costs, until you have returned home and are able to reimburse us.

If you are delayed overnight then IBT will contact the supply chain to advise them of any delay or, should it be the case, abandonment.