

TRAVEL CLUB TERMS & CONDITIONS

Information for Skybus Passengers

Travel Club is a voluntary programme offered to permanent, full-time island residents by the Isles of Scilly Steamship Group and provides substantially discounted travel.

As the Company does not receive any grants or subsidies to cover the cost of the scheme it is a privilege granted only to those who live on the islands year-round. All requests to join/renew Travel Club will be considered on a case by case basis. Travel Club members can book tickets by calling 01736 334220 and quoting their Travel Club number.

Joining/Renewal Conditions

- Applicants must be full time, permanent residents on the Isles of Scilly for at least 12 months preceding the date of application and must have their primary or family residence located on the Isles of Scilly. To renew, members must be resident on the Isles for the majority of the year with an expectation that this will be at least two-thirds of each membership year. The Isles of Scilly Travel Club reserves the right to confirm employment, residency, or full-time education status with a third party and travel records may be checked. Members of the Armed Forces are asked to present a valid military I.D at the time of application/renewal. Seasonal workers are not permitted to join Travel Club
- Please allow up to 14 days for your application/renewal to be processed
- It is FREE to join the Travel Club. Memberships are valid for a period of one year. All memberships expire on the last day of February irrespective of when the applicant joined.
- All applicants must apply in person at the St. Mary's office. No applications will be accepted by post, telephone, or e mail. Students studying on the mainland may apply through a parent/family member of Travel Club. Current proof of full-time education must be supplied (valid student I.D. and letter/e mail from the College or tutor)
- Owning property, being on the electoral register, or paying Council tax on Scilly etc., does not guarantee Travel Club membership
- All memberships are subject to periodic review. Any decisions made by the Company regarding Travel Club membership eligibility are final and Travel Club rules are subject to change without notice

Bookings/Conditions of Travel

- A Travel Club membership is only valid for the person for whom it is issued; any abuse of Travel Club will be grounds for immediate loss of privileges for a period of one year starting from the time of suspension. Continued abuse will result in permanent exclusion from Travel Club. Travel Club members are responsible for all activity on their account
- The membership number must be quoted prior to booking. Failure to do so will result in the full published fare being charged for that leg of the journey. (Travel Club may not be used in conjunction with any other reduced fares or offers)
- A valid Travel Club photo I.D. must be presented at check-in prior to boarding Skybus or Scillonian III. Failure to do so may result in boarding being denied, or being charged the full brochure fare for that leg of the journey
- All bookings are subject to availability and all other standard terms and conditions of carriage apply
- Stand-by travel may only be booked from 3pm on the day prior to travel. Seats cannot be held provisionally

Delay or Cancellation due to Weather/Technical Issues

- In the event travel is cancelled by the Company due to weather or technical issues, Travel Club members may use the alternative transport provided to their ticketed destination

Cancellations/Alterations by Passengers

- Cancellations: A ticket cancellation requires 48 hours notice and is subject to a cancellation fee of £10.00 per person each way. Cancellations made within 48 hours of the scheduled departure time will not be refunded
- Alterations: For each alteration, Travel Club members will be subject to a £5.00 ticket change fee provided a minimum of 24 hours notice is given prior to the scheduled departure time

Excess Luggage

- Skybus: The baggage allowance for period passengers is 15kg (33lbs) per person. Excess baggage is accepted on a space available basis only and is subject to a charge of £3.00 per kilo. All excess baggage unable to be carried on a passenger's scheduled flight will be carried on the next available flight where space allows
- Scillonian III: Two pieces of personal luggage, up to a maximum combined weight of 25 kilos per passenger are included in the ticket price