

Parking at the Scillonian Park and Ride is a great and convenient way to start your holiday located in the grounds of Trereife House, it's a 6 minute (1.7 mile) drive to Scillonian's departure point.

Directions

Upon arriving in Penzance, please drop off your luggage and passengers first at the quay (South Pier).

To reach the Park and Ride enter TR20 8TH in to your sat nav or follow the directions below:

- Turn left off the quay (South Pier), onto Battery Road.
- Continue onto Western Promenade Road, at the mini roundabout take the 2nd exit - Alexandra Road
- At the roundabout take the 1st exit (left) onto Alverton Road.
- At the next roundabout take the 1st exit (left) onto the A30, signposted, Land's End.
- After 0.2 miles take the 1st turning on the right signposted 'Trereife Park' and a large blue Scillonian Park and Ride sign on the entrance.

How it works - Outbound Journey

We recommend you arrive at the Park and Ride 90 minutes prior to your scheduled sailing time.

Before coming to the Park and Ride please drop all your passengers, pets and luggage off at the quay (South Pier). If you have a trailer or kayak/s they must be dropped off at the time stated on your booking.

Please ensure only the driver takes the vehicle to the Park and Ride - a special exception may be made for lone parents by prior arrangement please contact our Travel Centre on 01736 334220.

Once parked, our inclusive bus transfer service will chauffeur you to the quay. Please keep your keys with you for the duration of your journey.

Please note: If you arrive at the Park and Ride with passengers or luggage you will be asked to drive to the quay (South Pier) before being allowed to park and this may result in you missing the ferry.

How it works - Return Journey

Our return transfer service will be waiting at the end of the quay (South Pier) to take you back to your car.

Please note: The return service is for the driver only. Co-passengers and luggage will need to wait on the quay (South Pier) until the driver returns.

Opening Hours

In the morning the Park and Ride will be open 2 hours & 15 minutes prior to the scheduled sailing time and will close 1 hour prior to sailing.

You must be at the Park and Ride at least 1 hour before your departure time. We cannot guarantee a transfer to the quay (South Pier) in time for check-in after this time. This may result in you missing the sailing.

In the evening the Park and Ride will be open for 1 hour after Scillonian arrives in Penzance. Please ensure that you collect your vehicle promptly on arrival back in Penzance

If you have any problems, please call the Car Park Attendant on 078764 43545 who will be available whilst the car park is open.

Bus Transfer Times

Morning transfers will start departing the Park and Ride 30 minutes after the car park has opened. The last transfer is 1 hour prior to your departure time.

Evening transfers will depart from the quay (South Pier) to the Park and Ride upon arrival of Scillonian, at busy times there may be a short wait for the next transfer.

Car Parking Prices

Please visit our website for up to date information on car parking prices.

Parking must be booked at least 48 hours in advance.

For vehicles larger than a 5m x 2m please contact our Travel Centre before booking on 01736 334220.

If you wish to discuss any aspect of the Park and Ride service, please call our Travel Centre on 01736 334220 or email: sales@islesofscilly-travel.co.uk

TERMS AND CONDITIONS

TERMS

The terms “you” and “your” refer to the person who makes the booking via our travel centres and website.

CAR PARKING

The booking confirmation is valid for the dates and price shown for car parking during the stated period and is only valid with Isles of Scilly Travel. It is non-transferable.

The tariff charge applied is that at the time of booking.

When you enter the car park it is important that you follow the instructions issued at the time of entry and park in the designated space given to you by the attendant.

When you have parked your vehicle, it is your responsibility to ensure that you:

- Lock your vehicle securely.
- Fully close all the windows.
- Apply your handbrake correctly.
- Engage any steering lock, alarm or immobiliser.
- Not leave any person or animals within your vehicle.
- Ensure that your possessions are not left on display.

Isles of Scilly Travel cannot be held responsible for any loss or damage occurring to your vehicle or possessions resulting from your failure to carry out the above. You must comply with all directional signage and other instructions given to you when in the car park.

If you arrive at the car park with camping equipment or luggage, you will be charged for the transportation of these items to the quay.

You must drive carefully and responsibly in the car park and ensure that children and animals are supervised at all times.

ISLES OF SCILLY TRAVEL DOES NOT ACCEPT LIABILITY FOR:

- Damage to your vehicle (whether caused accidentally or by vandalism).
- Theft of/from your vehicle whilst the vehicle is in the car park.
- Please remember you are responsible for removing all your luggage/belongings from our transport at the quay/car park.

For your protection, we would advise customers to take a series of clear photographs of the vehicle when dropping it off at the car park; as the onus will be on you to prove the vehicles condition at the time it was left in our care. Without photographic evidence, we cannot accept claims for damage.

CAR PARKING PRICING POLICY

If your actual entry and exit time changes from your specified booking and as a result your actual time in the car park runs into another 24 hours over and above the period booked, you will be liable for any additional days parking. In the case of weather disruption we will not apply an additional charge.

CANCELLATIONS OR CHANGES TO PRE-BOOKINGS FOR CAR PARKING

Should you wish to cancel your booking or part of it, you must do so by calling Isles of Scilly Travel on 01736 334220

If you cancel your booking more than 2 weeks before your departure date, you will receive a full refund minus any costs incurred, plus a £5.00 administration fee.

For cancellations made 2 weeks or less, no refunds will be provided.

FORCE MAJEURE

Isles of Scilly Travel does not accept liability for any cancellation, curtailment or otherwise caused by reason of war, or threat of war, riots, civil strife, terrorist activity, industrial disputes, natural and nuclear disaster, fire, adverse weather conditions or technical problems due to transport, closure or congestion of airports, cancellation or changes of schedules of airlines, and all similar events beyond its control.