

Travel Club Terms and 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.

JOINING/RENEWAL CONDITIONS

- Applicants must be full time, permanent residents on the Isles of Scilly 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.
- If you have lived on the Islands for more than 5 years, Travel Club membership will renew automatically. Monthly renewal date emails will be sent in advance to advise members when renewal date expires. Residents who have lived on the Islands for less than 5 years will require an annual renewal application.
- Applications or renewal forms can be found on the Islander Portal on our website or requested by phone with our Travel Centre or via email to Customer Services. Completed application should then be emailed to: tc renewals@islesofscilly-travel.co.uk
- All applications/renewals for applicants 16 or over must be returned with two proofs of address, if this is not possible a letter from your employer will be accepted.
- 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 Passenger Relations Manager.
- If a Travel Club member is no longer a resident on the island, they are no longer entitled to a Travel Club discount. Please inform the Passenger Relations team that you are no longer a resident by emailing: tc renewals@islesofscilly-travel.co.uk
- 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 are only available from the date of membership. Discounts and fare differences cannot be added retrospectively to existing bookings.
- 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 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 1pm on the day prior to travel.
- 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. Travel Club Members can have refunds processed back to a bank card or monies can be kept on hold and used against future bookings. Cash refunds are not available. To obtain the refund please email Customer Services after travel has been completed (not on the day of travel).

BOOKING CANCELLATION/ AMENDMENT BY PASSENGERS

- Please note that all cancellation and amendment fees will be calculated based on the earliest flight or sailing date on the booking.

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.

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).
- A minimum fee of £5 per amendment will be charged.

If a Passenger becomes ill and cannot travel, the Carrier will normally ask for a medical certificate to confirm their illness. The Carrier will then normally enable the Passenger to travel at a later date provided there is availability at the fare paid. If other members of the Passenger's immediate family were travelling on the same booking, the Carrier may apply the same flexibility to their reservations as well. If more expensive flights or sailings are selected than those originally booked, any difference in fare will be payable but no change fee will apply.

Last updated: September 2025