

Block Booking Terms and Conditions 2025/26



Why are we doing this?

- Block bookings play a key role in how we provide a service to customers; they help and allow for better planning, by managing these we can improve the overall space across the network.
- We appreciate the co-operation from many of our customers however, we have had some ongoing challenges with underutilisation of bookings, late cancellations and no shows.
- A number of customers not fully utilising their block bookings has impacted our ability to provide fair access to all customers, and we need to address this moving forward.
- We want to encourage responsible booking behaviours across the network.



Summer 2025 - Current Terms and Conditions

The block booking terms and conditions will remain unchanged for Summer 2025, and all block bookings will go by the existing agreements in place.

Main aspects of the current Terms and Conditions:

- We require all block booking customers to achieve not less than an **80%** level of utilisation of block bookings made in any one timetable period.
- Customer may cancel any or all block bookings, provided that such cancellation is submitted by e-mail to CFL at least 24 hours prior to the scheduled departure time.
- The practise of confirming all block bookings prior to departure and then cancelling some or all these bookings at check in time will not be accepted.
- Check in times must be adhered to, late check in may lead to the vehicle being refused carriage and recorded as a no-show.
- Customers that block book may have their credit facility withdrawn in the event they fail to comply.



Summer 2025 - Current Terms and Conditions

There will be more of a focus on ensuring that these terms and conditions are followed. We will take a more proactive approach in working with you, we will be monitoring block booking utilisation, no shows, cancellations with the aim to prevent no shows and late cancellations.

- We want to work collaboratively with all customers; we recognise the unique nature of an island businesses, and some last-minute changes can be unpreventable.
- We will have proactive engagement with all customers whose utilisation falls below 80%.
- Weekly booking reports will be sent to all our block booking customers every Friday requesting them to confirm or cancel their bookings for the week ahead.
- We will monitor late cancellations (within 24 hours of sailing time) for all customers, if we identify a pattern emerging with late cancellations, bookings may be removed.





**Winter 2025 - Implementation of 100% booking charge
for 'no-shows'**

Revision of current T&Cs

Winter 2025/26 - implementation of 100% booking charge for 'no-shows'

We propose that the current terms and conditions will be amended, and for Winter 2025/26 a 100% charge for no shows will be introduced.

No show – Any customer that does not turn up by the check in time for their scheduled sailing will be classed as a no show.

Introduction of 100% booking charge for 'no shows':

A 100% booking charge for no-shows will be introduced, aligning more with our company policy and in line with all other customers. This will reinforce the importance of cancelling unnecessary bookings in advance, enabling better utilisation of deck space for all customers.

Late cancellations will still be monitored:

Late cancellations (within 24 hours of travel) and poor utilisation will continue to be monitored and tracked for follow up actions. Customers are solely responsible for ensuring that all non required bookings are cancelled 24 hours in advance of travel.



Moving Forward

- We ask that you provide any feedback via the link provided in the meeting invite.
- Ongoing customer engagement and feedback, finalise and publish the updated Terms and Conditions post consultation.
- Implementation of the new Terms and Conditions and the timeline for this will be communicated in advance.
- The terms and conditions will remain subject to change.
- Any Questions?

