

# 2019 TRAVEL CLUB TERMS & CONDITIONS

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, membership may only be offered 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, or online at [www.islesofscilly-travel.co.uk](http://www.islesofscilly-travel.co.uk)

## 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 join or 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 21 days for your application/renewal to be processed
- It is FREE to join the Travel Club.
- All memberships expire on 29th February 2020, irrespective of when the applicant joined
- All new applicants must apply in person at the St. Mary's Office. No new applications will be accepted by post, telephone, or email. 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) before the application will be considered
- 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 subject to appeal to the Customer Services Manager
- Replacement of lost or damaged Travel Club cards will be subject to a £5 fee
- 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. Abuse may result in permanent exclusion from Travel Club. Travel Club members are responsible for all activity on their account
- Travel Club discounts apply to Scillonian III and Skybus bookings only
- 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 not specific to Travel Club
- Travel Club members are responsible for ensuring the privacy of their online password and login details. Travel Club membership details must be submitted when completing an online booking
- Travel Club members who have booked online or over the phone without submitting their Travel Club membership details will be charged the full brochure fare and any difference in fares is non-refundable
- 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 unless otherwise stated in these Terms and Conditions
- Stand-by travel may only be booked from 3pm on the day prior to travel
- Monday standby fare rates may be booked after 3pm on Saturday via our offices subject to opening hours
- Seats cannot be held provisionally

## FLIGHT 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 transfer to an alternative flight or use the alternative transport provided to their ticketed destination. Please note that where passengers choose to take alternative transport onboard Scillonian, no refund of the difference in fares will be provided, regardless of whether Skybus' surface transport is used

## BOOKING CANCELLATION/ AMENDMENT BY PASSENGERS

- Cancellations: A ticket cancellation requires at least 48 hours notice and is subject to a cancellation fee of 10% of the cost of the total booking fares
- A minimum fee of £5 per booking will apply
- Cancellations made within 48 hours of the scheduled departure time will not be refunded
- Alterations/Amendments: Alterations and Amendments may be made up to 48 hours prior to departure
- Where amendment is made 14 days or more before departure the fee will be 5% of the total Tariff (per amended route)
- Where amendment is made less than 14 days but prior to 48 hours before departure the fee will be 10% of the total Tariff (per amended route)
- There will be a cap of £42.50 per amendment
- A minimum fee of £5 per amendment will be charged
- Please note that all cancellation and amendment fees will be calculated based on the earliest flight or sailing date on the booking

## EXCESS LUGGAGE

- Skybus: The hold 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 £5.00 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 hold luggage, up to a maximum combined weight of 25 kilos per passenger are included in the ticket price