

SteamPacket TIMES

Issue 1 • Winter 2010



**News
Timetables
2010 Brochure
& Feature Holidays**

Welcome to a new year and a new look Steam Packet Times



A message from **Mark Woodward**

It is some time since we last issued Steam Packet Times, but in this new format, Steam Packet Times will become our quarterly brochure specifically for Island residents. It will contain information on our scheduled sailings and fares along with news about what is happening at the Isle of Man Steam Packet Company. Each quarter, we will update you with the latest sailing information, special offers from both the Steam Packet Company and Steam Packet Holidays as well as other timely information and points of interest. Continued on page 2

On Target **with Rusty**

In November 2007, local archery ace Rusty Kneale-Barrow approached the Steam Packet Company to see if we could assist her for one event. So inspired was Chief Executive, Mark Woodward, by Rusty's commitment to her heavy training schedule that we have been assisting her with her rigorous travel schedule to the UK ever since.

Rusty, who has been using a wheelchair since 1996, has achieved a remarkable amount and has competed for the Island at national, European and world levels. Last September, Rusty competed in the long-distance clout shoot at the World Masters Games 2009 in Sydney. Such is Rusty's commitment to her sport that it was no surprise when she called us to say that she had won the gold medal.

Rusty is a well-known face on the Ben-my-Chree and says, 'the staff are amazing to me and they're always interested in my progress - I'm their mascot. Even the Captain comes down to see me.'

Having won the gold medal at the World Masters Games, one might think Rusty would be taking a well-earned rest. Not Likely! Rusty has her sights set firmly on the London Paralympic Games in 2012, of course.

We will be keeping you up to date on Rusty's progress in future issues of Steam Packet Times.

Photograph: Rusty with David Findlay Director of Marketing and Communications.



At the Heart of **the Community**

The Steam Packet Company recognises the unique role it plays in the Island's economy and the lives of residents. Involvement in the community has always been a core value of the Steam Packet Company and is something we take seriously.

In 2009 we provided support to over 100 fundraising and other events across a wide spectrum of the Island's community. This support can take the form of major sponsorship, prize vouchers for charity, club and school fundraising activities and assistance with transport for a variety of causes.

We are also aware of the interest people have in the Company and its vessels. As one might expect, with the arrival of Manannan in May 2009, there was particular interest in our new vessel and we were delighted to play host to a variety of groups.

Here are some of the charities and events we supported in 2009:

Hospice Isle of Man
Breakthrough Breast Cancer
Macmillan Cancer Support
RNLI
TT Riders' Association
Manx Radio Dream Catcher Appeal
Parkinson's Disease Society
Douglas Mayoresses Charity Appeal
Royal British Legion - Castletown
Rob Vine Fund

Photographs: left to right, IOM Engineering Society, Ballacloan School, 1st Douglas Scout Group and Rob Vine Fund presentation



NEW OFFERS FOR 2010

Children Go **FREE** Summer Special

Car + 2 People from £106
each way and up to 3 Children **FREE**
Midweek. Including fuel surcharge

Terms and conditions apply and subject to availability. Valid for travel between 06.07.2010 - 07.09.2010.

Midweek - Tuesday to Thursday.
Child = 4-15 years (infants under 4 years travel free).
Including fuel surcharge.

Not to be used in conjunction with any other offer.

Book online at STEAM-PACKET.COM

Car + 2
from
£106
each way
and children
FREE

60+ Spring Special Foot Passenger Offer

From £10 per person (aged 60+) single trip including
fuel surcharge

Terms and conditions apply and subject to availability. Valid for new bookings for travel between 02.03.2010 - 20.05.2010. Tuesday to Thursday (£20 per person single trip Friday to Monday). Valid photographic ID showing age of 60+ required at check-in or full fare applies.

Call our Reservations Team on:
661661 or visit our Ferry Travel Shop,
Sea Terminal, Douglas,

Aged 60+
foot passengers
from
£10

Student Offer

Car + up to 5 People - from £76
each way

Terms and conditions apply and subject to availability. Valid for new bookings for travel between 08.09.2010 - 21.10.2010. Booking must be made at least 14 days in advance of travel. £15 weekend (Fri, Sat, Sun) supplement applies per vehicle per single leg crossing (excluding Ireland.) Journeys must originate in the Isle of Man and be completed within 4 days - day of outward sailing counts as day 1. Return sailing must commence on or before day 4. At least one University Student must be traveling, proof of Student ID or letter of offer from the University must be presented at time of booking and at check in or full fare applies.

Visit our Ferry Travel Shop, Sea Terminal, Douglas.

Car +
5 People
from
£76
Each Way

STEAM-PACKET.COM

A message from **Mark Woodward**

2010 promises to be an interesting year not least because it sees the Steam Packet Company achieve the milestone of 180 years of serving the people of the Isle of Man.

New for this year we have a range of exciting extra offers for families, over 60s and students.

You may also have seen that we have launched a TT Taster offer for motorcycle racing fans who want to experience some of the atmosphere of the Island's top motorsport event, but perhaps at a more leisurely pace, if that is possible with the TT!

These new extra offers are not just designed to help Island residents, but also to help the Island's tourism and visitor sectors and are in addition to our established special offer fares.

In case you weren't aware, around 80% of passengers already take advantage of these competitive fares which are very widely available throughout the year. For full details of all our attractive deals for 2010 just log onto STEAM-PACKET.COM where we think you will find something for everyone. Our Foot Passenger adult single starts at only £18.50 this year and our Car+2 fares start at only £56 each way.

2010 also brings with it a number of challenges, with the global economy showing few signs of recovery. While our passenger numbers remained relatively static in 2009 compared to 2008, this compares favourably to air travel and other Irish Sea ferry routes which have seen falling numbers and a reduction in quality of services.

The Isle of Man, on the other hand, has seen the introduction of Manannan, our new fastcraft which offers Isle of

Man residents and visitors new levels of passenger comfort and capacity. With this investment in service and our new special offers, I feel we are well placed to tackle the year ahead.

The OFT enquiry is clearly a focal point and one that has been a considerable distraction from the day-to-day running of the business. While we recognise the importance of this process, we firmly believe that the User Agreement, which was established towards the end of 1995, has been a good thing for the Island and its people and has secured a frequent and reliable service.

The Select Committee investigation into the Company concluded in 2008 that Steam Packet Company passenger fares are "very competitive" and that the Company is more than 100% compliant with the terms of the User Agreement.

Since the introduction of the Agreement the frequency of service has increased considerably, special offer fares have been introduced and standard fares have fallen in real terms. I don't think there are many other businesses in our industry that can make similar statements.

These facts are testament to how the User Agreement works for all of us and the introduction of our new offers reaffirms the Steam Packet Company's commitment to serving you, the people of the Isle of Man.

I know that all the staff at the Steam Packet Company look forward to welcoming you onboard.

FARE AND SERVICE COMPARISON SINCE INTRODUCTION OF USER AGREEMENT

	1996	2010
Foot Passenger Each Way from	£23	£18.50
Short Break Car +2 Each Way from	£73.50	£56
Any Length Stay Car +2 Each Way from	£87	£56
Heysham Summer	1 x daily passenger service	2 x daily passenger service
Liverpool Summer	4 returns per week	14 returns per week
Winter Sailings	6 returns per week	14 returns per week
Freight Capacity	3,200 lane metres per week	16,800 lane metres per week
Special Offer Availability	Nil*	900,000 seats
% of people benefiting from Special Offers	0%*	80% (in 2009)

* Pre User Agreement

“Supporting the Island. Supporting Tourism”

We all like to get away from time to time and our research has shown that people travel for a multitude of reasons – BUT DID YOU KNOW that Steam Packet Holidays can now book over 1,100 hotels throughout the UK so whatever your destination and whatever your reason is to travel we can put together a ferry and accommodation package to suit.

Whatever the reason Steam Packet Holidays can make it easy for you.

For all short break packages call Steam Packet Holidays on 645777

* Price includes return ferry travel with car plus two nights accommodation, subject to availability, based on two people sharing twin/double room and in the same vehicle.

If it's a shorter break that you are looking for then how about the ever popular...



Grand National Day Trip

Saturday 10 April

£85 adult

£40 child under 16

Price includes return ferry travel, coach transfer to/from Aintree plus entry ticket to Tattersalls Enclosure.



2 Night breaks in Liverpool from

£119^{PP*}

Manchester from

£129^{PP*}



Going to the theatre or taking in a show?

How about a shopping trip to the Trafford Centre or Liverpool One



From Douglas to Belfast

March	Wed 31 0700								
April	Sun 4 0700	Wed 7 0700	Sun 11 0700	Thu 15 0700	Sun 18 0700	Thu 29 0700			
May	Thu 6 0700	Sun 9 0700	Thu 13 0700	Sun 16 0700	Thu 20 0700	Thu 27 0700	Sun 30 0700		
June	Wed 2 0500	Sun 6 0600	Wed 9 2315	Sun 13 0645	Mon 14 1000	Thu 17 1000	Sun 20 1345	Thu 24 1000	Sun 27 1345
July	Thu 1 1000	Sun 4 1345	Wed 7 0630	Sun 11 0700	Fri 16 0630	Mon 19 1345	Thu 22 1000	Sun 25 1345	Thu 29 1000
August	Sun 1 1345	Thu 5 1000	Sun 8 1345	Thu 12 1000	Sun 15 1345	Thu 19 1000	Sun 22 0600	Thu 26 1000	Sun 29 0600
September	Thu 2 1000	Sun 5 0700	Thu 9 0700	Sun 12 0700	Thu 23 0700	Sun 26 0700			

To Douglas from Belfast

March	Wed 31 1045								
April	Sun 4 1045	Wed 7 1045	Sun 11 1045	Thu 15 1045	Sun 18 1045	Thu 29 1045			
May	Thu 6 1045	Sun 9 1045	Thu 13 1045	Sun 16 1045	Thu 20 1045	Thu 27 1045	Sun 30 1045		
June	Wed 2 0945	Sun 6 1030	Thu 10 0245	Sun 13 1030	Mon 14 1400	Thu 17 1400	Sun 20 1815	Thu 24 1400	Sun 27 1815
July	Thu 1 1400	Sun 4 1815	Wed 7 1045	Sun 11 1045	Fri 16 1045	Mon 19 1815	Thu 22 1400	Sun 25 1815	Thu 29 1400
August	Sun 1 1815	Thu 5 1400	Sun 8 1815	Thu 12 1400	Sun 15 1815	Thu 19 1400	Sun 22 1045	Thu 26 1400	Sun 29 1045
September	Thu 2 1400	Sun 5 1045	Thu 9 1045	Sun 12 1045	Thu 23 1045	Sun 26 1045			

From Douglas to Dublin

April	Fri 2 1530	Mon 5 0700							
June	Tue 1 0600	Tue 8 1545	Tue 15 0700	Fri 18 1000	Mon 21 1345				
July	Fri 2 1000	Mon 5 1000	Fri 9 1000	Mon 12 1000	Thu 15 1000	Sun 18 1000	Fri 23 1000	Mon 26 1345	Fri 30 1000
August	Mon 2 1345	Fri 6 1000	Mon 9 1345	Fri 13 1000	Mon 16 1345	Fri 20 1000	Mon 23 1000	Fri 27 1000	Mon 30 1000
September	Fri 3 1800	Mon 6 1000							
December	Sat 18 1930	Sun 26 1930							

To Douglas from Dublin

April	Fri 2 1845	Mon 5 1045							
June	Tue 1 1015	Tue 8 2000	Tue 15 1045	Fri 18 1400	Mon 21 1815				
July	Fri 2 1400	Mon 5 1815	Fri 9 1400	Mon 12 1400	Thu 15 1400	Sun 18 1815	Fri 23 1400	Mon 26 1815	Fri 30 1400
August	Mon 2 1815	Fri 6 1400	Mon 9 1815	Fri 13 1400	Mon 16 1815	Fri 20 1400	Mon 23 1400	Fri 27 1400	Mon 30 1815
September	Fri 3 2130	Mon 6 1400							
December	Sun 19 0100	Mon 27 0100							

WINTER: 5th January - 25th March and 1st November - 10th January 2011

From Douglas to

	Liverpool B'head	Heysham
Mon		0845 & 1945
Tues		0845 & 1945
Wed		0845 & 1945
Thurs		0845 & 1945
Fri		0845 & 1945
Sat	0800	2000
Sun	0800*	1945

Birkenhead: From 6th March arrivals to Liverpool Pier Head

*Sun 1400 from 7/3

Heysham: No 1945 - 6/3 to 23/3 No 1945 - 18/12, 24/12, 26/12 & 31/12

To Douglas from

	Liverpool B'head	Heysham
Mon		0215 & 1415
Tues		0215 & 1415
Wed		0215 & 1415
Thurs		0215 & 1415
Fri		0215 & 1415
Sat	1400	0215
Sun	1400*	0215

Birkenhead: From 6th March departures from Liverpool Pier Head

*Sun 1800 from 7/3

Heysham: No 0215 - 6/3 to 26/3 No 0215 - 19/12, 26/12, 27/12 & 1/1/11

No sailings 25/12

SPRING: 26th March - 24th May AUTUMN: 7th September - 31st October

From Douglas to

	Liverpool	Heysham
Mon	0730* & 1530	0845 & 1945
Tues	1530	0845 & 1945
Wed	1530	0845 & 1945
Thurs	1530	0845 & 1945
Fri	0730* & 1530	0845 & 1945
Sat	0730** & 1530^#	0845 & 2000
Sun	1530	0845 & 1945

Liverpool: No 0730 - 29/3 & 5/4 Additional 0730 - 1/4, 6/4 & 8/4

No 1530 - 26/3, 27/3 & 2/4 and 19/10, 20/10, 26/10 & 27/10

^from 12/04. *No 0730 after 2/10 #1000 from 9/10

To Douglas from

	Liverpool	Heysham
Mon	1130* & 1930	0215 & 1415
Tues	1930	0215 & 1415
Wed	1930	0215 & 1415
Thurs	1930	0215 & 1415
Fri	1130* & 1930	0215 & 1415
Sat	1130* & 1930	0215 & 1415
Sun	1930	0215 & 1415

Liverpool: No 1130 - 27/3, 29/3 & 5/4 Additional 1130 - 1/4, 6/4 & 8/4

No 1930 - 26/3, 2/4 and 19/10, 20/10, 26/10 & 27/10 *no 1130 after 2/10

TT PERIOD: 25th May - 16th June visit STEAM-PACKET.COM for sailing details

SUMMER: 17th June - 6th September

From Douglas to

	Liverpool	Heysham
Mon	0730 & 1530	0845 & 1945
Tues	0730 & 1530	0845 & 1945
Wed	0730 & 1530	0845 & 1945
Thurs	0730 & 1530	0845 & 1945
Fri	0730 & 1530	0845 & 1945
Sat	0730 & 1530	0845 & 2000
Sun	0730 & 1530	0845 & 1945

To Douglas from

	Liverpool	Heysham
Mon	1130 & 1930	0215 & 1415
Tues	1130 & 1930	0215 & 1415
Wed	1130 & 1930	0215 & 1415
Thurs	1130 & 1930	0215 & 1415
Fri	1130 & 1930	0215 & 1415
Sat	1130 & 1930	0215 & 1415
Sun	1130 & 1930	0215 & 1415

Departure times may differ during Manx Grand Prix period (20/8 - 6/9)

SPECIAL OFFERS

Take advantage of one of our 2010 special offers and save up to £154.00 each way! Book now at STEAM-PACKET.COM

	New Year 05/01/10-28/02/10	Spring/Autumn 01/03/10-25/05/10 14/09/10-10/01/11	Summer 15/06/10-13/09/10	Weekend Supplement** Per Vehicle	Saving vs Full Standard Fare
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Midweek (Mon - Thu) 3 Day Return Offer*

Car + 2 Each way from

£56

n/a

Save up to
£78.50 each way

5 Day Short Break Offer^

Car + 2 Each way from

£56

£76

£86

£15 - £20

Save up to
£66.50 each way

Any Length Special Offer

Car + 2 Each way from

£56

£91

£106

£24 - £30

Save up to
£97.50 each way

Starlight Offer †

Car + 4 Each way from

£112

£122

£15 - £20

Save up to
£154 each way

**Foot / Additional Vehicle Passenger - Adult From £18.50 Child from £15.50 Each way 05/01/10 - 10/01/11
£2 per person weekend supplement****

All fares are online prices at STEAM-PACKET.COM, subject to availability, supplements of £6 per passenger and £12 per vehicle apply for telephone and in person bookings. All prices subject to alteration and include fuel surcharge and all taxes applicable at time of publication. All fares are "From" fares, prices vary over time and sailing to sailing. All Car Offers must be booked at least 48 hours in advance and all Foot Passenger Offers must be booked 24 hours in advance.

* Journeys must be completed within 3 days - day of outward sailing counts as day 1. Return sailing must commence on or before day 3.
^ Journeys must be completed within 5 days - day of outward sailing counts as day 1. Return sailing must commence on or before day 5.

† Both your outward and return journeys must be scheduled to depart between 18:00 and 03:00 hrs.

** Per single leg crossing for Friday, Saturday and Sunday travel (excluding Belfast and Dublin for Car Special Offers)

Details of maximum standard fares and sailing tariffs are published on STEAM-PACKET.COM and are available on request. Ferry fares shown are for online bookings at STEAM-PACKET.COM

Travel Information

How to Book

Save by Booking Online:

We offer some great discounts when you book on our website

STEAM-PACKET.COM

- All car Special Offers are discounted by at LEAST £12 return and the fare for each additional vehicle passenger is reduced by £6 compared to booking over the telephone or in person
- Foot passenger fares and motorbike offers are also discounted by £6 single or return
- Even standard fares are discounted by 2% when booked at **STEAM-PACKET.COM**
- Over 900,000 offer seats are available during 2010

Reservations and Enquiries Call:

Isle of Man - 661661

International - +44 (0)8722 992992*

*Calls to this number are charged at 10 pence per minute including VAT from a BT landline, calls from other networks and mobile operators may vary.

Freight Enquiries:

+44 (0)1624 645 620

I. BOOKING & PAYING

I.1 Passenger Descriptions

Adult = 16 to 59 years. Senior Citizen = 60+ years.

Child = 4 to 15 years.

Infants under 4 years may travel free of charge but must be included in the number of passengers when booking.

I.2 Private Vehicle Descriptions

Car = Up to 1.8 metres high. High Car = Over 1.8 metres high but within the vessel limitation. Motorcycles with sidecars and trikes should be booked as Motorcycle Sidecars. When booking motorhomes and vehicles with trailers you must provide accurate details of height and length at the time of booking. Vehicles in excess of the declared length / height / weight may be refused shipment. If accepted the vehicle will be subject to surcharge.

I.3 Vehicle Deck Limitations

Please ensure that your vehicle adheres to the maximum limitations detailed.

If not, you may not be permitted onboard the vessel.

Manannan: Liverpool route restrictions - Height: 3.4 metres. Length Single vehicle: 6.5 metres. Vehicle towing trailer: 10 metres (5 metre towing vehicle and 5 metre trailer). Width: 2 metres. Weight: 4 tonnes. Manannan can accommodate larger vehicles on the Belfast, Dublin and Heysham routes only, contact must be made with the Steam Packet Freight Office on +44 (0)1624 645 620 to confirm requirements prior to booking.

Vehicle dimensions include any attachments which alter the size of the vehicle such as roof boxes, luggage on roof racks, antennae, aerials and bike carriers, etc.

Ben-my-Chree: Height: 4 metres. Length: 18 metres. Width: 2.5 metres. Weight: 7.5 tonnes (other than freight vehicles and coaches). The Ben-my-Chree can accommodate larger vehicles, contact must be made with the Steam Packet Freight Office on +44 (0)1624 645 620 to confirm requirements prior to booking.

Snaefell: Height: 3 metres. Length Single vehicle: 6.5 metres. Vehicle towing trailer: 10 metres. (5 metre towing vehicle and 5 metre trailer). Width: 2 metres. Weight: 3 tonnes.

I.4 Vehicles with Low Ground Clearance

Drivers of vehicles with low ground clearance may not be able to travel on some sailings due to tidal conditions and shore facilities. Please ensure that you check with us before booking. We recommend travel on the Ben-my-Chree for such vehicles.

I.5 When payment is due

Payment for all bookings is due at the time of booking unless we state otherwise. We will be entitled to cancel bookings without notice if full payment has not been received.

I.6 How to Pay

Payment may be made online by major credit or debit card. Payment

may be made in person by major credit or debit card, cash or by cheque. Bookings paid for by credit card (e.g. Visa, MasterCard, American Express etc.) are subject to a non-refundable charge per booking. Bookings paid for using debit card (e.g. Switch) will not incur a charge. Bookings paid for by cheque must be either supported by a valid cheque guarantee card or paid at least ten working days prior to travel.

I.7 Online Fares

Special Offers shown online or in this brochure are online fares, which may only be booked at STEAM-PACKET.COM. Special Offer bookings made in person or over the telephone are subject to a service fee of £12 per car and up to two passengers and £6 for foot, extra vehicle passengers and motorcycles. Please note coaches / vans / freight cannot be booked online. For vans/freight reservations please call +44 (0)1624 645 620. For coach reservations please call +44 (0)1624 645 693.

I.8 Fuel Surcharge

We reserve the right to levy a fuel surcharge to reflect the changing costs of marine fuel. Prices shown in this Brochure include a fuel surcharge which is reviewed every 3 months. Please visit STEAM-PACKET.COM for details.

I.9 Travel Lead Time

Travel must commence within 13 months of the booking date and any return travel must be within 12 months of the outward travel date.

2. SPECIAL OFFER CONDITIONS

ALL SPECIAL OFFERS MUST BE PAID FOR IN FULL AT THE TIME OF BOOKING. OFFERS ARE SUBJECT TO AVAILABILITY AND RESTRICTIONS APPLY. FARE QUOTES CAN ONLY BE GUARANTEED IF PAID FOR AT TIME OF QUOTATION.

2.1 Vehicle Special Offers must be booked a minimum of 48 hours in advance. Foot passenger Special Offers must be booked a minimum of 24 hours in advance, all Special Offers are subject to availability.

2.2 Alterations to booked Special Offer fares are subject to an online amendment fee of £5 per person, or offline amendment fee of £10 per person. You must also pay any increase in the fare applicable. No refunds or credits will be allowed.

2.3 Day trip outward and return journeys must be completed on the same day (or the following day's 02:15 hrs sailing from Heysham).

2.4 Short Break Return: Journeys must be completed within 5 days – Day of outward sailing counts as day 1, return sailing must commence on or before day 5.

2.5 Each Way Special Offer fares must be used as part of a return booking. If your outward and return sailings are within two different Special Offer date periods (e.g. Summer & Autumn), add the relevant each way fares together to calculate the amount payable.

2.6 Starlight Offer: To qualify for the Starlight Offer, both your outward and return journeys must be scheduled to depart between 1800 and 0300 hrs.

2.7 All Special Offers are subject to availability. Each Special Offer is subject to specific terms and also the general Conditions of Carriage. In the event of a conflict between these conditions and the Special Offer Conditions, the Special Offer Conditions shall prevail.

3. STANDARD FARES

A discount of up to 2% is available when booked online. Standard fares are fully flexible but amendments may be subject to a tariff change. Cancellation charges apply.

Further details of maximum standard fares and sailing tariffs are published on STEAM-PACKET.COM and are also available on request.

4. VANS/COMMERCIAL VEHICLES

All commercial vehicles (which includes vans) are subject to the prevailing commercial rate and are not bookable online. However there is a concession to passengers travelling in a commercial vehicle if travelling for a non-commercial purpose. Conditions apply to this concession which must be agreed with us in advance. For further details contact the Freight Office, Douglas on +44 (0)1624 645 620 prior to making a booking. Please note that if these conditions are not satisfied, we reserve the right to charge commercial rates at the time of passage.

5. CHANGES/CANCELLATIONS

Changes to bookings may be made subject to availability and subject to the conditions of the booking. Changes to a higher fare and any amendment fees incurred must be paid for at the time of alteration.

Passengers who cannot travel should let us know as soon as possible before the outward date of travel.

Please note that unused Special Offer bookings will be cancelled immediately following their scheduled departure time. No refunds or credits will be allowed against these tickets. All Special Offers are non-refundable. Unused portions of day trip fares are non-refundable and non-transferable.

Applications for refunds of standard fares only must be made in writing to the Isle of Man Steam Packet Company Refunds Department, Imperial Buildings, Douglas, Isle of Man, IM1 2BY and within 6 months of the outward travel date. Cancellation charges will apply.

PLEASE NOTE THAT ALL FARES, FEES, VESSELS, PORTS AND SAILING TIMES QUOTED MAY BE SUBJECT TO ALTERATION / CANCELLATION WITHOUT PRIOR NOTICE.

Passengers should ensure they have suitable travel and health insurance cover for their journey.

All bookings for travel are subject to the Conditions of Carriage of Passengers and Luggage of the Isle of Man Steam Packet Company Limited. The travel and other information set out above forms part of the Conditions of Carriage, available on our website (STEAM-PACKET.COM), and which apply to any bookings for travel.

Information contained in this brochure was correct at time of print 21/12/2009

Steam Packet Holidays: Subject to availability and Steam Packet Holidays Terms and Conditions apply.

Keeping Register In Touch With Us

With an impressive reliability rate across our fleet of over 99%, there aren't many times when we need to advise passengers of changes to the sailing schedule.

However, on the odd occasion when it does happen, perhaps due to a change in the weather, we want to make sure we can get in touch with you as soon as we can to let you know and to assist you to rearrange your travel plans.

All you need to do is leave a mobile phone number when you make your booking and we will text you if there are any enforced changes to your sailing. This means we can also contact you if you are away from home.

Quick, simple and effective.

Remember, if you change your mobile phone number, make sure you update your details with us.

Do you use a different mobile number when you are not on the Island? If so, please give us that number as well.

Even better, if you haven't done so already, why not create your own Steam Packet account where you can store your contact details and update them as required.

Why register?

- Save time booking as all your details are already stored
- View trips you have yet to take and your booking history from any PC connected to the internet
- Save money when you amend your bookings online
- Opt in to receive latest Steam Packet Company news, offers, and information.

STEAM-PACKET.COM

