



Caledonian MacBrayne
Hebridean & Clyde Ferries

Refunds and Reimbursement of Tickets

February 2012
www.calmac.co.uk

LOST TICKETS

CalMac will not replace lost, stolen, or mislaid tickets. In such circumstances passengers must purchase replacement tickets. If the lost tickets are subsequently found and submitted to Customer Care at Support Services then a full refund less a £10.00 administration charge will be given.

Passengers must be in possession of valid tickets at time of travel and must be prepared to provide them if requested.

It is the passenger's responsibility to ensure appropriate travel insurance cover.

REFUNDS

Consideration will be given to all applications for refund in respect of unused refundable tickets returned to Customer Care at Support Services.

Please note that refunds will not be considered for 5/6/10/30/50 journey tickets, partially used Saver 5 Day Return tickets, Travel Trade tickets, group tickets or other reduced rate tickets which may be available. Refunds on 8 and 15 day Island Rover tickets will not be considered if received after the valid from date.

Refunds will not be given on expired tickets.

Refunds on partially used refundable tickets are calculated on the basis of the fare paid minus the number of journeys taken, charged at the full single fare.

A £10 administration charge will be applied to each refund per customer application.

VALIDITY OF TICKETS

Conditions of issue of tickets: Any ticket issued by CalMac, or any other body, company or person, upon whose property or premises the ticket may be available, is subject to the Conditions of Carriage published by CalMac.

Please note the precise dates on which tickets are valid. Restrictions may apply.

Single – Date for which issued. No restrictions on use.

Return – The sum of the single fares which apply on travel dates. No restrictions on use. Valid for one month.

Saver Single – Date for which issued (availability is limited on some services – see individual route timetables for details).

Saver Return – The sum of the single fares which apply on travel dates. Valid for one month (availability is limited on some services – see individual route timetables for details).

Saver 5 Day Return – Valid for 5 days/4 nights (availability is limited on some services – see individual route timetables for details).

Partially used Saver 5 Day Return tickets are non-refundable. Saver 5 Day Return ticket return portions can be extended to full standard returns during validity period of the ticket by presenting the ticket to a port office and paying the additional fare.

5/6/10/30/50 Journey – Valid for 12 months from date of issue for one passenger or one nominated motorised vehicle. Strictly non-transferable. Multi-journey tickets are only valid if attached to the header portion.

Island Hopscotch® – Valid for one month.

Island Rover – Valid for 8 or 15 consecutive days. Vehicle Island Rover tickets are not valid on the Small Isles and Iona services. Caravan and Motorhome Island Rover tickets are not valid on Gigha and Colonsay services.

Passengers should note in particular:

• **Not all types of ticket are available on every route**

(1) **Multi-journey tickets, partially used Saver 5 Day Return tickets, Travel Trade tickets, group tickets and other reduced rate tickets which may be available are non-refundable. Refunds on 8 and 15 day Island Rover tickets will not be considered if received after the valid from date.**

(2) **Season Tickets** – are available to passengers on Largs/Cumbrae Slip and Wemyss Bay/Rothesay services only. Valid for periods of one month, three months, six months or twelve months.

Caledonian MacBrayne, Ferry Terminal, Gourock, PA19 1QP. Tel: 0800 066 5000

Email enquiries@calmac.co.uk © 2012 Caledonian MacBrayne.

All rights reserved. Material in this leaflet must not be reproduced in any form without permission from CMAL.

Caledonian MacBrayne and CalMac are trading names of CalMac Ferries Ltd (CFL). These names are used under licence from Caledonian Maritime Assets Limited (CMAL). The lion rampant device is used by CFL with the permission of CMAL.

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