

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.
- 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 vehicle's 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.

### PARK & RIDE – ENHANCED SECURITY MEASURES

From 2025, we have enhanced security at the Park & Ride facility with the introduction of the following measures:

- CCTV is now operational at the Park & Ride.
- Regular security patrols have been introduced.

These measures have been implemented to help deter and detect theft of vehicles or property, and to prevent vandalism.

### Information Security and Restricted Access

CCTV data is used solely for the purpose of protecting employees and customer vehicles and may be shared with law enforcement authorities if required.

All data recorded via CCTV is stored securely. Footage is password-protected and can only be accessed using specialist software, ensuring that it is not accessible to unauthorised persons.

Only authorised personnel from the Isles of Scilly Steamship Group (ISSG) may upload or access CCTV footage. Review of recordings will take place exclusively in a secure and private setting on ISSG premises, unless otherwise requested by the police.

All CCTV recordings are retained for a maximum of 31 days.

### Data Sharing

CCTV footage will only be shared with the police for law enforcement purposes. Only authorised personnel are permitted to share or disclose such recordings.

### Freedom of Information Act (FOIA) 2000

The FOIA provides a general right of access to recorded information, which may include digital images captured by CCTV.

Only authorised personnel may respond to FOIA requests involving CCTV footage. In instances where individuals are identifiable in recordings, either incidentally or directly, access to the footage will only be granted to the individual(s) concerned.

ISSG must verify the identity of any individual making such a request before any footage is shared.

Verification must be conducted by an authorised person viewing the footage and confirming the identity of the individual recorded.

**Last updated: May 2025**