

Preparing for ferry travel



National
Autistic
Society

Largs
Branch



TRANSPORT
SCOTLAND
CÒMHDAIL ALBA



Caledonian MacBrayne®

Hebridean & Clyde Ferries



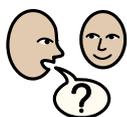
Introduction



It can be stressful traveling for the first time on a ferry.



This guide is aimed at assisting you to prepare before you travel and hopefully answer any questions you may have.



Please refer to the CalMac website for any further information you require or ask a member of staff who will be happy to assist you.



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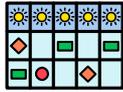
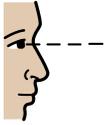


Arriving at your destination

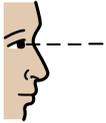
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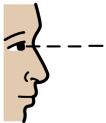
Preparing for travel



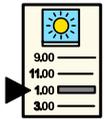
Check timetable
www.calmac.co.uk



Check service status for disruptions.
www.calmac.co.uk/service-status



Check transport to and from departure and arrival ports.



On bookable routes it is advised to make reservations for vehicles in advance.



On non-bookable routes there can be a long queueing time, especially during events and peak season.



Choose where to buy your ticket:



Buy online - print at home A4 portrait or collect at port.



Buy at the Port office - purchase on day of travel or in advance. Most tickets are valid for a month.



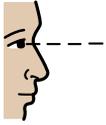
On some small routes you can buy your ticket on-board the ferry.



Purchase tickets via our contact centre by calling:
0800 066 5000



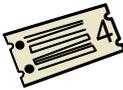
Preparing for travel



For weather information check
www.metoffice.gov.uk



Arrive prior to check-in time to guarantee travel.



Allow time for ticket collection / purchase.



25% blue badge discount on certain routes.



Blue badge holders:

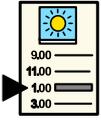
Blue badge vehicle tickets can only be purchased at port offices.

All other vehicle tickets can be purchased in ports, online and via the contact centre (see page 3).





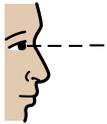
Accessible assistance



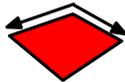
Book assistance at least 48hrs in advance.



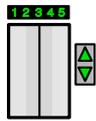
Phone: **0800 066 5000**
Email: **assistanceteam@calmac.co.uk**
Visit: **www.calmac.co.uk/passengerassistanceform**



Check ferry and port for facilities
Vessel: **www.calmac.co.uk/fleet**
Port: **www.calmac.co.uk/destinations/ports**



Request extra vehicle space if required for mobility.



If you require a vehicle lane with lift access, please alert staff by flashing your hazards when waiting to board the ferry.



There are no lifts on the small ferries, there is a passenger lounge at car deck level.



Wheelchair assistance:

Manned ports offer wheelchair assistance.

Foot passengers alert staff on arrival and wait in designated assistance meeting point.

Vehicle drivers alert staff at ticket kiosk or upon ticket collection.





Accessible assistance



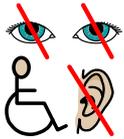
This will be dependent on crew availability.



You can find a list of un manned ports here:
www.calmac.co.uk/destinations/ports



Major ferries - assistance with stowing luggage.



Reserved seating area.



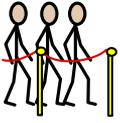
Major ferries, restaurant - wheelchair compatible table.



Accessible toilets on the major ferries and some of the small ferries.

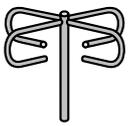


Boarding the vessel

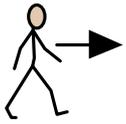


Queue in the designated area and follow staff instruction.

Foot passengers:



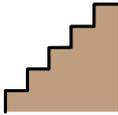
Major ferries - board via passenger access system or gangway.



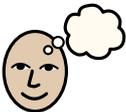
Small ferries - board via the ramp used for both passengers and vehicles.



Trip hazards, watch your step.



Steep stairways.



Consider appropriate footwear and use lift if required.

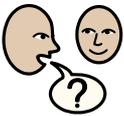


Boarding the vessel

Cyclists:



Dismount and walk your bike on board.

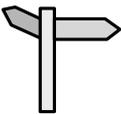


Ask crew where to secure your bike.

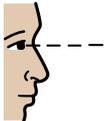


Be aware of slip hazard on metal decks, especially if wet.

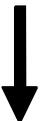
Vehicle drivers:



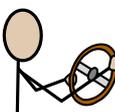
Follow signs and instructions from crew.



Check speed limit.



Dipped headlights will make staff and markings more visible.



Never use your mobile phone when driving.



Boarding the vessel



Lock your vehicle and disarm the alarm to avoid activation on passage.



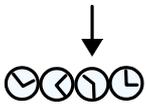
Ensure handbrake is applied before switching engine on or off.



Check passage before leaving your vehicle and use walkways.



Major ferries - you must leave your vehicle while the ship is at sea.



Small ferries - you may stay in your vehicle while the ship is at sea.



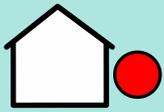
When disembarking follow instructions from staff.



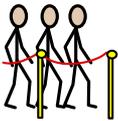
On Board and safety advice



Passenger lounge.



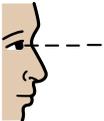
Outdoor seating area.



Major ferries - restaurant or café, queue to order and collect your food.



Follow any instructions from staff.



Read on board safety notices.



Pay attention to safety announcements and notices.



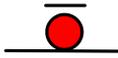
Ensure children are supervised at all times.



On Board and safety advice



Use caution in strong winds, keep hands clear of door closures.



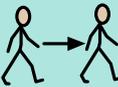
The centre of the ferry is subject to less movement.



In an emergency:



Locate your nearest assembly station



Follow instructions given by crew.



Various safety equipment on-board.





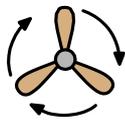
Sights and sounds



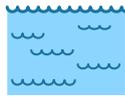
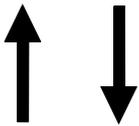
Ear defenders may be useful.



Alarms may sound, indicating movement of the ramp.



Hear engine noises.



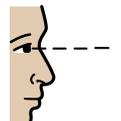
Feel the motion of the water.



Flashing lights.



Smells - mechanical, sea air, cooking.



Look out for interesting wildlife.



Arriving at your destination



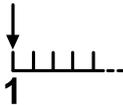
Listen for announcements
(No announcement on short journeys).



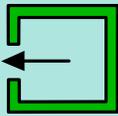
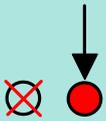
Vehicle drivers return to cars.



Major ferries - wait for passenger access system to be in place.

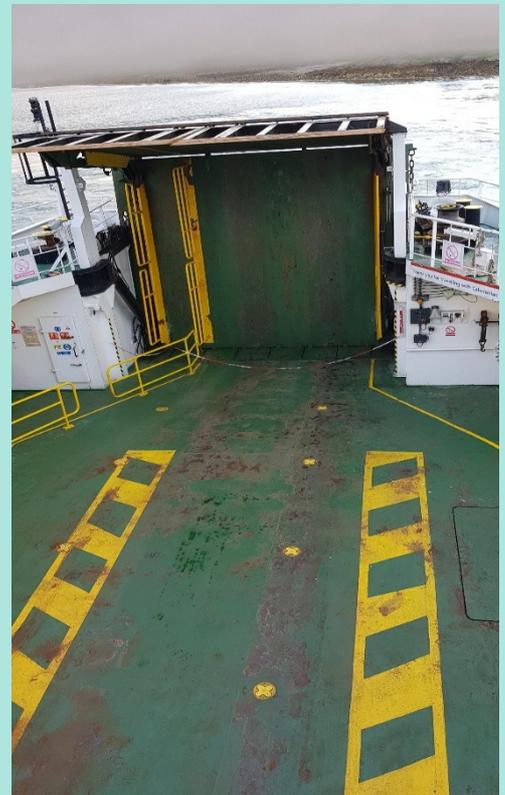


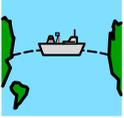
Small ferries - they may allow cars or passengers off first.



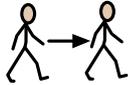
Leaving:

Small ferries, you will normally leave the ferry using the opposite ramp from where you boarded.

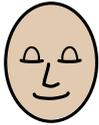




Arriving at your destination



Follow instructions from staff about when to disembark.



Leave ferry in a calm, timely manner.



Use handrails and be mindful of trip hazards.



Look out for traffic before crossing slipways in front of the ferry.



Check connecting transport.



My Notes



My Notes
