



Caledonian MacBrayne

Hebridean & Clyde Ferries

Pet Policy

February 2012

www.calmac.co.uk

CARRIAGE OF PETS

Pets are welcome on board and travel free of charge. For health, hygiene and safety reasons we would ask that passengers observe the following guidelines.

PASSENGERS' RESPONSIBILITIES

Passengers are advised that they are solely responsible for the welfare and conduct of their pets, and in particular dogs, whilst in terminal areas and on board. It is the owner's responsibility to clean up any mess created by their pets. Every effort should be made not to inconvenience other passengers. Pets are not permitted to sit on seats. Pets should never be left unsupervised, other than when they are left in a vehicle, and should always be exercised before boarding. CalMac reserves the right to ask dog owners to muzzle their dogs. Owners may be requested to remove pets from public areas.

SPECIAL ARRANGEMENTS

Where special arrangements would be helpful to owners i.e. storing a pet in an RSPCA approved pet carrier or similar apparatus, provided by the owner, a location may be identified on the ship by prior arrangement with the port of departure. Owners should contact the port of departure at least seven days in advance of travel.

DESIGNATED PET AREAS

On most of our ships pets are allowed access to all outside passenger areas. Many of our larger ships have internal pet areas with seating provided for owners. When inside, passengers travelling with pets must remain in these areas. On some ships pets are not permitted inside.

For health, hygiene and safety reasons, pets must not be allowed to sit on seats; they are not permitted in certain lounges within the ship or areas where food and/or drinks are served.

Support Dogs are allowed access to all passenger areas.

TRAVELLING BY CAR

If you are travelling by car, it is recommended that all pets are left inside vehicles for the duration of the journey. Please make sure that appropriate provisions, including water and ventilation, are made for pets left in cars, taking into account the weather conditions and the length of the journey. On a number of ships, unrestricted access to the car deck is not permitted whilst at sea. On longer journeys arrangements can be made for you to be accompanied to the car deck to visit your pet.

DOGS

If you choose not to leave your dog in the car or you are travelling as a foot passenger, please be aware that ships can be busy and noisy and some vibration may be experienced during the journey. As a result of this, and being in a confined space, dogs can become agitated whilst on board. Passengers are advised to stay with their dogs at all times, other than when they are left in a vehicle, and to keep them calm and quiet. Dogs must be restrained by a harness or a collar and lead.

Other passengers may not be aware of your dog's temperament whilst travelling and may approach it. You may wish to consider, for the safety of your dog and other passengers, muzzling your dog before boarding the ship.

CalMac does not accept liability for damage or injury caused by dogs whilst on CalMac premises or ships. In the event of any incident whereby a dog causes alarm or injury this will be reported to the appropriate authorities i.e. the police. In some cases this could lead to the owner being charged with an offence under the Dangerous Dogs Act 1991 and the animal being destroyed.

It is CalMac's aim to make journeys as safe and comfortable as possible for all our passengers. Please take due care and show consideration for everyone on board. If further advice is required regarding travelling with pets or about designated areas on board our ships, please do not hesitate to contact the Customer Care Department (01475 650 338 or customer-care@calmac.co.uk) or any member of staff or crew.

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Use of the Company's services is subject to the Company's Conditions of Carriage, displayed at and available on request at the Company's Offices, on board its vessels, and at www.calmac.co.uk.