



Caledonian MacBrayne

Hebridean & Clyde Ferries

Customer Charter



March 2009

www.calmac.co.uk

MISSION STATEMENT

Caledonian MacBrayne will provide lifeline ferry services which are safe, reliable and affordable to the Clyde and Hebridean Islands. CalMac will operate a high quality service, focusing on customers' needs and comfort. CalMac is committed to the highest management standards and aims to be acknowledged as the leading ferry operating company in the UK, providing value for money, supporting the economy, protecting the environment and providing a stimulating workplace for all its employees.

COMPANY INFORMATION

CalMac sails to 24 destinations off Scotland's west coast, ranging from Arran in the south, to Lewis in the north. The area covers some of the most beautiful and dramatic places and islands in Scotland. The ships carry around five million passengers and approximately one million cars annually. A full description of the company and its activities is available on its website www.calmac.co.uk.

CALMAC WILL:

- endeavour to provide appropriate passenger and vehicle accommodation on all CalMac ships;
- deliver a programme of customer service training for customer-facing staff;
- inspect the cleanliness and availability of public areas on ships and on shore;
- where applicable, inform and update passengers of the availability of retail facilities; and
- monitor customer satisfaction with onboard and on shore facilities.

PASSENGERS REQUIRING ASSISTANCE

Information on how CalMac can help is available at port offices, on CalMac's website www.calmac.co.uk and is also detailed in CalMac's timetables and brochures. Large print versions of timetables are available on request.

EMPLOYEE STANDARDS

CalMac employees are expected to perform to the highest standards. CalMac has invested significantly in an employee training programme which encourages approachable, courteous, friendly and customer focused behaviour at all times.

TIMETABLES AND BROCHURES

Timetables can be viewed and downloaded from CalMac's website www.calmac.co.uk and are also available from ports and on board the ships.

The 'Explore' brochure is also available online or by calling CalMac's brochure line on 01475 650 350, or by calling 08000 66 5000. They are also available on board CalMac ships and from port offices, and also at Tourist Information Centres and other key outlets in transport hubs throughout the network and on significant road connections.

PLANNING A JOURNEY

Reservations can be made by:

- calling 08000 66 5000;
- e-mailing CalMac at enquiries@calmac.co.uk;
- accessing online booking on CalMac's website - www.calmac.co.uk;
- calling any of CalMac's port offices. The numbers are listed in CalMac's brochures, timetables and on www.calmac.co.uk; and
- writing to CalMac at Reservations Department, Ferry Terminal, Gourock, PA19 1QP.

REFUNDS POLICY

CalMac offers a comprehensive refunds policy. All claims will be dealt with in line with CalMac's published policy. Full details are available in timetables and brochures, on the website (www.calmac.co.uk), or by contacting Customer Care as set out below or on 01475 650 338.

CUSTOMER FEEDBACK

CalMac always welcomes customers' feedback. The policy is detailed in the 'Explore' brochure and on the website. Customers can contact the Customer Care Team by:

- telephone on 01475 650 338;
- writing to Customer Care at Caledonian MacBrayne, Ferry Terminal, Gourock PA19 1QP;
- e-mailing CalMac at customercare@calmac.co.uk; or
- completing a Feedback Form which can be found on the ships and at port offices.

If customers have a formal complaint, it will be acknowledged in writing within five working days of receipt and replied to within 21 working days of its acknowledgement.

OTHER USEFUL CONTACTS

For information on group travel, please contact Travel Trade Department, Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP Tel: 01475 650 355.

For information on Travel Trade rates etc., please refer to the Travel Trade brochure, or contact, Commercial Manager, Support Services, Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP Tel: 01475 650 100.

For service status information, check the website www.calmac.co.uk, call CalMac's service information line 08000 66 5400 or, for SMS text messaging, text 60030 with the route code. Leaflets are available onboard, from ports and offices, or Support Services in Gourock, explaining the system.

If you are not satisfied with the response from Caledonian MacBrayne, you can contact your local council who will discuss this and, where appropriate, refer the complaint to the independent Ferry Consultation Groups set up by the Highlands and Islands Transport Partnership (HITRANS) and the Strathclyde Partnership for Transport (SPT).

For advice on Gaelic-related issues, please contact Public Affairs Manager, Support Services, Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP. Tel: 01475 650 100.

For general enquiries and administration/finance queries, please address communications to the relevant department at Support Services, Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP. Tel: 01475 650 100.

PUBLIC ANNOUNCEMENTS

CalMac will make appropriate and prompt announcements to customers to ensure that they are kept fully informed about key areas of the operation such as safety, arrival, departure, safe driving, facilities for dogs, suspended/delayed sailings and staff announcements.

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