

# Overview of Condor Ferries customer care following the Clipper Incident in the context of EU Regulations regarding the rights of passengers when travelling by sea (Regulation 1177/2010)

Date: 5 August 2014

## 1. Scope

This document outlines Condor Ferries' approach in complying with the EU Passenger Directive 1177/2010 ("the Directive") and sets out how the company complied with the Directive in supporting those passengers affected by the withdrawal of Commodore Clipper from service on 14<sup>th</sup> July (with an anticipated return to service date of 26<sup>th</sup> August 2014).

## 2. Executive Summary

- i. Condor Ferries is confident the approach taken in response to the withdrawal from service of Commodore Clipper is compliant with the EU Passenger Rights Directive 1177/2010.
- ii. Moreover, the company has provided support to the overwhelming majority of passengers well in excess of the minimum required by the Directive. The approach taken has been to treat all passengers as individuals, with support tailored to their particular circumstances.
- iii. The business was diligent in preparing for the introduction of the Directive in 2012 and took external legal and operational advice from authoritative sources including Hill Dickinson, Chamber of Shipping, PSA and DfT (MCA) in addition to peer review with other operators. Steps taken to prepare the business included:
  - a. Improved means of contacting customers
  - b. Improved means of issuing refunds
  - c. Implementing clear decision making
  - d. Investment in staff training
  - e. Ensuring passengers understand their rights
- iv. Condor voluntarily adopted the Directive on inter-Island routes, even though they do not touch an EU-port, ensuring that Islanders benefit from the same protection offered by the Directive to EU residents.
- v. The immediate response to the incident saw Condor taking appropriate care of each affected passenger, including providing them with accommodation, re-routing and up to date information.
- vi. In the days which followed, Condor offered all affected passengers re-routing at no extra cost or a full refund, in compliance with the Directive.
- vii. In its approach to compensation, the Directive is a claims-led process. The statutory time limit for these claims to receive a response is 3 months under the EU Passenger Directive. However, within three weeks of the incident, Condor has already resolved 84% of claims.
- viii. Condor voluntarily put in place a range of additional measures to support passengers, including paying for travel with other operators and offering discounts against future bookings for customers who had experienced the most severe inconvenience.
- ix. In situations such as the Clipper incident, staff try to help a large number of customers in a short period of time, and mistakes can occur. Condor asks any customer who feels they have been treated unfairly or inconsiderately to get in touch so that their complaint can be resolved.

### **3. Outline of the relevant legislation that is applicable in this situation**

The principal obligations of the Directive relating to cancellation and delay are as follows.

#### Article 16 - Information in the event of cancelled or delayed departures

1. For cancellation or delay in departure, passengers shall be informed as soon as possible but no later than 30 minutes after scheduled departure time with the estimated departure and arrival times as soon as available.
2. If passengers miss a connecting service due to cancellation or delay, the carrier shall try to inform the passengers of alternative connections.
3. The carrier shall ensure disabled persons or PRM<sup>1</sup>'s receive the information required under paragraphs 1 and 2 in accessible formats.

***Condor's policies are consistent with this aspect of the Directive.***

#### Article 17 - Assistance in the event of cancelled or delayed departures

1. Where cancellation or delays of more than 90 minutes are expected, passengers should be offered free of charge snacks, meals or refreshments in relation to the delay provided they can reasonably be supplied.
2. Where a stay of one or more nights is necessary, where physically possible Passengers shall be offered accommodation (up to the value of €80pppn) plus transport to and from the accommodation for up to 3 nights.
3. The company must pay particular attention to the needs of disabled persons and PRM's and accompanying persons.

***Condor's policies are consistent with this aspect of the Directive.***

#### Article 18 - Re-routing and reimbursement in the event of cancelled or delayed departures

1. Where it is expected that a service will be cancelled or delayed in departure for more than 90 minutes, the passengers shall immediately be offered the choice between:
  - (a) re-routing to the final destination, under comparable conditions to the transport contract, at the earliest opportunity at no added cost;

or:

- (b) reimbursement of the ticket price and, where relevant, a return service free of charge to the point of departure at the earliest opportunity.

*Notes:*

*In this part of the Directive, passengers do not have to make the claim, the operator has to make the offer.*

***Condor's policies are consistent with this aspect of the Directive.***

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<sup>1</sup> Persons of Reduced Mobility

2. Where a passenger's service is cancelled or delayed in departure from a port for more than 90 minutes, passengers have the right to such re-routing or reimbursement of the ticket price from the carrier.

3. Reimbursement shall be made within 7 days, in cash, electronic transfer, or in the form of vouchers and/or other services equivalent to the price the ticket first purchased, provided that the conditions are flexible including destination.

***Condor's policies are consistent with this aspect of the Directive.***

Article 19 - Compensation of the ticket price in the event of delay in arrival

1. Without losing the right to transport, passengers may request compensation (i.e. make a claim) if they are facing a delay in arrival at the final destination. The minimum level of compensation shall be 25 % of the ticket price for a delay of at least:

(a) 1 hour in the case of a scheduled journey of up to 4 hours;

(b) 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;

(c) 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;  
or

(d) 6 hours in the case of a scheduled journey of more than 24 hours.

If the delay exceeds double the time set out in points (a) to (d), the compensation shall be 50 % of the ticket price.

*Notes:*

*We interpret the Directive to mean that Article 19 applies in addition to the provisions of Article 18 above where re-routing or use of other services is chosen by the Passengers (but not for cancellation and refund obviously).*

*Passengers must make the claim.*

***Condor's policies are consistent with this aspect of the Directive.***

Article 23 - Information on passenger rights

1. Carriers shall ensure information on the rights of Passengers are publicly available on board ships, in ports, and in port terminals in accessible formats and languages as generally made available to all Passengers. Particular attention shall be paid to the needs of disabled persons PRM's.

2. In order to comply, carriers may use a summary of the provisions of this Regulation prepared by the Commission in all the official languages of the institutions of the EU made available to them.

3. Carriers shall inform passengers in an appropriate manner on ships and ports of the contact details of the enforcement body designated.

***Condor's policies are consistent with this aspect of the Directive.***

*Notes:*

*The Directive is silent on providing information in electronic means. Nevertheless, Condor voluntarily provides this information electronically in addition to via the means provided for in the Directive.*

*Although the Directive only provides that the information should be 'available', Condor proactively displays it in terminals and on board ships.*

*In addition, Condor incorporates the provisions of EU 1177/2010 into its Conditions of Carriage. This is important as it enhances the scope of the Directive to apply to all passengers regardless of their port of departure or place of residence. Condor similarly incorporate the provisions of EU Passenger Liability Regulation no. 329/2009 (The Athens Convention - 2002 Protocol).*

*Also, there remains scope for passengers to make claims for certain things not addressed by either of the above two referred Directives. Condor assesses such cases on their merits.*

#### **4. Work undertaken by Condor to implement the Directive**

During 2012, a cross functional team representing customer services, operations, business risk, and IT worked together to plan and prepare for the introduction of the Directive.

This work involved liaison with key subject matter experts (Hill Dickinson, Passenger Shipping Association, and DfT). As a consequence, changes to existing business processes and communications were put in place before the Directive came into force including:

- **Improved means of contacting customers:** Revision to the FerryRes booking system to improve ability to capture customer booking contact details like email addresses and mobile phone numbers, enabling easy means of contact customers quickly in the event of service disruption.
- **Improved means of issuing refunds:** Changes to the booking system and financial processes to manage and account for passenger refunds.
- **Clear decision making:** An escalation process to identify whom within the business was authorised to assess whether or not the Directive applied to a rescheduled or cancelled sailing.
- **Training investment:** Roll out of training and communications materials across all guest-facing staff including those working onboard to explain the Directive, how it applied and to train the new processes. This training was subsequently integrated in to the general training manual. (a scanned copy of the training presentation can be made available).
- **Ensuring passengers know and understand their rights:** Creation of communications materials in both printed format and online advising passengers of their rights under the Directive. The printed materials (Appendix A) are held by ports and reservations teams for distribution as required. In Appendix B screenshots of the online materials area provided are shown. These materials are accessible from the home page, in the 'How Are We Performing' section and from the FAQs. When the Directive came into force, Condor worked with Island governments to align advice notices and communications. Condor also worked with Island and UK media to ensure accurate reporting of the Directive. A search on Google for EU Passenger Directive 1177/2010 indicates that Condor Ferries content on the subject is the highest ranked of any ferry operator in the UK, demonstrating our effectiveness in promulgating the information.

Condor Ferries has honoured its commitment to the States of Jersey and States of Guernsey that, despite inter-Island sailings not touching an EU Port, Island residents would nevertheless benefit from the protections which the legislation offers EU residents.

## 5. Looking after passengers following the Clipper incident: the first 24 hours

### a. Immediate response

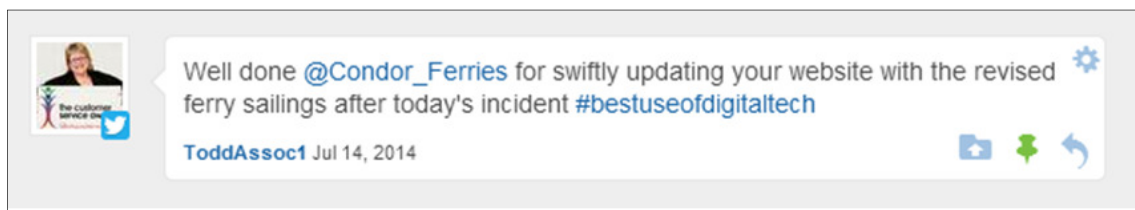
On the evening of 14 July an advice note was issued to guest-facing staff outlining the approach that was agreed by those members of the Executive working as part of the crisis team. This note was developed by the Executive and the Risk manager. (Appendix C).

Affected passengers fell into three groups:

- i. Those arriving in Guernsey travelling on to Jersey
- ii. Those waiting in Guernsey to travel to Portsmouth (via Jersey)
- iii. Those waiting in Jersey to travel to Portsmouth

#### Informing passengers expecting to travel on 14 July

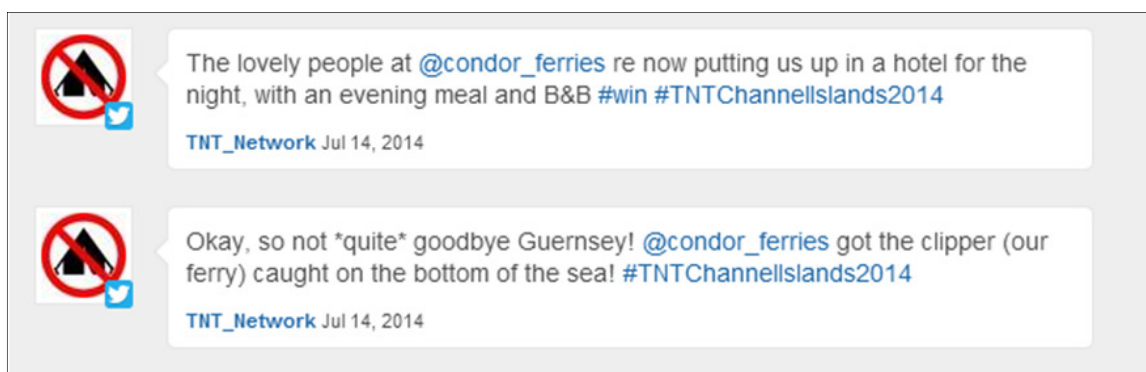
Immediately, as part of the incident response, news of the incident and how it was expected to affect sailings was published on the Condor Ferries website using the home page alert, on the sailings update page and via social media.



#### Those arriving in Guernsey travelling on to Jersey

Fewer than 20 passengers bound for Jersey were aboard when Clipper arrived in Guernsey following the incident.

These passengers (a mixture of passengers and freight drivers) were accommodated in three local hotels, the Peninsula, the St Pierre Park and the Duke of Richmond Hotel at Condor Ferries' expense.



Because that day's fast ferry had already departed Guernsey for Jersey, passengers were instead offered travel on the 1100 fast ferry the following day (after their overnight stay at Condor's expense).

Affected passengers were eligible for compensation, as well as re-routing. Their claims have been compliantly processed as noted below.

#### Those waiting in Guernsey to travel to Portsmouth (via Jersey)

These passengers should have departed Guernsey at 1720. They were advised of the cancellation promptly and well ahead of the 'departure time +30 minutes' requirement.

They were instead offered passage on that evening's fast ferry to Weymouth at 2000, or the opportunity to travel the following day if they preferred (both options at no extra cost). Six bookings were transferred to this service and arrived in Weymouth later that day.

In addition, they were offered (as applicable):

- A refund of their cabin costs, because no equivalent is available on the fast ferry.
- Allocated Club or Reclining seat accommodation to match that they had booked on Clipper. If no seats were available, they were refunded the original upgraded seating cost.

Affected passengers were eligible for compensation, as well as re-routing. Their claims have been compliantly processed as noted below.

#### Those waiting in Jersey to travel to Portsmouth

Passengers waiting to board Clipper in Jersey were expecting to depart at 2120.

As soon as Condor became aware of the incident, the port team immediately began contacting passengers offering them the opportunity to travel instead on the 1830 fast ferry to Weymouth (at no extra cost).

- There were 18 vehicles with 36 passengers due to travel from Jersey to Portsmouth, all were sent an SMS message and attempts were made to contact as many as possible by individual phone call. Three passenger bookings chose to transfer to the fast ferry service that night. The departure of the fast ferry service was delayed by an hour until 1930 to allow these guests time to catch it.

Those who chose not to travel at the earlier time, or who could not be contacted, were offered travel instead on the following day's fast ferry to Weymouth (again at no extra cost).

In addition, they were offered (as applicable):

- A refund of their cabin costs, because no equivalent is available on the fast ferry.
- Allocated Club or Reclining seat accommodation to match that they had booked on Clipper. If no seats were available, they were refunded the original upgraded seating cost.

Affected passengers were eligible for compensation, as well as re-routing. Their claims have been compliantly processed as noted below.

## **b. Supporting passengers from 15 July onwards**

### Practicalities

As noted above, in 2012 Condor invested in systems improvements to enable easier contact with customers at times of disruption. This proved invaluable in dealing with the Clipper incident as the team was able to contact the overwhelming majority of customers to make rebooking or refund arrangements.

Methods of contact used included phone calls, text alerts for those due to travel immediately, and email. Although Condor sought to take the lead in contacting all affected customers (in strict order of travel date), once the incident was made public all customer contact points received exceptionally high volumes of calls (see Appendix D).

Contact was undertaken by the guest services teams to maximise the speed of contact. Those teams also liaised with trade partners like tour operators in conjunction with the Sales and Marketing team. Condor worked with each customer on a personal basis to find the best available solution within the framework established to meet their needs, closing out sales to new customers on sailings with low availability to make space for those transferring

### Follow up communications

22<sup>nd</sup> July 2014 – A guest facing précis of the information supplied to ports and reservations teams was provided by the Communications team. This was also published on the website, issued to the media and provided to ports. (Appendix E)

23<sup>rd</sup> July 2014 – Advice was provided to all guest facing staff explaining how to assist guests in making short notice hotel bookings for accommodation on their rerouted crossing using LateRooms. (Appendix F)

Local broadcast and print media were fully utilised along with social media. This forms a separate report.

### Guests booked to travel from Guernsey and Jersey to Portsmouth

These guests were offered the option to cancel and receive a refund or to transfer to the equivalent fast ferry to Weymouth (at no extra cost).

In addition, they were offered (as applicable):

- A refund of their cabin costs, because no equivalent is available on the fast ferry.
- Allocated Club or Reclining seat accommodation to match that they had booked on Clipper. If no seats were available, they were refunded the original upgraded seating cost.

A small number of guests indicated that they would prefer to be transferred onto the (earlier) Poole fast ferry service (rather than the later Weymouth service). Unfortunately, whilst there was sufficient capacity on the Weymouth sailings to accommodate all affected passengers, the same was not true of the Poole sailings. As a result, and in order to ensure capacity remained available on sailings for Islanders choosing to book travel nearer to the time, passengers who rejected the alternative sailing offered to them (and the appropriate additional support) were asked to pay the price differential fee if they insisted on this option (in most cases, this amounted to no more than £20).

### Guests booked to travel from Portsmouth to Jersey or Guernsey

These guests were offered the option to cancel and receive a refund or to transfer to the equivalent Poole service leaving in the morning at no extra cost.

In addition they were offered (as applicable):

- A refund of their cabin costs, because no equivalent is available on the fast ferry.
- Allocated Club or Reclining seat accommodation to match that they had booked on Clipper. If no seats were available a refund of the upgraded seating cost.

As above, a small number of passengers declined the fast ferry sailing they were offered and those who insisted on the more heavily booked service were asked to pay the small price differential.

### Customer feedback

Throughout this incident Condor Ferries has been engaging with customers and stakeholders face to face in our ports, on the phone to our contact centre as well as through conventional and social media.

#### @Clipperupdate


On 23<sup>rd</sup> July Condor Ferries launched a dedicated twitter feed to update people on the progress of repairs to Clipper, and the freight services shipping goods to and from our Islands. Between then and the 3<sup>rd</sup> August the feed attracted over 220 followers, sent 117 messages - an average of around 10 tweets per day. It has gained around 200,000 impressions and over 60 retweets. This new feed has supplemented the information provided through our existing twitter services @CF\_Travel\_News (1,700 followers) and @Condor\_Ferries (5,700 followers).

### Guest interaction about rebooked services

In order to ensure each customer was treated fairly, Condor contacted customers in date order of their booking to make new travel arrangements and offer refunds as appropriate. Inevitably, however, once customers became aware of the disruption, they sought to make contact with Condor staff.

Despite investment in extra staff, this unfortunately resulted in some customers experiencing delays in speaking to a member of staff.




 **NewbouldRobin**  
Jul 24, 2014

@Condor\_Ferries ... finally got through and am all sorted. Thanks for coming back to me.

[Reply](#)


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 **Condor\_Ferries**  
Jul 24, 2014

@NewbouldRobin Apologies our team are very busy making outbound calls to rearrange travel for those booked on the Clipper. Can we help?

[Reply](#)


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 **NewbouldRobin**  
Jul 24, 2014


@Condor\_Ferries ... how long do you think it is acceptable to have your customers waiting on hold for your reservations department?

[Reply](#)




However, staff worked tirelessly to rebook customers as quickly as possible, resulting in positive feedback.

 Thank you @Condor\_Ferries for your prompt refund and change to the fast ferry for the start of holiday next week. :-)

**aew78** Jul 22, 2014

 @Condor\_Ferries thank you for sorting my rebooking from canx Clipper, great customer service under difficult circumstances.

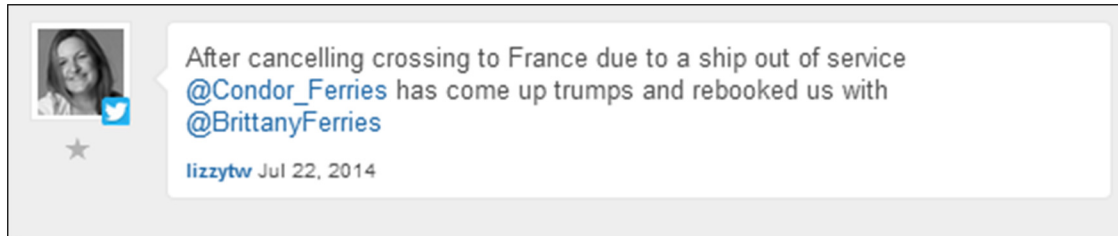
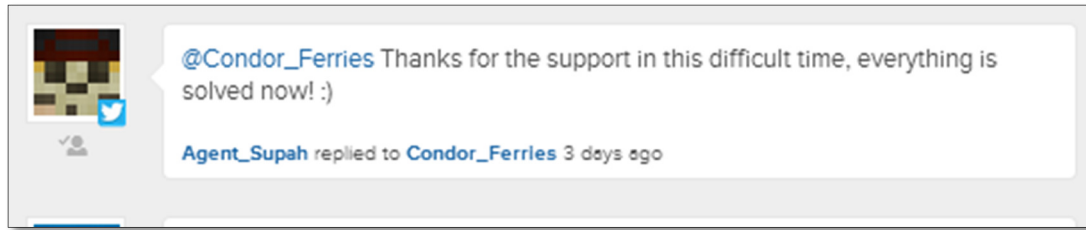
**guemseylibrary** replied to **Condor\_Ferries** 6 days ago

### Guests travelling UK FR on the Portsmouth Cherbourg service

These guests were offered a refund or the option to travel with another operator, normally Brittany Ferries, at Condor Ferries' expense. As most were due to go on holiday most opted for travelling with another operator.

Many guests were extremely happy with this alternative, not least as they travel on a more expensive service at no extra cost to them. This commitment to customer care exceeds the requirements of the EU Directive and added to Condor's costs.



### c. Compensation claims

As indicated above, as well as refunding or rerouting passengers affected by the incident, those whose arrival was delayed beyond the thresholds set out in the Directive are eligible for compensation.

Compensation under the Directive is a claims-led process. That is, the obligation rests with the passenger to claim for the compensation, upon receipt of which the operator has three months to process the claim and, if compliant, pay the compensation.

To date<sup>2</sup> 145 claims or complaints have been received. Responses have been provided to 122 of these and a further 24 are awaiting reply. So far, £3,500 has been paid relating to claims made under the Directive.

Compensation paid to customers has been assessed on an individual basis. Particular care has been taken to ensure that those inconvenienced by a different arrival port in the UK are either compensated for the cost of their additional travel or, in several cases, Condor has provided transport for passengers.

- For example, passengers due to travel on foot to Portsmouth have been provided with transport by our shore-side teams in Poole and Weymouth.
- Where there were insufficient taxis in Guernsey to transport Jersey bound guests on the 14<sup>th</sup> July, the port and ship team arranged for the ship's minibus to be used to make hotel transfers avoiding delays.
- Condor paid for a taxi trip at a cost of £120 to assist a customer due to travel Guernsey Portsmouth.
- Thus far, a number of mileage claims have been paid at or around £30 per claim. Standard mileage is paid at a rate of 45p per mile.
- The average sum refunded so far is £84 per claimant.

This is in addition to sums refunded to passengers for cancelled sailings or unused cabins.

Condor will continue to process claims promptly, fairly and compliantly.

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<sup>2</sup> At 1 August 2014

Condor is keen that, if any passenger feels their claim has been inaccurately processed, they should contact the company so that the matter can be reviewed and resolved.

## **6. Additional measures to support passengers**

### Creating capacity for Island travel

Some customers travel with Condor from UK to St Malo via the Islands in preference to using other (usually more expensive) direct routes.

In order to free up space to prioritise Island travel, Condor contacted many of these guests, asking them to travel with another operator at Condor Ferries' expense.

To incentivise them to change their plans, they were refunded a proportion (up to 75%) of their travel costs and provided with a free crossing with another operator.

### Helping those with caravans and motorhomes

Whilst guests travelling with cars could easily be accommodated on the fast ferries, those with larger caravans and motorhomes faced additional challenges since their vehicles do not fit on the Incat 86s.

A specialist team was assembled very shortly after the incident to deal with bookings for these guests. To support this specialist sector of the market, and importantly the on Island camp/caravan site owners, space was negotiated with the Freight team on Goodwill. Smaller caravans were transferred to the fast ferries subject to vehicle deck capacity; some were transported to France on Brittany Ferries and back to Jersey on Condor Rapide.

In total about 130 bookings were affected and there is no doubt that these guests were most significantly disrupted. Around 10 parties choose not to take these alternative arrangements and instead opted for a refund.

Therefore, to support this sector of the holiday market Condor has offered a £100 discount to any caravan or motorhome passenger who wishes to rebook next year regardless of whether they travelled this year or not on their booking. (Appendix G)

## Appendices

A Screenshot of paper leaflet issued to guest facing locations outlining passenger rights.

# Condor Ferries Customer Charter

Thank you for travelling with Condor Ferries.

We want you to enjoy travelling with us, from planning your travel to arriving at your final destination. We aim to deliver you to your destination completely satisfied with the service you have received.

As our customer you can expect that:

- a) Your safety will be our highest priority.
- b) We will treat you with courtesy and respect.
- c) You will have access to prompt and clear information.
- d) Our staff will adopt the highest standards of safety and hygiene.
- e) We will offer you good quality facilities onboard our ships.
- f) We will treat our passengers equally.
- g) We will try to get you to your destination as soon as possible in the event of bad weather or technical delay.
- h) We will adopt a professional and friendly approach at all times.
- i) We will listen to your feedback about our services, and respond to your comments and questions in a timely way.

If you have a concern about our service please contact our customer services team:

by email [customer.services@condorferries.co.uk](mailto:customer.services@condorferries.co.uk)

or by post to **Condor Ferries, The Ferry Terminal Building,  
Weymouth, Dorset DT4 8DX**

***Condorferries.com***  
*Welcome aboard*

## Your rights

In the event of cancellation or delays to your scheduled sailing we aim to inform you as soon as possible. Condor Ferries act in accordance with the requirements of EU Regulation 1177/2010. In the event of cancellation or delays in departure and delays in arrival to a scheduled sailing depending on the reason passengers may be entitled to the following:

- In the event of a delay in departure for more than 90 minutes Condor Ferries will offer passengers:
  - Free of charge snacks, meals or refreshments in reasonable relation to the waiting time provided they are available or can reasonably be supplied.
- Where a ferry service is expected to be cancelled or delayed in departure for more than 90 minutes the passenger shall immediately be offered point 2a or 2b in addition to point 1a:
  - Re-routing to the final destination, under comparable conditions, as set out in the transport contract, at the earliest opportunity at no additional cost.
  - Reimbursement of the ticket price and, where relevant, a return service free of charge to the first point of departure, as set out in the transport contract at the earliest opportunity.
- When the delay in departure requires a stay of one or more nights, Condor Ferries will offer you point 1a as well as:
  - Passengers will be offered onboard or ashore accommodation free of charge, arranged or as advised by Condor Ferries staff. Accommodation costs will be limited to EUR 80 per night for a maximum of 3 nights not including transport to and from the port terminal and place of accommodation.
- When a sailing is delayed in arrival and the delay exceeds the advertised journey length, the minimum level of compensation shall be 25% of the ticket price paid. If the delay exceeds double the time set out below, the compensation shall be 50% of the ticket price of the affected journey.

Advertised Journey Length	Delay in arrival	Refund
Up to 4 hours	1 hour	25%
	2 hours	50%
Between 4 and 8 hours	2 hours	25%
	4 hours	50%
Between 8 and 24 hours	3 hours	25%
	6 hours	50%
More than 24 hours	6 hours	25%
	12 hours	50%

**Please note that entitlement to claim does not include cancellation or delay caused by adverse weather conditions that endanger the safe operation of the ship or extraordinary circumstances.**

If entitled, compensation claim forms can be obtained at:

[www.condorferries.co.uk/faqs](http://www.condorferries.co.uk/faqs)

Completed forms should be sent to: [cps@condorferries.co.uk](mailto:cps@condorferries.co.uk)

If you are dissatisfied with the provision of services during the disruption, please raise your concerns in writing to:

**Condor Ferries**  
**Claims Processing**  
**The Ferry Terminal Building**  
**Weymouth**  
**Dorset**  
**DT4 8DX**

**Condorferries.com**  
*Welcome aboard*

Version 1 18/12/2012

## B

Excerpts from [www.condorferries.co.uk/faq.aspx](http://www.condorferries.co.uk/faq.aspx) that relate to EU Passenger Directive

Customer charter FAQ answer

### Customer Charter

Do I get compensation if my sailing is delayed or cancelled? —

In the event of delays or cancellations caused by adverse weather conditions that endanger the safe operation of the ship or the delay is caused by extraordinary circumstances which could not reasonably be avoided we do not offer any compensation. Customers should refer to their travel insurance policy for any claim entitlements.

Condor Ferries act in accordance with the requirements of EU Regulation 1177/2010. If your sailing is cancelled, delayed in departure or delayed in arrival within reasonable notice, you will be entitled to the compensation levels set out within the EU Directive 1177/2010.

Customers who experience a cancellation, delay in departure or delay in arrival due and wish to claim can do so [here](#).

I want to offer feedback on my experience, how can I go about this? +

What is the purpose of EU Regulation 1177/2010 and how does it affect me as a passenger? +

Purpose of EU Regulation 1177/2010 answer

### Customer Charter

Do I get compensation if my sailing is delayed or cancelled? +

I want to offer feedback on my experience, how can I go about this? +

What is the purpose of EU Regulation 1177/2010 and how does it affect me as a passenger? —

The European Parliament and Council adopted EU Regulation 1177 / 2010 on 18 December 2012. The directive gives rights to ferry and cruise passengers when travelling by sea or inland waters.

The regulation has been introduced to prevent discrimination and to offer assistance to disabled passengers and those with reduced mobility.

In case of cancellation or delay the regulation gives rights to passengers ensuring that a minimum degree of information is provided. Condor Ferries acts in accordance with the requirements of this regulation and you can find more information on [this here](#).

Summarised content show at link highlighted above. This information is also accessible from the set of links on our home pages and in the “How are we performing section” which is a homepage link set.



## Your Rights

Condor Ferries act in accordance with the requirements of EU Regulation 1177/2010. In the event of cancellation or delays in departure and delays in arrival to a scheduled sailing depending on the reason guests may be entitled to the following:

1. In the event of a delay in departure for more than 90 minutes Condor Ferries will offer guests:
  - a. Free of charge snacks, meals or refreshments in reasonable relation to the waiting time provided they are available or can reasonably be supplied.
2. Where a ferry service is expected to be cancelled or delayed in departure for more than 90 minutes the guest shall immediately be offered point 2a or 2b in addition to point 1a:
  - a. Re-routing to the final destination, under comparable conditions, as set out in the transport contract, at the earliest opportunity at no additional cost.
  - b. Reimbursement of the ticket price and, where relevant, a return service free of charge to the first point of departure, as set out in the transport contract at the earliest opportunity.
3. When the delay in departure requires a stay of one or more nights, Condor Ferries will offer you point 1a as well as:
  - a. Guests will be offered onboard or ashore accommodation free of charge, arranged or as advised by Condor Ferries staff. Accommodation costs will be limited to EUR 80 per night for a maximum of 3 nights not including transport to and from the port terminal and place of accommodation.
4. When a sailing is delayed in arrival and the delay exceeds the advertised journey length, the minimum level of compensation shall be 25% of the ticket price paid. If the delay exceeds double the time set out below, the compensation shall be 50% of the ticket price of the affected journey.

Advertised Journey Length	Delay in arrival	Refund
Up to 4 hours	1 hour	25%
	2 hours	50%
Between 4 and 8 hours	2 hour	25%
	4 hours	50%
Between 8 and 24 hours	3 hour	25%
	6 hours	50%
More than 24 hours	6 hour	25%
	12 hours	50%

Please note that entitlement to claim does not include cancellation or delay caused by adverse weather conditions that endanger the safe operation of the ship or extraordinary circumstances.

Claims for cancellation or delays in departure and delays in arrival to a scheduled sailing must be made in writing within two months of your scheduled departure date. Claim forms can be downloaded [here](#) and should be emailed to [cps@condorferries.co.uk](mailto:cps@condorferries.co.uk) or returned by post to: Condor Ferries Ltd, Claims Processing, Weymouth Quay, Weymouth, DT4 8DX.

## **C Immediate advice provided to guest facing staff on 14/7/14**

**All, the specific offers made to customers affected by the immediate changes to sailing schedules are outlined above. Please follow these and read each category carefully. Any further claims should be submitted in writing with supporting documents (e.g. original receipts) to Condor Ferries.**

### **Passengers disembarking in Guernsey are unaffected.**

14/7

**Passengers due to travel Guernsey – Jersey** are being accommodated at Condor Ferries' expense in the Peninsula Hotel. Condor is paying for rooms, dinner and breakfast plus other essential expenses. This does not extend to alcoholic drinks. There is space at the hotel for any cars to be parked. They will be offered onward travel tomorrow on a high speed ferry or can cancel if they wish and receive a full refund. In addition to the refund they can opt to book a free crossing to their first point of departure (ON THIS BOOKING ONLY)

14/7

### **Passengers due to travel Guernsey or Jersey – Portsmouth**

These passengers are able to remain at home tonight or take the Weymouth service later. All passengers affected who chose to travel onboard the high speed tonight should be offered a meal onboard free of charge (without alcoholic drinks). Alternatively, they should be offered a refund if they wish on a subsequent high speed service as available. Those passengers who require hotel accommodation in the Weymouth area (having been booked on Clipper with a "bed for the night") should be offered accommodation in the Weymouth area booked by Condor Ferries. Again Condor will be pay for the room and breakfast – not including alcoholic drinks. Where applicable passengers should submit claims for mileage between their expected port of arrival and their actual port of arrival or standard class public transport costs. Cabin costs or premium seating should be refunded. Club and other seat upgrades are strictly subject to availability and free to those passengers who had already booked a club seat. Where there is capacity the seats will be offered or should it run out, a refund will be payable

### **Passengers due to travel on Tuesday and Wednesday aboard Commodore Clipper**

Passengers will be offered a choice of full refund if they wish to cancel or may opt to travel on a fast ferry service to either Poole or Weymouth – subject to availability. Cabin costs or premium seating should be refunded. Club and other seat upgrades are strictly subject to availability and free to those passengers who had already booked a club seat. Where there is capacity the seats will be offered or should it run out, a refund will be payable. Where applicable passengers should submit claims for mileage between their expected port of arrival and their actual port of arrival or standard class public transport costs

### **Passenger due to travel aboard Clipper from Thursday morning**

These passengers will have received significant notice of disruption. Notwithstanding that they should be offered the option to cancel without penalty. Further, they will be offered transport on the Fast ferries at no additional charge. Club and other seat upgrades are strictly subject to availability. Where there is capacity the seats will be offered or should it run out, a refund will be payable. Condor Ferries will pay any additional mileage they incur due to the change of port or standard class public transport costs.



**D Summary of communications progress at 31 July 2014 by origin/route**

<b>CLIPPER &amp; CONSEQUENTIAL SERVICE DISRUPTIONS GUEST CONTACT SUMMARY</b>						
<b>For disrupted Journey sector</b>	<b>Responsibility of (location/means/call to action)</b>					
	<b>Direct &amp; Retail Agt</b>	<b>Means of Contact</b>	<b>Call to Action</b>	<b>Tour Op (ITX)</b>	<b>Means of Contact</b>	<b>Call to Action</b>
UK Originating to CI's (ex-Portsmouth)	Dors et Ports & Guest Services	Complete to 26 Aug* -08 Aug SMS plus back up phone call -09 Aug onward phone calls only	Either resolved at point of contact or msg left to make contact (will continue revisit with calls where msgs are left)	Customer Services	Email	Call Weymouth Contact Centre to make alternative arrangements
UK Originating to France (ex-Portsmouth)	Dors et Ports & Guest Services	Complete to 17 Aug* 08 Aug SMS plus back up phone call -09 Aug onward phone calls only	Either resolved at point of contact or msg left to make contact (will continue revisit with calls where msgs are left)	Customer Services	Email	Call Weymouth Contact Centre to make alternative arrangements
Guernsey to UK	Guernsey Port & Guest Services	Complete to 18 Aug*	Either resolved at point of contact or msg left to make contact (will continue revisit with calls where msgs are left)	Customer Services	Email	Call Weymouth Contact Centre to make alternative arrangements
Jersey to UK	Jersey Port & Guest Services	Complete to 26 Aug* SMS & phone calls	Either resolved at point of contact or msg left to make contact (will continue revisit with calls where	Customer Services	Email	Call Weymouth Contact Centre to make alternative arrangements



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

There is space on our high speed ferry service for all guests who were booked on Clipper, although we may have to ask you to be flexible regarding timings.

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

#### **Booked to travel on Clipper from Guernsey or Jersey to Portsmouth?**

- Our customer service team will be in contact with you.
- If you have decided not to travel, we will offer you a full refund.
- If you would like to rearrange your travel onto the high speed ferry, our team will transfer your booking to the equivalent fast ferry to Weymouth, which arrives in the evening. We will not charge you the price difference for this change.
- Unfortunately, we don't have enough capacity to offer everyone the opportunity to transfer onto the earlier sailing which goes to Poole. Therefore, if you would prefer to travel on that sailing, we will ask you to pay the difference between the Weymouth and Poole sailing. (You will still receive the initial Clipper to Weymouth "upgrade" free of charge).
- If you choose a fast ferry sailing which costs less than your original booking (for example because it's on a less popular day), we will refund you the difference in full.

#### **Booked to travel on Clipper from Portsmouth to the Channel Islands?**

- Our customer service team will be in contact with you.
- If you have decided not to travel, we will offer you a full refund.
- If you would like to rearrange your travel onto the high speed ferry, our team will transfer your booking to the equivalent fast ferry from Poole, which arrives in the middle of the day. We will not charge you the price difference for this change.

- Unfortunately, we don't have enough capacity to offer everyone the opportunity to transfer onto the later sailing which goes from Weymouth. Therefore, if you would prefer to travel on that sailing, we will ask you to pay the difference between the Poole and Weymouth sailing. You will still receive the Clipper to Poole 'upgrade' free of charge.
- If you choose a fast ferry sailing which costs less than your original booking (for example because it's on a less popular day), we will refund you the difference in full.

### What about Cabins or premium seats?

- If you had booked a cabin on Clipper this will be refunded in full (or you can use the money as payment towards the more expensive fast ferry, if you choose that option)
- So long as we have availability, any premium seats (Club or Recliners) will be transferred to your updated booking and any reduction in costs refunded to you.
- If there are no seats available or you prefer standard seats, you will receive a refund.

#### *Some information about how we price our sailings*

- *Like most travel companies, we offer discounts to attract people to book our less busy sailings. That's why you'll usually find the less popular sailings are cheaper and the more popular sailings are more expensive. This system also makes it less likely that sailings sell out, meaning our guests have more options over when to travel, often being able to book right up until the day of departure.*
- *Travel on Commodore Clipper normally costs less than travel on the fast ferries, so long as it's on a like for like basis (that is, at the same time of year or same day of the week, and before seating upgrades or cabins).*
- *Travel on the two high speed sailings doesn't normally cost the same: because more people prefer to travel from the Islands earlier in the day, the earlier sailing is usually more expensive than the later sailing (with the reverse being true for travel from the UK).*
- *So in effect there are 3 levels of price, Clipper (excluding cabins) is the cheapest, then the less popular high speed sailing, and finally the earlier high speed ferry from the Islands (or the later high speed sailing from the UK), which is the more popular and therefore is usually more expensive.*
- *Ticket prices are the same, regardless of whether you live in the Islands, France or the UK (again, so long as it's on a like for like basis).*

***If you have queries about anything else, please email [customer.services@condorferries.co.uk](mailto:customer.services@condorferries.co.uk) (please note, his email account is not monitored for booking changes)***



Need accommodation when you disembark?

**LateRooms.com**

If you need last minute accommodation when you arrive at your destination, we recommend you book through our partner LateRooms (part of TUI Travel plc).

LateRooms has access to accommodation in over 65,000 properties in the UK, Europe and around the World – including Jersey and Guernsey.

**Book online** [www.laterooms.com](http://www.laterooms.com)

**Book by phone** 0333 0143 701\*

LateRooms advisors are available 24hrs a day 7 days a week. LateRooms can help you find somewhere with; 24hr check in, Car parking, By location, star level or budget.

*\*According to Ofcom "calls to 0333 cost no more than calls to geographic numbers (01 or 02) and must be included in inclusive minutes and discount schemes in the same way."*

## G Caravan and motorhome rebooking offer



24 July 2014

### **Condor Ferries offers incentive to encourage caravan and motorhome owners to return to the Islands next year**

Condor Ferries is offering caravan or motorhome owners affected by the disruption this summer a £100 credit against a future booking to stay in the Islands to encourage their return to Jersey and Guernsey next year. The offer has been put in place to recognise the particular disruption which owners of these large vehicles have faced as a result of limited capacity on the high speed ferries.

A specialist Condor team is contacting all guests individually who have booked to travel this year on Commodore Clipper with large vehicles, including caravans and motorhomes.

The majority have been transferred to the fast ferry sailings from Weymouth or Poole. In a small number of cases, where the caravans or motorhomes are too large or heavy for the fast ferries, these guests have been offered the option to travel on its freight service, Commodore Goodwill. Other caravan and motorhome guests are travelling with alternative ferry companies to France and then back to the Islands via St Malo at Condor Ferries' expense.

At this time of year Condor would expect to carry around 10-15 large caravans and motorhomes a week. Condor has already successfully managed to accommodate the majority of these and continues to find solutions for a final few customers. Unfortunately a small number of customers have elected to cancel their trip, all of which have been fully refunded. They will also be eligible for the £100 voucher.

Each booking takes time to rearrange and Condor is grateful for the patience of customers whilst our team manage this process.

Condor has received reassurances from the Department of the Environment that if the dates of permits issued to holidaymakers do not tie-in with the dates of arrival and departure, due to the travel delays, this will not cause any issues.

**References:**

**DfT Guidance notes relating to EU Regulation 1177/2010 on maritime passenger rights**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/194787/draft-guidance-note-0.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/194787/draft-guidance-note-0.pdf)

**Hill Dickinson Fact sheet - Passenger rights when travelling by sea and inland waterways**

<http://www.hilldickinson.com/pdf/Hill%20Dickinson%20LLP%20Pax%20rights%20when%20travelling%20by%20sea%20fact%20sheet.pdf>

**Original EU Directive 1177/2010**

[http://travellawquarterly.co.uk/images/uploads/eurleg/regulation\\_%28EU%29%29\\_No\\_1177-2010\\_concerning\\_the\\_rights\\_of\\_passengers\\_travelling\\_by\\_sea\\_and\\_inland\\_transport.pdf](http://travellawquarterly.co.uk/images/uploads/eurleg/regulation_%28EU%29%29_No_1177-2010_concerning_the_rights_of_passengers_travelling_by_sea_and_inland_transport.pdf)

**Protocol of 2002 to the Athens Convention relating to the Carriage of Passengers and their Luggage by Sea, 1974 Adopted London 1 November 2002 [The United Kingdom has not acceded to the Protocol] Presented to Parliament by the Secretary of State for Foreign and Commonwealth Affairs by Command of Her Majesty November 2013**

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/261628/Misc.6.2013\\_Prot\\_2002\\_Athens\\_8760.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/261628/Misc.6.2013_Prot_2002_Athens_8760.pdf)