

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.

Please call: 01736 334220 and select Option 1, or email: [groups@islesofscilly-travel.co.uk](mailto:groups@islesofscilly-travel.co.uk).

You can make a booking under a group name or the name of someone organising. For the staying market, we ask we ask all the names for the individual passengers are provided at least eight weeks before you travel. For the day trip market we ask that passenger names are provided at least four weeks before you travel.

Our standard amendment terms will apply to any further name changes on the booking after this time.

## SCILLONIAN DEPOSIT POLICY

### Staying market

For group bookings we require a non-refundable deposit of £10 per person. If you need to make an amendment, please see the Amendments Policy section.

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.

If you wish to cancel your booking, please provide us with written notice prior to travel.

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

- 100% of costs within 14 days of travel;
- 75% of costs over 14 days prior to 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 amendment fees 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 £30 per person
- Newquay Airport £35 per person
- Exeter Airport £45 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.

If you wish to cancel your booking, please provide us with written notice prior to travel. Our cancellation fees for group bookings on Skybus are as follows:

- 100% of costs within 14 days of travel;
- 75% of costs over 14 days prior to travel.

If a flight is cancelled and a member of your group seeks to transfer to carriage by an alternative mode of transport provided by the Carrier (e.g., by Scillonian), Article 10 of EU261 will apply. Please email [groups@islesofscilly-travel.co.uk](mailto:groups@islesofscilly-travel.co.uk).

If a flight is cancelled or delayed due to adverse weather or forecast adverse weather, or other factors deemed as extraordinary circumstances beyond the control of the Carrier, the Passenger shall not be entitled to compensation, whether under EU261 or otherwise.

## AMENDMENTS POLICY

For staying market passengers, 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
- A minimum charge of £10 per booking will apply per change

## REFUNDS POLICY

If a cancellation needs to be made, please provide us with written notice prior to 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 of Scillonian's Conditions of Carriage or section 7 of Skybus' Conditions of Carriage and no refund will be due.

**Last updated: August 2024**