

SCILLONIAN

For booking purposes we count a group as 15 or more on Scillonian III passenger ferry. Our group bookings department can also help with coach tours, organised tours, and school trips; just call 01736 334220 and select Option 1, or by emailing sales@islesofscilly-travel.co.uk

You can make a booking under a group name or the name of someone organising. We ask that all names for the individual passengers are provided at least six weeks before you leave. Any further changes to names on the booking after this time, our standard amendments terms apply.

TERMS FOR STAYING MARKET

For group bookings we require a non-refundable deposit of £10 per person. Our standard amendment policy and fees apply to group bookings, please see the section 'Amendments, Refunds and Cancellations Policy for all Travel Modes'

If a member of your group decides not to travel, you can replace them with another passenger free of charge, as long as the change is made before full payment is made and / or you have provided passenger names for your group.

The full balance must be paid eight weeks before scheduled departure. Bookings made at shorter notice require the full amount to be paid straight away.

Our cancellation fees for group bookings on Scillonian III passenger ferry are as follows:

100% of costs on day of travel
50% of costs within 24hrs of travel
30% of costs within 14 days of travel
If 15 seats or below are booked, then no cancellation fee applies if cancelled at least 24hrs in advance.

TERMS FOR DAY TRIP MARKET

There are no amendments applied to group day trip bookings. However, we do require a deposit for seats held as follows:

50% of costs for 40 or more seats held
25% of costs for 30 or more seats held
15% of costs for 15 or more seats held

If 15 seats or below are booked, then no deposit is required.

If a refund is owed, we will pay it in pounds sterling (£) within thirty days of cancellation. Taxes, credit / debit card fees and other charges incurred will not be refunded.

SKYBUS

Group bookings on Skybus count as 8 or more passengers. You can make a booking under a group name or the name of someone organising.

We ask that all names for the individual passengers are provided at least six weeks before you leave. Any further changes to the booking after this time, our amendments terms will apply.

To secure the booking a non-refundable deposit, per person, for Skybus is:

Deposit Land's End Airport £20 per person
Deposit Newquay Airport £25 per person
Deposit Exeter International Airport £35 per person

If a member of your group decides not to travel, you can replace them with another passenger free of charge, as long as the change is made before full payment is made and / or you have provided passenger names for your group. The full balance must be paid eight weeks before departure. Bookings made at shorter notice require the full amount to be paid straight away.

AMENDMENTS, REFUNDS AND CANCELLATION POLICY FOR ALL TRAVEL MODES

AMENDMENTS

If you wish to make a change to your booking after we have issued the booking confirmation, our amendment terms will apply:

Amendments can be made up to 48 hours prior to departure
Where an amendment is made 14 days before departure the fee will be 10% of the amended route
Where an amendment is made less than 14 days but prior to 48 hours before departure a fee of 20% will be charged per the amended route
There will be a cap on the total booking fee of £85 per booking per change
A minimum cap of £10 per booking will apply per change

REFUNDS

We know things do not always go to plan and there will be occasions when you may need to cancel your booking. The tables below set out our refund and cancellation terms. All refunds shall be made using the payment method used to make the booking.

CANCELLATIONS

If a cancellation needs to be made, please provide us with written notice prior to travel. Cancellation fees are as follows:

REFUND AND CANCELLATION FEES

100% of costs within 2 days of travel
50% of costs within 14 days of travel
20% of costs before 14 days of travel

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50% of costs for 40 or more seats held
25% of costs for 30 or more seats held
15% of costs for 15 or more seats held

If 15 seats or below are booked, then no deposit is required.

If a refund is owed, we will pay it in pounds sterling (£) within thirty days of cancellation. Taxes, credit / debit card fees and other charges incurred will not be refunded.