

Regulation EU No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

Irish Ferries Charter – Disrupted Travel

Obligations Of Carriers In The Event Of Interrupted Travel

EU Regulation 1177/2010 became applicable on December 18th 2012. This Regulation establishes the rights of all passengers to assistance in cases of delayed or cancelled departures and, in some circumstances, to compensation in case of delay of arrival. This document outlines your rights, the responsibility of the operator (Irish Ferries) and how complaints should be handled under the Regulation. Further detailed guidance on EU Regulation - Chapter III can be found in the form of guidance documents on the following websites:

GB - Department for Transport (DfT) www.gov.uk/dft

ROI: National Transport Authority: www.nationaltransport.ie

Right to care and assistance

In cases of delay where you have arrived at the port and you are booked on a specific sailing, and that sailing is cancelled, or delayed by more than 90 minutes, you are entitled to refreshments, in proportion to the length of the delay. This provision will be dependent upon the facilities available and may only be available to you on boarding the vessel.

Delays or Cancellations

In all cases, if the sailing you are booked on is cancelled, or delayed by more than 90 minutes, you are entitled to re-routing onto an alternative sailing to your destination at no extra cost, or reimbursement of the ticket price.

If the sailing you travel on, either as you had originally booked, or as a result of being re-routed, arrives later than your original scheduled arrival time, due to a technical issue only (not weather related or extraordinary circumstances) you may be entitled to a refund of 25% or 50% of the price paid for the affected journey leg. The amount of the refund is related to the overall journey time and the length of the delay and is dependent upon circumstances.

Right to Accommodation

If the sailing you are booked on is cancelled (evening or overnight sailings) and dependent upon the circumstances (technical and extraordinary but not weather) you may be entitled to free of charge accommodation until an alternative sailing is arranged. Where possible overnight accommodation will be provided on board the vessel. Alternatively you may wish to make arrangements for accommodation ashore. The cost of this accommodation may be reimbursable (sanctioned by Irish Ferries against approved receipted expenditure) Reimbursement costs are limited to €80 per person per night for a maximum of 3 nights.

Process for Refunds and Claims for Costs Incurred

Application for reimbursement of the cost of travel, or any other costs incurred, should be made in writing to Irish Ferries (contact details below). These applications should relate to bookings made directly with Irish Ferries or via a travel agent or tour operator. In the case of coach passengers, any claims should be addressed to the coach operator. In the case of a Sail/Rail ticket any claim for a disrupted rail service should be made directly to the train company from whom you purchased your ticket and all claims for a disrupted ferry service should be made directly to Irish Ferries. You should ensure that you include copies of any ticket purchased and copies of all receipts for any expenses claimed e.g. accommodation.

Complaint handling

Any complaints to be made under the Regulation should be directed, in the first instance, to Irish Ferries (staff at terminals or crew on board). Under the Regulation each operator must have in place an accessible complaint handling mechanism for rights and obligations covered by this Regulation. A complaint must be submitted within 2 months of the scheduled date of the service. The operator must notify the passenger within 1 month of receipt whether the complaint is substantiated, rejected or still under consideration with a final reply and decision within 2 months.

If the complaint cannot be resolved to the satisfaction of the passenger, then it may be referred to the complaint handling body. In GB ABTA Ltd has been appointed to act as the Complaints Handling Body under the Regulation. In ROI the National Transport Authority has been appointed to act as the Complaints Handling Body under the regulation. Both these bodies will provide an evidence-based response to a complaint within a reasonable period of time, but will only consider a complaint that has already been through the operator's own complaint handling process.

Contact Details:

Irish Ferries:
Customer Support Dept.
Head Office
Ferryport
Alexandra Road
Dublin 1
Ireland

Tel.: +353 1 607 5700

E-mail: customersupport@irishferries.com

ABTA Ltd
31 Park Street
London SE1 9EQ
UK

Tel.: +44 203 117 0599

E-mail: consumer.affairs@abta.co.uk

National Transport Authority
Harcourt Lane
Dublin 2
Ireland

Tel.: +353 1 879 8300

E-mail: info@nationaltransport.ie

**Note : complaints /concerns should be
Brought immediately to the attention
of staff in the Ports or crew on board.**