



Review of Commodore Clipper incident and operator response

Draft Report

August 2014

Ref: 214040r

CONTENTS

1. INTRODUCTION AND STUDY OBJECTIVES	1
2. DESCRIPTION OF THE FERRY COMPANY'S OPERATIONAL REACTION.....	3
3. ASSESSMENT OF THE FERRY COMPANY'S CUSTOMER SERVICE REACTION	4
4. RESPONSE TO SPECIFIC QUESTIONS IN THE TERMS OF REFERENCE	5
5. FINDINGS AND RECOMMENDATIONS	7
APPENDIX 1: ROPAX VESSELS WITH SPEED 18 KNOTS AND OVER	10
APPENDIX 2: NEWS ITEMS REPORTING THE INCIDENT AND ITS IMPACT	11

1. INTRODUCTION AND STUDY OBJECTIVES

This report contains a review of Condor Ferries response following the grounding of their vessel Commodore Clipper undertaken for States of Jersey Harbourmaster. This short study has been conducted through desk research and some consultation with appropriate parties.

Context

For the past 18 months or so, the Jersey Harbourmaster, in conjunction with colleagues in Guernsey, has been negotiating an Operating Agreement for a 10 year license that would allow Condor to invest in a new vessel for the Channel Islands routes. The status of the Operating Agreement is that it is currently under consideration by the Jersey Harbourmaster, including seeking public and stakeholder feedback, with a view to conclude on 15 August 2014. For the purpose of this review, the key features of this Agreement are:

- Up to 10 years in duration
- The intended vessel, Austal Hull 270, will replace two aging 86m catamarans on the northern route (going from two vessels to one single vessel)
- A defined market scope has been included, which is not exclusive but any additional operator would have to provide the full market scope to be allowed to compete
- RoRo freight has been included in the defined market scope for the first time.

On 14 July 2014 the Commodore Clipper struck a submerged object off Guernsey. The operational incident remains a matter of MAIB and is not a subject of this review.

Objectives

In view of above mentioned incident, the Jersey Harbourmaster requested us to review:

1. The Operator's reaction to the incident, from a service continuity perspective
2. Test the incident against the appropriate clauses in the soon to be ratified long-term agreement with the Operator

The deadline for the review is mid-August 2014 to provide the Harbourmaster with an initial independent review of the operator's reaction.

The Terms of Reference (ToR) provided a non-exhaustive list of questions and areas of review:

1. Did the operator use best endeavours to recover from the incident? There are various tests of a 'prudent operator' in the agreement, but as this review is meant to be concluded in tight timescales, it may not be appropriate for a full prudent operator test.
2. What was the impact on the Island for travellers and freight importers & exporters?
3. Was the communication to travellers and freight customers adequate?
4. If we had the Operating Agreement in place, would this have enabled the Island to have greater assurance or control of the incident? To what end does the agreement provide comfort in such situations?
5. Considerations of points that we should include or amend in the draft operating agreement. Depending on the severity these may need to be immediately included, or taken through the change procedure contained in the agreement after it is signed.
6. Considerations of points that Jersey and Guernsey should review for the Islands' resilience outside of the Operating Agreement.

The report comprises four main sections:

- Description of the ferry company's operational reaction
- Assessment of the ferry company's customer service following the incident
- Response to the specific questions listed above
- Findings and recommendations

2. DESCRIPTION OF THE FERRY COMPANY'S OPERATIONAL REACTION

The Commodore Clipper struck a submerged object near Little Russel in the approaches to St. Peter Port (Guernsey) in the afternoon of 14 July 2014 following which she docked at St Peter Port around 15:30 hours BST. The Guernsey harbourmaster was informed of the incident about 2 hours later and immediately went to the ship to offer assistance and to ensure that no pollution had occurred.

Local divers inspected the ship and reported damage to the ships bottom shell plating.

Clipper's master informed Condor's Head Office of the incident and, consequently, an incident room was set up and manned around the clock. Condor has contingency plans in place for dealing with operational problems for vessels, as normal procedure, albeit that they are geared more towards the high speed craft which are more prone to disruptions. Under those circumstances it is the Clipper that is actually used to recover the schedules and provide the necessary service

Condor indicated that they could have considered temporary repairs (subject to Class and State flag approvals), but in the interest of providing a full service to the Islands decided to pursue full repairs. Through their long standing relationship with Falmouth dockyard they managed to get a priority slot, while at the same time it was decided that the Goodwill should make an extra (weekly) rotation. Unfortunately, due to the speed difference between the 2 ships, the Goodwill loses 4 to 5 hours on the Clipper schedule per roundtrip.

In summary the immediate operational action taken through re-scheduling of the Condor ferry fleet comprised:

- Re-directing light freight where possible to the high speed craft
- Using Goodwill all week round and omitting the (weekly) St. Malo call
- Approaching a broker for replacement tonnage once it became clear that the Clipper would be out of service for a longer period than originally anticipated.

The preferred replacement ship (Arrow) was not immediately available (chartered out and plying in the Mediterranean at the time of the incident), therefore the MN Toucan was chartered in. She was introduced into the service two weeks after the Clipper incident, while the Arrow became available on the 3rd of August, almost three weeks after the Clipper incident.

Condor Ferries has indicated that the MN Toucan remains on standby until its charter expires, while the Arrow will be redelivered later, after the Clipper has successfully been reintroduced into the service. The Clipper is expected on or about 26 August 2014.

3. ASSESSMENT OF THE FERRY COMPANY'S CUSTOMER SERVICE REACTION

Immediately after the incident was deemed to impact on the future Clipper schedule, the crisis team took steps to contact both passenger and freight customers.

Following a request by the Jersey Harbourmaster that Condor Ferries provide a summary of the incident and their actions, the company prepared a comprehensive overview of their reaction to the Clipper incident in relation to EU regulation 1177/2010 (Rights of passengers when travelling by sea). We found no reason to disagree with this summary.

We suggest that this useful overview and Condor's subsequent review on their freight related recovery actions are made public in the interest of all parties involved.

Although there is anecdotal evidence that there were initial challenges in the process, particularly in relation to keeping customers updated in a timely fashion, the requirement for additional payments for upgrades to use the High speed craft and the timing of some of the action taken in relation to freight being able to move to other modes of transport, we are of the opinion that Condor's actions have been satisfactory in view of the time pressure and the scale of the disruption that was faced.

4. RESPONSE TO SPECIFIC QUESTIONS IN THE TERMS OF REFERENCE

The Terms of Reference posed some specific questions, with regard to the Operator's reaction to the Clipper incident. Our findings are as follows:

Did the operator use best endeavours to recover from the incident? There are various tests of a 'prudent operator' in the agreement, but as this review is meant to be concluded in a tight timescale, it may not be appropriate for a full prudent operator test.

We believe that the Operator took adequate recovery actions, in the interest of the Islands, to recover their passenger and freight service capabilities as fast as possible. As in every incident there is always room for improvement. We believe that Condor will learn valuable lessons from the recovery from this event, which will certainly assist in dealing with any future incident.

What was the impact on the Island for travellers and freight importers & exporters?

Due to the fact that Clipper carried passengers there was an immediate personal impact, which was dealt with through established procedures by Customer Service staff. Freight is slightly different, as the general public will only notice freight problems if and when shelves in stores are found to be empty. By prioritising perishable over non-perishable freights as well as moving lighter freight onto the High Speed craft, a large part of the freight recovery was accomplished in the first two weeks of the incident until the MN Toucan became available. Using the Goodwill round the clock meant that she lost 4 to 5 hours each round trip, resulting in shifting berthing times and subsequent logistic chain implications including operational delays. However, other than on a single Monday when the logistics companies and importers were still adjusting their supply chains, the Island remained stocked with food. The equivalent of 80% of all 2013 volumes of the same period was shipped during the immediate period following the incident. This, in our mind, demonstrates that there was not a complete failure in the recovery and in fact Condor was able to respond adequately given the scale of the incident.

Was the communication to travellers and freight customers adequate?

Best efforts were exercised by Condor to contact passengers and freight shippers as soon as possible, through contacting them directly by telephone, text and email contact methods. Condor did not succeed in getting through to everybody as not everyone answered their calls. Although the website and twitter feeds were updated as soon as information became available, a direct Twitter feed on the Clipper progress (@clipperupdate) could perhaps have been initiated earlier.

If we had the Operating Agreement in place, would this have enabled the Island to have greater assurance or control of the incident? To what end does the agreement provide comfort in such situations?

The new Operating Agreement is built on the experience gained over many years in executing the Island ferry services as well as experience gained in wider shipping contracts. As such it caters for the specific needs for the Channel Islands. However, as with any Operating Agreement, there may be future instances where there is room for interpretation and improvement. This possibility is, in our view, adequately covered by the Ferry Services Steering Group (FSSG). This FSSG should also play a role in any future service disruption incidents.

Considerations of points that we should include or amend in the draft operating agreement. Depending on the severity these may need to be immediately included, or taken through the change procedure contained in the agreement after it is signed.

Clauses 25, 26, 30, 39 and Annex 1 of the Operating Agreement deal with the issues arising from an operational incident. Judging from the actions taken pursuant to the Clipper incident, we deem the above mentioned Operating Agreement clauses and Annex to be adequate, with the proviso of the recommendations in Chapter 5 below.

Considerations of points that Jersey and Guernsey should review for the Islands' resilience outside of the Operating Agreement.

The new Operating Agreement has taken past experiences into consideration, however many of the recovery measures to be taken in future operational incidents will rely on the Operator.

Our suggestion would be to build as much contingency as possible into the Operator's fleet at an early stage. This increases the chances of being able to react to operational incidents without the need to rely on 3rd party operators.

5. FINDINGS AND RECOMMENDATIONS

Ships

Condor ferries have contingency plans and procedures in place, particularly with regard to incidents with the High Speed Craft. Under these scenarios, the Clipper, being a ROPAX vessel with sufficient speed capabilities, is deemed sufficiently adequate to assist in the pre-determined recovery measures.

The Channel Islands are particularly challenging for regularly visiting ships, with strict limitations on, in particular, ship's length and manoeuvring characteristics. Jersey has a tug (Duke of Normandy) that assists in heavier weather; the large conventional ferries depend on their own manoeuvrability with powerful side thrusters.

The current conventional Condor Ferries are deemed to have the maximum length permissible to operate within the Channel Islands.

The arrival of the Commodore Clipper at St. Hellier filmed from a drone operated by Mr. Robin Fitzgerald of the Jersey Coastguard and put on Youtube, shows just how little manoeuvring space there is, even at high water! Link: <http://www.youtube.com/watch?v=DQhgBsKdq1k>.

Moreover, the routes from the UK require a certain ship's speed (18 – 19 knots) for the conventional ships in order to make the schedules, including sufficient contingencies. The current conventional ship configuration has one 18 knot ROPAX ship (Clipper) in tandem with a 15 knot RORO ship (Goodwill).

The limited availability of ships capable of maintaining the same service configuration of the Clipper makes operational coverage of any incident a challenge. The number of available ships is restricted, and they will be generally deployed elsewhere. Even in the event that any one of them is available at short notice, the ship often requires a substantial repositioning voyage into the Condor ferries trading area.

It is unrealistic to assume from an economical point of view, that one could have a ship somewhere on stand-by, just to cover any operational issues.

Likewise it is difficult to agree terms with operators of similar tonnage to assume that they will release such tonnage at short notice and at acceptable cost, without the risk that such an arrangement will only work on a reciprocal basis.

Realistically speaking, there are only 30-odd ROPAX ships which could potentially serve as a direct replacement for the Clipper, particularly from a speed requirement point of view. However, the vast majority of these are over 25 years old.

It would, however, be conceivable to utilise the redundancy within the (conventional) Condor ferries current schedules, if the ships were of similar characteristics, i.e. similar to the Clipper in size, capabilities and above all: speed. That is, replacing Goodwill with a vessel capable of making faster sailings would leave more room in the service schedules for recovery following an incident to the main ferry. The additional operating cost of the second ROPAX could be mitigated by only carrying freight in normal circumstances but having the capability to carry passengers following a disruptive incident.

Sina A, ex Volcan de Tejada (1995 – Astillero Barreras), trading in the Near East
Volcán de Tauce (1995 – Astillero Barreras), trading around Spain
Ben my Chree (1998 – IHC Merwede, now Royal IHC), trading in the Irish Sea
Hammerodde (2005 – IHC Merwede, now Royal IHC), trading around Denmark
Straitsman, exDueodde (2005 – IHC Merwede, now Royal IHC); trading in New Zealand

From the above list, the Hammerodde is closest to the Clipper's characteristics.

Recommendation:

In order to create sufficient resilience in the Condor ferries schedules, it could be worth investigating replacement of Goodwill with a ship of Clipper's characteristics.

Communications

In today's modern world, everyone has become accustomed to the instant availability of information on any matter, wherever it might originate from. While the information may be there immediately, physical assets such as ships take time to make their voyages. Finding an alternative ship and positioning it to the Channel Islands will therefore always take days, if not weeks, even if it is not employed and therefore immediately available.

However, with today's communication tools it is possible to keep interested parties adequately up-to-date. Using tools such as Twitter and the like is a tremendous help. The @Clipperupdate Twitter feed has proven to be popular. See also Appendix 2 which contains a selection of news items covering this incident.

Recommendation:

For future incidents, where appropriate, these kinds of communication activities should be facilitated at the earliest possible moment.

We see a role for the FSSG to quickly communicate between Condor and the respective States during future incidents, and this should be included in Schedule 1 (The Generic Contingency Plan) of the Operating Agreement.

Ports

Ferries operating to and from the Channel Islands operate within very strict operational conditions. Although there is a pool of ferries that fall just outside the length restrictions of operating in the Channel island ports, most of these would require additional operational assistance, like purpose built tugs to assist in berthing and unberthing manoeuvres.

The pool of available ferries increases substantially if ships of, say, up to 160m were able to be accommodated.

From the discussions held for this brief review, however, it has become clear that without some significant infrastructure modifications it will not be easy to accommodate larger ferries, although the berths themselves would be physically capable of accommodating these larger vessels.

Freight

Freight can often move on different modes of transport, albeit that pure RORO freight is often linked to own(ed) rolling stock. Separating the corresponding freight from the rolling stock can cause challenges in the logistic chain.

The Channel Islands are also served by LOLO operators, who usually have their own customer base. We noticed that, due to competitive pressures, there was great reluctance in Operators sharing sufficient information on the actual situation. There would perhaps have been an opportunity for earlier freight recovery if there had been more clarity on the freight recovery process, without Operators having to fear for their competitive position.

Recommendation:

There might be an opportunity for the States, perhaps through the FSSG, to investigate the potential for freight contingency plans with all the Channel Islands' freight operators, to safeguard the freight interests of the Islands.

APPENDIX 1 : ROPAX VESSELS WITH SPEED 18 KNOTS AND OVER

IMO	Name	TYPE	Operator	Flag	Lane Meters	Passengers	Length	Beam	Draft	DWT	Year	Service Speed
9235866	VIRGEN DEL VALLE II	F	Conferrys	VE	1190	951	101.4	26.65	4.2	750	2001	37
7224459	RIGEL 1	F	Nobel Maritime	PA	540	380	128.02	22.05	5.92	1775	1973	22
7230599	MARKO POLO	F	Jadrolinija	HR	1200	962	128.12	19.99	5.78	1132	1973	21.5
7909061	DUTA BANTEN	F	Trikora Lloyd	ID	750	500	120.58	17.81	5.32	1845	1979	21
7310260	CTMA VACANCIER	F	CTMA	CA	570	1500	125.63	21.4	5.35	1555	1973	21
8705319	SEOKYUNG PARADISE	F	Seokyoung Car Ferry	KR	800	867	127.41	23.02	5.45	2713	1987	21
8208763	POETA LOPEZ ANGLADA	RR	Balearia	ES	850	1800	130	22.51	4.98	2430	1984	20.9
8602074	JEJU WORLD	F	Doowoo Shipping	KR	900	520	126.24	20.02	5.54	2917	1986	20.65
7432733	ELLI T	F	Endeavor Lines	GR	1100	1050	130	23.51	5.95	3507	1976	20
7205910	SARDINIA REGINA	F	Corsica Ferries	IT	1500	1800	123.86	20.86	5.02	1472	1972	20
7615048	DUBROVNIK	F	Jadrolinija	HR	770	1302	122	18.83	4.83	1310	1979	20
7320332	SVETI STEFAN II	RR	Montenegro Lines	BS	645	1100	118.83	18.55	5.2	1080	1973	20
7813949	IBN BATOUTA	RR	Comanav	MA	780	1400	129.62	21.62	5.01	2092	1981	19.5
7501613	AMMARI	RR		IT	1225	54	127.2	19.89	6.53	5485	1976	19.5
7813937	BARI	F	Nobel Maritime	CY	780	1400	129.65	21.62	5.01	1829	1980	19.5
6900654	MOBY ALE	F	Moby Lines	IT	600	1041	92.66	16.72	4.16	803	1969	19.5
9223150	THEOLOGOS P	F	Fast Ferries	GR	876	475	118.14	21	5.2	3227	2000	19.4
7358755	BANASA	F		MA	520	1450	115.35	20.6	4.9	1560	1975	19
8909874	ROYAL NIIHAMA	F	Shikoku Chuo Ferry	CN	615	600	115.63	21.02	4.51	2550	1990	19
8909886	DIONISIOS SOLOMOS	F	Zante Ferries	GR	615	600	115.63	21	4.51	2560	1990	19
9323699	HAMMERODDE	F	Danske Faerger	DIS	1235	400	124.9	23.4	5.3	3550	2005	18.8
9323704	STRAITSMAN	F	Strait Shipping	NZ	1235	400	124.9	23.4	5.3	3550	2005	18.8
7349039	CORSICA MARINA SECONDA	F	Corsica Ferries	IT	792	1460	120.78	19.51	5.77	2840	1974	18.5
7360617	SARDINIA VERA	RR	Corsica Ferries	IT	792	1129	120.8	19.51	5.77	2840	1975	18.5
7719430	LE RIF	F	IMTC	MA	780	1200	129.42	21.62	4.74	1895	1980	18.5
7711139	ARDENIA	RR	Transeuropa Ferries	CY	660	100	117.86	20.27	5.09	2166	1978	18.4
7411258	VIA MARE	RR	Akgunler	SL	1000	107	117.85	20.27	5.03	3927	1976	18.4
8822222	RAJARAKATA	F	Jemla Ferry	ID	860	520	126.55	20.72	5.5	3352	1989	18.2
7419626	AQUA MARIA	F	NEL Lines	GR	600	1350	96.57	18.01	4.6	1279	1975	18
9081590	SINA	RR		JO	1023	250	120	19.52	5.3	4226	1995	18
8700448	FERRY HAYATOMO NO 2	F	Ishizaki Kisen	JP	580	756	113.9	21.04	5	1000	1987	18
8625179	FERRY KURUSHIMA	F	Ishizaki Kisen	JP	700	756	119	21.01	5.01	2612	1987	18
9170705	BEN-MY-CHREE	F	IoMSP	IM	1235	500	125.2	23.84	5	4168	1998	18
9081588	VOLCAN DE TAUCE	RR	Naviera Armas	ESC	1023	250	120	19.52	5.3	4226	1995	18

Available ROPAX ships with speeds of minimal 18 knots (excluding the Commodore Clipper) within Channel Islands Operating characteristics (green highlighted cells).

APPENDIX 2: NEWS ITEMS REPORTING THE INCIDENT AND ITS IMPACT

'Technical incident' suspends a Condor ferry service



Condor Ferries said passengers were being offered alternative travel to the UK

Ferry company Condor has suspended one of its ferry services after what it described as a "technical incident".

The Commodore Clipper was due to travel between the Channel Islands and Portsmouth but touched the seabed in the Little Russel off Guernsey.

The boat is currently in St Peter Port, Guernsey, undergoing checks.

Condor said no-one was injured but the ferry was unlikely to return to operation until after 18:00 BST on Tuesday.

The company said divers would be sent into the water to investigate whether there had been any damage to the boat.

A spokesman for Condor said fast ferries continued to operate along with the Commodore Goodwill.

He added that: "Passengers due to travel from Guernsey to Jersey or to Portsmouth tonight are being contacted by the customer services team to rearrange travel."

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BBC Guernsey 15 July 2014 Last updated at 11:14

Clipper 'out of action for a week' after seabed strike

The Commodore Clipper ferry, which struck the seabed off Guernsey on Monday, could be out of action for a week.

Condor Ferries boss James Fulford said that the vessel may have to visit dry docks before resuming service.

Mr Fulford said it was too early to tell why the vessel had struck the seabed, adding that the captain was "very experienced".

He raised the suggestion that a recent earthquake had changed the seabed.

"At the moment it's a mystery," he said. "Some say maybe the earthquake has caused some changes in the channel, but it's too early to speculate."

St Peter Port harbour master Chad Murray said Guernsey authorities were investigating the incident with the UK's Marine Accident Investigation Bureau and the Flag Administration of the Bahamas, where the vessel is registered.

Mr Fulford said divers had inspected the vessel in St Peter Port on Monday and would dive again on Tuesday.

The Commodore Clipper was due to travel between the Channel Islands and Portsmouth but touched the seabed in the Little Russel channel off Guernsey.

BBC Guernsey, 17 July 2014 Last updated at 11:58

Clipper cancelled till end of July after seabed strike

Damage to the Commodore Clipper ferry, which struck the seabed off Guernsey on Monday, is worse than originally thought.

All sailings are now cancelled until 27 July.

The vessel is in dry docks in Falmouth, Cornwall, for a safety inspection and repair.

The Commodore Goodwill is delivering essential freight as usual and less urgent shipments on a delayed basis.

The Clipper and Goodwill carry freight, vehicles and passengers on an 11-hour "slow" sailing between Portsmouth, in the UK, and the Channel Islands.

A fleet of three faster ferries mainly carry non-commercial cars and passenger traffic.

Condor boss James Fulford said passengers booked on the Clipper would be accommodated on the fast ferries.

He urged customers with bookings after 27 July not to contact the company until further updates.

"I'd like to apologise for the inconvenience and concern that our passengers will feel and to reassure people that we are working tirelessly to resolve this situation," he said.

St Peter Port harbour master Chad Murray said Guernsey authorities were investigating the incident with the UK's Marine Accident Investigation Bureau and the Flag Administration of the Bahamas, where the vessel is registered.

BBC Guernsey, 21 July 2014 Last updated at 13:55

Commodore Clipper ferry out of service until August



After initial investigations in Guernsey the Clipper was taken to Falmouth dry docks for repairs

"Complex repairs" needed for a ferry that hit the seabed off Guernsey mean it will be out of service until 26 August.

The Commodore Clipper was damaged while on a journey between Portsmouth and Guernsey on 14 July.

Its loss on the route between the UK and the Channel Islands has led to delays to post and freight deliveries, leaving some shops short of stock.

James Fulford, CEO of Condor Ferries, said a replacement was being worked on.

He said: "We are completely committed to keeping our islands connected and supplied via the lifeline service which we provide.

"Our staff are working around the clock both to minimise disruption for our customers and to put in place the most robust contingency arrangements as our top priority.



Extra sailings have been put on for the Goodwill to minimise the backlog of freight

"Our fleet management team is working around the clock to secure the very best freight charter solution as early as we can. I hope to announce this imminently."

Passengers and vehicles are being transferred to the company's high speed ferries and extra services are being put on to deal with the increased number of passengers on these services.

The freight-only vessel the Commodore Goodwill is operating extra sailings and the ferry company said all food and priority items continued to be shipped on the day while other items were being delayed by two or three days.

Mr Fulford said it had not been possible to secure a direct replacement for the Commodore Clipper, which provided both passenger and freight services.

He said: "Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports.

"This means there are very few ships which are compatible with our islands' needs."

How the damage was sustained is being investigated by the Marine Accident Investigation Branch.

BBC Guernsey, 24 July 2014 Last updated at 15:48

Condor Ferries charters freight boat to replace Clipper



The Clipper carries freight and passengers between Portsmouth and the Channel Islands

A cargo-only boat will start operating on Tuesday to replace the damaged Commodore Clipper.

Condor Ferries said it would make a "substantial contribution" to freight services for the Channel Islands.

The Clipper is being repaired in dry dock in Falmouth after it scraped the seabed off Guernsey on 14 July.

The charter makes no change to passengers due to travel on the Clipper, which is expected to be out of the water until 26 August.

Where available, they have been offered alternative transport on the company's fast ferries.

James Fulford, CEO, said: "It has not been possible to secure a direct replacement for Clipper which combines passengers and freight.

"However, three extra fast ferry services have been scheduled to provide extra capacity."

The MN Toucan is due to start operating from Guernsey on Tuesday, while the company's other freight vessel, the Commodore Goodwill, will focus on Jersey's freight shipping.

Mr Fulford said: "Over and above this initial solution, we will work with our freight customers to review the arrangements we have in place to protect the supply chain capacity to our islands."

140721

Condor Ferries needs to charter a ro-ro

July 21. Following the incident on 14 July when COMMODORE CLIPPER made contact with the sea bottom in the Little Russel en-route to Guernsey the vessel was sent to dry dock. Complex repairs will require more time than expected.

She is now expected to be out of service until 26 August 2014. Until then, Condor will transfer Clipper passengers onto its high-speed ferries and put in place a charter solution specifically for its freight customers, the details of which will be announced in the coming days.

CEO James Fulford said "Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports. Combined with the decline in shipping and small ships worldwide, this means there are very few ships which are compatible with our Islands' needs. As a result it has not been possible to secure a direct replacement for Clipper which combines passengers and freight."

© Shippax / ML

Commodore Clipper ferry out of service until August

21 July 2014 Last updated at 13:55 BBC

"Complex repairs" needed for a ferry that hit the seabed off Guernsey mean it will be out of service until 26 August.

The Commodore Clipper was damaged while on a journey between Portsmouth and Guernsey on 14 July.

Its loss on the route between the UK and the Channel Islands has led to delays to post and freight deliveries, leaving some shops short of stock.

James Fulford, CEO of Condor Ferries, said a replacement was being worked on.

He said: "We are completely committed to keeping our islands connected and supplied via the lifeline service which we provide.

"Our staff are working around the clock both to minimise disruption for our customers and to put in place the most robust contingency arrangements as our top priority.

"Our fleet management team is working around the clock to secure the very best freight charter solution as early as we can. I hope to announce this imminently."

Passengers and vehicles are being transferred to the company's high speed ferries and extra services are being put on to deal with the increased number of passengers on these services.

The freight-only vessel the Commodore Goodwill is operating extra sailings and the ferry company said all food and priority items continued to be shipped on the day while other items were being delayed by two or three days.

Mr Fulford said it had not been possible to secure a direct replacement for the Commodore Clipper, which provided both passenger and freight services.

He said: "Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports.

"This means there are very few ships which are compatible with our islands' needs."

How the damage was sustained is being investigated by the Marine Accident Investigation Branch.

Condor Ferries charters freight boat to replace Clipper

24 July 2014 Last updated at 15:48 BBC

A cargo-only boat will start operating on Tuesday to replace the damaged Commodore Clipper.

Condor Ferries said it would make a "substantial contribution" to freight services for the Channel Islands.

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The charter makes no change to passengers due to travel on the Clipper, which is expected to be out of the water until 26 August.

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Mr Fulford said: "Over and above this initial solution, we will work with our freight customers to review the arrangements we have in place to protect the supply chain capacity to our islands."

Condor to add services while ferry repairs continue

By Phil Davies | 22 July 2014 at 08.31 GMT (Travel Weekly)

A Condor ferry which [struck the seabed off Guernsey last week](#) is expected to be out of service until August 26, the company confirmed yesterday.

"Complex" repairs in dry dock in Falmouth are required to the Commodore Clipper following the incident on July 14.

Condor is to transfer Clipper passengers onto its high-speed ferries and hopes to charter a replacement vessel to carry freight from the UK mainland to the Channel Islands.

An interim schedule being operated by freight-only vessel Goodwill continues to keep the Channel Islands supplied with essential goods.

Condor will operate three extra sailings over the period from Weymouth to provide extra capacity for passengers in addition to 14 weekly sailings which operate during the summer holidays.

"As a result, there is sufficient capacity to accommodate all guests who were booked to travel on Commodore Clipper, and all affected guests are being contacted and offered alternative sailings on the high-speed ferries," the company said.

Chief executive James Fulford said: "We are completely committed to keeping our islands connected and supplied via the lifeline service which we provide.

"Our staff are working around the clock both to minimise disruption for our customers and to put in place the most robust contingency arrangements as our top priority.

“Our fleet management team is working around the clock to secure the very best freight charter solution as early as we can. I hope to announce this imminently.”

He added: “Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports.

“Combined with the decline in shipping and small ships worldwide, this means there are very few ships which are compatible with our islands’ needs. As a result it has not been possible to secure a direct replacement for Clipper which combines passengers and freight.

“I would like to thank our customers for their patience and understanding as we work our way through the rebooking process, prioritising those travelling soonest.

“I’d also like to pay tribute to the dry dock team in Falmouth who are working 24 hours a day to repair Clipper to the highest possible standard and to our teams helping freight customers and our guests rearrange their travel plans.”

The incident remains the subject of an investigation by the Marine Accident Investigation Branch.

“Whilst the quasi-judicial process is underway, Condor will not be commenting or speculating on the cause of the incident,” the firm said.

CONDOR PRESS RELEASES

31 July 2014 14:30 - Channel Islands Press Release

Condor announces second freight charter vessel

Condor Ferries has announced that it has chartered a second ship, Arrow, to supply the Islands whilst repairs to Commodore Clipper progress.

In an unprecedented investment in contingency measures, Arrow will arrive in the Islands this weekend, joining Commodore Goodwill and MN Toucan in helping to keep the Islands connected and supplied. Arrow will operate on the route between Portsmouth, Guernsey and Jersey, in addition to the ongoing service provided by Commodore Goodwill and the charter MN Toucan – which began operating earlier this week.

Condor Ferries has also launched a dedicated Twitter feed (@clipperupdate), which is relaying information about the latest movements of the Commodore Goodwill, MN Toucan and Arrow alongside on-going updates with the works underway on Clipper.

Ports and Guests Services Director at Condor Ferries, Captain Fran Collins, said: “We are completely committed to keeping our Islands connected and supplied via the lifeline service which we are privileged to provide.

“Today, we are very pleased to be able to announce a second charter ship, which will see freight supplies back to normal within a matter of days.

“We are delighted that our initial charter vessel, MN Toucan, has made her first delivery into Guernsey earlier this week and she is already helping to ease the supply chain.

“Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports. Finding charter ships which can meet these challenges is very difficult. The fact that we’ve been able to bring in two ships so quickly is down to the support of our board and the fifty years we’ve spent building the trust of our industry colleagues.

“We are continuing to work very closely with our freight customers to protect the supply chain to our Islands. With their support, even before the arrival of our two charter ships, we had shipped 80% of expected freight and we’d like to thank our customers, colleagues and port operators, for their understanding and cooperation over the last couple of weeks.”

Arrow is a ro-ro freight vessel which has been used previously by Condor between Portsmouth and Channel Islands route when either Commodore Clipper or Commodore Goodwill has been in dock for routine maintenance work.

Commodore Goodwill provided extra sailings on Sunday 20 and Sunday 27 July, which allowed freight backlogs to be cleared.

Condor has also scheduled three extra fast ferry services to provide extra capacity.

 [Download PDF](#)

24 July 2014 - Channel Islands Press Release

Condor announces freight charter vessel

Condor Ferries has announced its plans to support freight customers and guests in the coming weeks following the incident on 14 July when Commodore Clipper made contact with the sea bottom in the Little Russel en-route to Guernsey.

Following a worldwide search, the company has secured a charter freight vessel to continue to keep the Islands connected and supplied while Clipper is in dry dock until 26 August. The vessel will operate on the route between Portsmouth and Guernsey, allowing Commodore

Goodwill to be primarily focused on servicing Jersey, also calling at Guernsey as required. The plan is for 'MN Toucan', a ro-ro cargo ship, to begin by collecting empty trailers in Guernsey on Tuesday morning (29 July), before returning to Portsmouth that evening to collect full trailers for the Island.

The company has also launched a dedicated Twitter feed (@clipperupdate), which will keep its freight customers updated with the latest movements of the Toucan and its freight-only ship 'Commodore Goodwill', and on-going updates with the works underway on Clipper.

Chief Executive at Condor Ferries, James Fulford, said: "We are completely committed to keeping our Islands connected and supplied via the lifeline service which we are privileged to provide.

"We are very pleased today be able to announce this initial charter solution, which will come into service very quickly, making a substantial contribution to easing the supply chain challenges. MN Toucan will work with the Commodore Goodwill in transporting freight between the UK and Channel Islands.

"Our fleet management teams have been working around the clock to secure the vessel. We are continuing to work very closely with our freight customers, along with our colleagues at all the ports we operate from, and would like to thank them for their support over the last week.

"Over and above this initial solution, we will work with our freight customers to review the arrangements we have in place to protect the supply chain capacity to our Islands. We are working hard to ensure that all food and priority items continue to be shipped on the day presented, and other items continue to be shipped normally within 2-3 days.

"Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports. Combined with the decline in shipping and small ships worldwide, this means there are very few ships which are compatible with our Islands' needs. As a result it has not been possible to secure a direct replacement for Clipper which combines passengers and freight. However, three extra fast ferry services have been scheduled to provide extra capacity."

Commodore Goodwill provided an extra sailing last Sunday (20 July), which allowed freight backlogs to be cleared. Another additional sailing will be scheduled for this Sunday, to help to continue timely shipments of all freight presented at Portsmouth.

22 July 2014 - General Press Release

[Advice for passengers rebooking](#)

We're very sorry that your sailing has been disrupted as a result of the problems with our Clipper service. This information sheet tells you how we'll help to rearrange your travel.

Our customer service team are working through bookings in date order and will be in touch with you very soon.



21 July 2014 - Ferry News

Commodore Clipper - Update 21 July

Condor Ferries has announced its plans to support guests and freight customers in the coming weeks following the incident on 14 July when Commodore Clipper made contact with the sea bottom in the Little Russel en-route to Guernsey.

Complex repairs are required. These are being carried out in dry dock in Falmouth, meaning that Clipper is now expected to be out of service until 26 August 2014. Until then, Condor will transfer Clipper passengers onto its high speed ferries and put in place a charter solution specifically for its freight customers, the details of which will be announced in the coming days.

The company is liaising with key freight customers to ensure that the interim schedule being operated by its freight-only vessel, 'Goodwill', continues to keep the Islands supplied with essential goods. Goodwill provided an extra sailing on Sunday 20 July which allowed backlogs to be cleared. All food and priority items continue to be shipped on the day presented, and other items continue to be shipped normally within 2-3 days.

Condor has also announced that it will operate three extra sailings over the period from Weymouth to provide extra capacity for passengers; this is in addition to the 14 weekly sailings which operate during the summer holidays. As a result, there is sufficient capacity to accommodate all guests who were booked to travel on Commodore Clipper, and all affected guests are being contacted and offered alternative sailings on the high speed ferries.

CEO James Fulford said "We are completely committed to keeping our Islands connected and supplied via the lifeline service which we provide. Our staff are working around the clock both to minimise disruption for our customers and to put in place the most robust contingency arrangements as our top priority."

"Our Fleet Management team is working around the clock to secure the very best freight charter solution as early as we can. I hope to announce this imminently."

"Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports. Combined with the decline in shipping and small ships worldwide, this means there are very few ships which are compatible with our Islands' needs. As a result it has not been possible to secure a direct replacement for Clipper which combines passengers and freight."

"I would like to thank our customers for their patience and understanding as we work our way through the rebooking process, prioritising those travelling soonest. I'd also like to pay tribute to the dry dock team in Falmouth who are working 24 hours a day to repair Clipper to

the highest possible standard and to our teams helping freight customers and our guests rearrange their travel plans.”

The incident remains the subject of an investigation by the Marine Accident Investigation Branch. As is standard in this process, the Master involved is contributing to the investigation. Whilst the quasi-judicial process is underway, Condor will not be commenting or speculating on the cause of the incident.

 [Download PDF](#)

17 July 2014 - Ferry News

Commodore Clipper - Update 17 July

Commodore Clipper is now in Dry Dock in Falmouth for further investigations and repairs following the incident on Monday 14th July. As a result of preliminary investigations with the ship now out of the water, the indications are that the damage is worse than originally hoped and regrettably all Commodore Clipper services up to 27th July are cancelled.

A specialist team is working to implement our contingency plan and bring the ship back into service as swiftly as possible.

Whilst this team works on detailed plans, we are unable to confirm dates for her return to service but an update will be made by 4pm, Monday 21st July. This will give full details of the repair timescale as well as options for those expecting to travel on the ship in the intervening period.

Commodore Goodwill is delivering all essential freight promptly and transporting less urgent freight within 2 days. Fast ferry services continue to operate as scheduled.

James Fulford, Chief Executive, Condor Ferries said:

“I’d like to apologise for the inconvenience and concern that our passengers will feel and to reassure people that we are working tirelessly to resolve this situation. We would like to thank you for your patience and to reassure you that there is sufficient capacity to accommodate you on our fast ferries to get you to your destination.

“We have teams in place who are contacting customers and although we know the uncertainty is difficult please try not to call us but wait for our teams to contact you.

“Please may I ask those booked to travel on Commodore Clipper after 27th July not to contact us now but to await the update on Monday after which, if necessary, we will contact you directly.”

Condor Ferries continues to cooperate fully with the all official investigations and it is inappropriate to comment or speculate on the cause of the incident, or outcome of the investigations.

 [Download PDF](#)

15 July 2014 - Ferry News

Commodore Clipper - Update 1100

Yesterday afternoon (Monday 14 July) we believe that the Commodore Clipper made contact with the sea bed in the Small Russel en-route to Guernsey.

She is safely alongside in St Peter Port where a thorough survey is taking place to assess her condition.

We are implementing a contingency plan to minimise disruption to our freight customers and guests to protect the life line services to the Islands. Services between Portsmouth and the Islands have been cancelled for the remainder of the week and guests booked are being contacted and offered a refund or alternative travel. Our specialist freight teams are contacting their customers individually.

All High Speed ferries and Commodore Goodwill services will continue to operate and guests due to travel on these services should check in as usual.

For further information on rescheduled sailings visit www.condorferries.com.

 [Download PDF](#)

15 July 2014 - Ferry News

Commodore Clipper Update 1430

Yesterday afternoon (Monday 14 July) we believe that the Commodore Clipper made contact with the sea bed in the Small Russel en-route to Guernsey.

She is safely alongside in St Peter Port where a thorough survey of the hull is taking place. When the necessary permissions have been acquired she will depart for Falmouth this afternoon where she will undergo repair in dry dock. We will then be able to provide a realistic return to service date. Latest indications are that this is now unlikely to be before the end of next week (26th July).

In order to keep guest and freight customer disruption to a minimum, services have been rescheduled up to Saturday 19th July. For further information please visit

www.condorferries.com. Those affected will be individually contacted and offered alternative travel options or a full refund.

All High Speed ferries and Commodore Goodwill services will continue to operate and guests due to travel on these services should check in as usual.

Guests travelling beyond Saturday 19th July will be updated on Thursday 17th July at 12:00 after further assessments have been made in dry dock.

 [Download PDF](#)

14 July 2014 - Ferry News

Clipper Incident - Update 20:00

Earlier this afternoon (Monday 14 July) we believe that the Commodore Clipper made contact with the sea bed in the Small Russel en-route to Guernsey.

She is safely afloat alongside in St Peter Port having initially berthed safely, and then moved under her own steam to an alternative berth in the harbour to allow for other port movements. There were no injuries and all passengers have now safely disembarked.

Following a preliminary inspection, Commodore Clipper is undergoing a thorough survey to assess her condition.

We anticipate running a revised timetable for the rest of this week.

Guests who were due to travel this evening from Guernsey to Jersey have disembarked in Guernsey and have been provided with food and accommodation at Condor Ferries' expense in local hotels. They will be offered alternative travel to Jersey on the fast ferry or a refund. Guests who were due to travel from Guernsey and Jersey to the UK tonight on the Clipper are being offered a refund or alternative travel on high speed services into Weymouth, and Condor will meet the costs of their onward travel to Portsmouth if required. Guests booked for the rest of the week are being contacted and offered a refund or alternative travel. Our specialist freight teams are contacting their customers individually.

The High Speed and Commodore Goodwill services will continue to operate and guests due to travel on these services should check in as usual.

14 July 2014 - Ferry News

Commodore Clipper incident

Earlier this afternoon (Monday 14 July 2014) the Commodore Clipper is believed to have made contact with the sea bottom in the Small Russel en-route to Guernsey.

She is now safely alongside in St Peter Port. All passengers and crew are safe and there are no injuries.

So that we can investigate any damage, we have suspended the Clipper timetable for 24 hours. Guests due to travel from Guernsey to Jersey or onward to Portsmouth overnight tonight are being contacted by our customer services team to rearrange their travel. Freight customers are also being personally contacted.

The High Speed and Commodore Goodwill services will continue to operate and guests due to travel on these services should check in as usual.

The next update will be at 2000.

Condor has secured a charter of freighter MN Toucan

Condor Ferries has announced its plans to support freight customers and guests in the coming weeks following the
Right : The **MN TOUCAN** –



Photo : Harry van den Berg (c)

incident on 14 July when **COMMODORE CLIPPER** made contact with the sea bottom in the Little Russel en-route to Guernsey. Following a worldwide search, the company has secured a charter freight vessel to continue to keep the Islands connected and supplied while **Clipper** is in dry dock until 26 August. The vessel will operate on the route between Portsmouth and Guernsey, allowing Commodore Goodwill to be primarily focused on servicing Jersey, also calling at Guernsey as required. The plan is for '**MN TOUCAN**', a ro-ro cargo ship, to begin by collecting empty trailers in Guernsey on Tuesday morning (29 July), before returning to Portsmouth that evening to collect full trailers for the Island. The company has also launched a dedicated Twitter feed (@clipperupdate), which will keep its freight customers updated with the latest movements of the **TOUCAN** and its freight-only ship '**COMMODORE GOODWILL**, and on-going updates with the works underway on **Clipper**. Chief Executive at Condor Ferries, James Fulford, said: "We are completely committed to keeping our Islands connected and supplied via the lifeline service which we are privileged to provide. "We are very pleased today be able to announce this initial charter solution, which will come into service very quickly, making a substantial contribution to easing the supply chain challenges. **MN TOUCAN** will work with the **COMMODORE GOODWILL** in transporting freight between the UK and Channel Islands. "Our fleet management teams have been working around the clock to secure the vessel. We are continuing to work very closely with our freight customers, along with our colleagues at all the ports we operate from, and would like to thank them for their support over the last week. "Over and above this initial solution, we will work with our freight customers to review the arrangements we have in place to protect the supply chain capacity to our Islands. We are working hard to ensure that all food and priority items continue to be shipped on the day presented, and other items continue to be shipped normally within 2-3 days. "Operating ships from the Channel Islands presents particular challenges in terms of the sea conditions and the characteristics of the historic ports. Combined with the decline in shipping and small ships worldwide, this means there are very few ships which are compatible with our Islands' needs. As a result it has not been possible to secure a direct replacement for **Clipper** which combines passengers and freight. However, three extra fast ferry services have been scheduled to provide extra capacity." **COMMODORE GOODWILL** provided an extra sailing last Sunday (20 July), which allowed freight backlogs to be cleared. Another additional sailing will be scheduled for this Sunday, to help to continue timely shipments of all freight presented at Portsmouth. **Source : company's website / Ferries of Northern Europe**

Via: Shippingnewsclippings – 208, 2014-07-27

Notice to Mariners

Latest Notice to Mariners and Navigational Warnings 2014.

NAVIGATIONAL WARNING No. 47

D.T.G 15 / 1000 UTC July 2014

Guernsey East Coast, Little Russel

A depth of 4.5m exists in position

49° 29.36 N & 002° 28.73 W

This position is approximately 200m north of Roustel Beacon.

Mariners are advised to navigate with caution

<http://www.guernseyharbours.gov.gg/article/5094/Notice-to-Mariners>

PUBLISHED: July 15, 2014 12:30 pm

Commodore Clipper believed to have hit Little Russel seabed

SAILINGS of Condor's Commodore Clipper have been cancelled while the vessel is assessed for damage after it was thought to have hit the bottom of the Little Russel while en route to Guernsey yesterday.



The company, which announced the accident on Twitter, said there had been no injuries and that the vessel was on a 24-hour stand-down while emergency dives were made to check the hull for damage.

‘Guests booked for the rest of the week are being contacted and offered a refund or alternative travel,’ it said.

‘Our specialist freight teams are contacting their customers individually.’

Fast ferry services will continue, along with the Commodore Goodwill, and where possible alternative transport to the UK is being arranged, the company said.

All passengers affected while the Commodore Clipper is out of action are being contacted by the ferry company.

This morning it remained unclear when the vessel would return to action, but Condor last night said it anticipated running a revised timetable for the rest of the week.

Updates and information are available from www.condorferries.co.uk or Condor's Twitter feed.

Comments for: "Commodore Clipper believed to have hit Little Russel seabed"

GleP

July 15, 2014 1:44 pm

Shifting sands due to winter storms?

Nathan1

July 15, 2014 2:12 pm

Northern rock moved by earthquake

Insider

July 16, 2014 10:04 am

Or the captain cocking up?

Ted

July 16, 2014 10:33 am

When did "passengers" become "guests". The moment of that metamorphosis passed me by.

SOURCE:

<http://guernseypress.com/news/2014/07/15/commodore-clipper-believed-to-have-hit-little-russel-seabed/>

- Tweets 61
- [Photos/Videos 8](#)
- [Following 139](#)
- [Followers 158](#)

[@clipperupdate](#)

Latest updates on how Condor is keeping our Islands connected & supplied following recent incident with Clipper. Account is send only contact via usual channels.

Channel Islands
condorferries.co.uk
[8 Photos and videos](#)

Tweets and replies

- [Tweets](#)
- Tweets and replies



[@clipperupdate @clipperupdate](#) · [33m](#)

We've successfully shipped 80% of expected freight to the Islands since Clipper has been in out of service, prioritising fresh food



[@clipperupdate @clipperupdate](#) · [3h](#)

MN Toucan departed Guernsey and en route to Portsmouth, ETA 1500.



[@clipperupdate @clipperupdate](#) · [4h](#)

Pic of MN Toucan as she made deliveries in Guernsey earlier this morning, great work by port staff to get all unloaded pic.twitter.com/d6QYiQzicC



[View more photos and videos](#)



[@clipperupdate @clipperupdate · 7h](#)

Commodore Goodwill has departed St. Peter Port at 0430. Estimated time of arrival in Portsmouth is currently 1200 30/07/14.



[@clipperupdate @clipperupdate · 8h](#)

Commodore Goodwill has arrived in St. Peter Port at 0305. Estimated time of departure is currently 0500.



[@clipperupdate @clipperupdate · 13h](#)

Commodore Goodwill has arrived in St. Helier at 2200. Estimated time of departure is currently 0100.



[@clipperupdate @clipperupdate · 15h](#)

Commodore Goodwill continues to operate at maximum capacity, she's busy keeping the Islands connected and supplied



[@clipperupdate](#) [@clipperupdate](#) · 19h

Our specialist teams are contacting guests booked to travel with caravans/motorhomes on Clipper, to make alternative arrangements



[@clipperupdate](#) [@clipperupdate](#) · 19h

MN Toucan is loading deliveries at Portsmouth now, due to arrive in Guernsey early tomorrow morning pic.twitter.com/c81qmKnjIT



[View more photos and videos](#)



[@clipperupdate](#) [@clipperupdate](#) · 20h

MN Toucan has arrived in Portsmouth and is now discharging cargo. ETD around 1700.



[@clipperupdate](#) [@clipperupdate](#) · 22h

This is a send-only account, unfortunately we can't reply to you – please contact us using your usual channels and our teams will respond



[@clipperupdate](#) [@clipperupdate](#) · 24h

MN Toucan is on her way back to Portsmouth, it's going to be a busy day for her!

Retweeted by [@clipperupdate](#)



[Chris George](#) [@GeorgieGuernsey](#) · Jul 28

Early start today. MN Toucan chartered by [@Condor_Ferries](#) arrived in the harbour at 3am this morning. [#MyGuernsey](#) [pic.twitter.com/Rtx8OIOPTY](#)



Chris GEORGE
PHOTOGRAPHY
© www.chrisgeorgephotography.net

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new [www.coast.gg](#)
VISIT NOW!



July 2014
Tuesday
29th

GEORGIE'S [f](#) [t](#) [in](#) [g+](#)
Pic Of The Day



[View more photos and videos](#)



[@clipperupdate](#) [@clipperupdate](#) · Jul 29

Pic of installing the skeg supports, as work continues on Clipper in dry dock in Falmouth
pic.twitter.com/LV5rF6IKZo



[View more photos and videos](#)



[@clipperupdate](#) [@clipperupdate](#) · Jul 29

Commodore Goodwill has arrived in Portsmouth at 0915. Estimated time of departure is currently 1200.



[@clipperupdate](#) [@clipperupdate](#) · Jul 29

MN Toucan in Guernsey earlier this morning busy loading trailers, she'll be back tomorrow morning with deliveries pic.twitter.com/msfU2pn8zA



[View more photos and videos](#)



[@clipperupdate @clipperupdate · Jul 28](#)

MN Toucan dep St Peter Port at 0630 and will arrive in Portsmouth by 1500 today.



[@clipperupdate @clipperupdate · Jul 28](#)

MN Toucan on charter to [@Condor Ferries](#) is working cargo on charter in Guernsey this morning to help keep our Islands connected & supplied



[@clipperupdate @clipperupdate · Jul 28](#)

Commodore Goodwill has departed St. Peter Port at 2010. Estimated time of arrival in St. Helier is currently 2200 28/07/14.



[@clipperupdate @clipperupdate · Jul 28](#)

Well done to all port teams and thanks to our customers, food and priority items continue to be shipped on the day presented in Portsmouth



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

The MN Toucan is now well on her way to St. Peter Port and giving an ETA of 0230/29th July.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

Commodore Goodwill has arrived in St. Peter Port at 1810. Estimated time of departure is currently 2000.

[Saint Peter Port](#)

Retweeted by [@clipperupdate](#)



[Thomas Thorne](#) [@TafThorne](#) · [Jul 28](#)

Time to get the boat into Poole and then on to home. (@ Condor Ferries Check In)

[https://www.swarmapp.com/tafthorne/checkin/53d6851c498ec5fd3ad11c2a?s=FHkWNAE2zWKX2r-j1ZusgxrpwNA&ref=tw ... pic.twitter.com/tZwrzG9HBT](https://www.swarmapp.com/tafthorne/checkin/53d6851c498ec5fd3ad11c2a?s=FHkWNAE2zWKX2r-j1ZusgxrpwNA&ref=tw...pic.twitter.com/tZwrzG9HBT)



[View more photos and videos](#)



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

Our charter ship, MN Toucan, has now left her berth in Le Havre and is transiting the locks, bo... Read more at <http://bit.ly/1mV5WIT>

[View summary](#)



[@clipperupdate @clipperupdate · Jul 28](#)

This is a send-only account, unfortunately we can't reply to you – please contact us using your usual channels and our teams will respond



[@clipperupdate @clipperupdate · Jul 28](#)

In dry dock in Falmouth, repairs to the skeg are continuing on Clipper, alongside shell plate inserts pic.twitter.com/ahcAM9ThYT



[View more photos and videos](#)



[@clipperupdate @clipperupdate · Jul 28](#)

Commodore Goodwill completed an extra sailing yesterday, helping to keep our supermarkets stocked with essential supplies



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

Commodore Goodwill has departed Portsmouth at 1100. Estimated time of arrival in St. Peter Port is currently 1800 28/07/14.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

Our charter vessel MN Toucan will be in Guernsey tomorrow afternoon, she'll be collecting empty trailers before heading to Portsmouth



[@clipperupdate](#) [@clipperupdate](#) · [Jul 28](#)

Commodore Goodwill has arrived in Portsmouth at 0710. Estimated time of departure is currently 1100.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

Our specialist teams are continuing to contact guests travelling with caravans/motorhomes to arrange alternative sailings



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

Commodore Goodwill has arrived in St. Helier at 1930. Estimated time of departure is currently 2230.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

All food and priority items are being shipped on the day presented in Portsmouth – a big thanks to our port teams and customers



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

Commodore Goodwill has departed St. Peter Port at 1645. Estimated time of arrival in St. Helier is currently 1930 27.07.14.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

Commodore Goodwill has arrived in St. Peter Port at 1435. Estimated time of departure is currently 1730.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

This is a send-only account, unfortunately we can't reply to you – please contact us using your usual channels and our teams will respond



[@clipperupdate](#) [@clipperupdate](#) · [Jul 27](#)

Pic of first shell plate in place on Clipper in dry dock, ready for full weld to take place – 4 of these now completed pic.twitter.com/SRur0ULYqI



[View more photos and videos](#)



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

Commodore Goodwill has departed Portsmouth at 0730. Estimated time of arrival in St. Peter Port is currently 1430 27.07.14.



[@clipperupdate @clipperupdate · Jul 26](#)

We've added an extra sailing for Commodore Goodwill today, she's helping to keep the Islands connected and supplied pic.twitter.com/YSm18avoOI



[View more photos and videos](#)



[@clipperupdate @clipperupdate · Jul 26](#)

Commodore Goodwill has arrived in Portsmouth at 0230. Estimated time of departure is currently 0730.



[@clipperupdate @clipperupdate · Jul 26](#)

Commodore Goodwill has departed St. Peter Port at 1920. Estimated time of arrival in Portsmouth is currently 0230 27.07.14.



[@clipperupdate @clipperupdate · Jul 26](#)

Charter freight vessel MN Toucan will be joining us in Guernsey on Tuesday afternoon



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

Commodore Goodwill has arrived in St. Peter Port at 1730. Estimated time of departure is currently 2000.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

Commodore Goodwill has departed St. Helier at 1530. Estimated time of arrival in St. Peter Port is currently 1730 26.07.14.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

This is a send-only account, unfortunately we can't reply to you – please contact us using your usual channels and our teams will respond



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

Commodore Goodwill has arrived in St. Helier at 1130. Estimated time of departure is currently 1510.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 26](#)

Helping to maintain the lifeline links, Commodore Goodwill is operating an extra sailing tomorrow



[@clipperupdate](#) [@clipperupdate](#) · [Jul 25](#)

Shell plating repair work to Clipper is underway in dry dock, here's a picture preparing to lift 1st pic.twitter.com/zXDf7MaiPT



[View more photos and videos](#)



[@clipperupdate @clipperupdate · Jul 25](#)

Commodore Goodwill has departed Portsmouth at 0250. Estimated time of arrival in St. Helier is currently 1040 26.07.14.



[@clipperupdate @clipperupdate · Jul 25](#)

Commodore Goodwill has arrived in Portsmouth at 2300. Estimated time of departure is currently 0200.



[@clipperupdate @clipperupdate · Jul 25](#)

There's no rest for our dry dock team in Falmouth, they are doing a great job to get Clipper back asap



[@clipperupdate @clipperupdate · Jul 25](#)

All food and priority items are being shipped on the day presented in Portsmouth - thanks to great effort from our port teams and customers



[@clipperupdate](#) [@clipperupdate](#) · [Jul 25](#)

Commodore Goodwill has departed St. Helier at 1445. Estimated time of arrival in Portsmouth is currently 2230 25/07/14.



[@clipperupdate](#) [@clipperupdate](#) · [Jul 25](#)

We're working hard to make sure caravans/motorhomes booked on Clipper being contacted & offered alternative sailings <http://bit.ly/1n9HzVF>



[@clipperupdate](#) [@clipperupdate](#) · [Jul 25](#)

MN Toucan is due to arrive in Guernsey on Tuesday afternoon – she'll be helping to ease supply chain challenges <http://bit.ly/1n9HzVF>



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We've added an extra sailing on Sunday for Goodwill for 2nd weekend in a row – helping to maintain lifeline links



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This is a send-only account, unfortunately we can't reply to you – please contact us using your usual channels and our teams will respond



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Our CEO James Fulford talking to [@BBCJersey](#) yesterday giving good news about our charter ship which arrives on Tues <http://bbc.in/1keRryJ>



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Our dry dock team are doing a great job. They're working 24/7 to get Clipper back into service asap



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Our specialist teams are getting in touch with guests whose caravans and motorhomes were booked on Clipper <http://bit.ly/1n9HzVF>



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We've got good news! Our charter ship will arrive on Tuesday – she'll be a real help in easing supply chain challenges <http://bit.ly/1n9HzVF>