

For booking purposes our group rates apply to 15 or more people sailing on Scillonian III together and 8 or more people travelling together on Skybus.

Our group bookings department can help with coach tours, organised tours, and school trips call 01736 334220 and select Option 1, or by emailing groups@islesofscilly-travel.co.uk

You can make a booking under a group name or the name of someone organising. We ask all the 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.

SCILLONIAN DEPOSIT POLICY

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.

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 DEPOSIT POLICY

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

- Land's End Airport £20 per person
- Newquay Airport £25 per person
- Exeter 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 POLICY

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 & CANCELLATION POLICY

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

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

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.

All refunds shall be made using the payment method used to make the booking.

TERMS OF CARRIAGE

All passengers that arrive on the day must be the passengers on the manifest that you have provided, there can be no name swaps on the day.

If passengers arrive that are not on the manifest they will need to purchase new tickets on the day, which will be subject to availability at the time.

On the day of travel, should the Master (or any ISSG employee) reasonably deem the group to be unsuitable to travel on health and safety grounds, they may make the decision to refuse travel to the group (or individuals within the group) under our standard T&Cs section 5.2(a/b/c), at which point they would not be due a refund (as per T&Cs 5.3).