

# DELAYS AND CANCELLATIONS

Skybus

ISLES OF SCILLY  
**Travel**

The Skybus logo consists of three stylized, overlapping shapes in blue, red, and white, resembling a wing or a stylized letter 'S'.

In this leaflet, you'll find information about what happens when flights are delayed or cancelled, what your options are if you're affected, and the answers to some common questions.

Our staff will do their best to update you with information as the situation changes, and help you with any specific questions you may have, but naturally the airport gets busy during delays and cancellations, so we'd like to thank you in advance for your patience.

## STAY UP TO DATE

You can find up-to-date Skybus information @IOSTravelupdate on Twitter or you can give our Travel Centre a call on 01736 334220.

## I HAVE HEARD SOME FLIGHTS HAVE BEEN CANCELLED/ DELAYED. WILL MY FLIGHT BE CANCELLED? DO I STILL HAVE TO GO TO THE AIRPORT?

Unless we've confirmed that your flight has been cancelled, please do check in for your flight as normal. Unfortunately, we can't always predict flight cancellations in advance.

Affected flights are usually cancelled within two hours of the scheduled departure time, although this time frame may vary, as conditions can change very quickly.

## MY FLIGHT HAS BEEN CANCELLED. WHAT ARE MY OPTIONS NOW?

We're sorry your flight hasn't gone ahead as planned – we never take the decision to cancel a flight lightly.

**You now have the following options:**

### 1. Rebook on an alternative flight

Your ticket can be rebooked for the next Skybus flight with an available seat for no extra charge.

### 2. Rebook for another day

If you choose not to travel on the next flight, you can rebook your ticket – with no extra charge for a different day.

### 3. Transfer to Scillonian III (subject to availability)

We'll provide surface transport to/from the quayside, Please email customer services to claim under UK 261 Article 10.

### 4. Cancel your trip

If you choose to cancel your journey, you will be eligible for a refund for the unused portion of your ticket.

### 5. Use alternative transport

It is sometimes possible to use another provider. If you wish to use this service you must cancel your trip with us, claim a refund for the unused part of your ticket and arrange it directly with the provider.

## CANCELLING YOUR BOOKING

To request a refund, please email our Travel Centre on sales@islesofscilly-travel.co.uk. Don't forget to quote your booking reference number.

## MY ORIGINAL FLIGHT WAS CANCELLED. WHY CAN'T I GET ON THE NEXT FLIGHT?

We try to keep as many passengers as possible on their original scheduled flights. If you rebook onto a later flight, you'll be on the next flight with available seats – we can't legally move other passengers in the event of a cancellation.

When you transfer to an alternative flight or Scillonian III, we allocate seats in flight cancellation order, followed by the order that passengers booked on their original flight.

## HOW DOES THE TRANSFER TO SCILLONIAN III WORK? CAN I TRANSFER TO THE SHIP BEFORE MY FLIGHT IS OFFICIALLY CANCELLED?

We don't usually offer seats on the ship to Skybus ticket-holders until passengers whose flights have been cancelled are accommodated.

Depending on availability, you may be able to transfer to Scillonian before your flight is cancelled. Please note that if you're transferring to Scillonian more than 48 hours before departure, you will be charged a change fee. If a Passenger agrees to transfer to Scillonian following the cancellation of a flight, Article 10 of EU261 will apply and the Passenger should write to Customer Services. You will need to organise onward transport.

Please note that transfers or tickets for Scillonian aren't currently available on St Mary's or Penzance Quay. All transfers need to be approved by the Travel Centre or the airport.

Once you've been transferred to Scillonian, you can use the same ticket that was issued for your flight to board the ship – there's no extra paperwork.

## HOW DO I GET TO SCILLONIAN FROM MY DEPARTURE AIRPORT?

If you're transferred to Scillonian because your flight has been cancelled, we'll provide transport to the quay, no matter which airport you're due to depart from.

If you're travelling from St. Mary's, we'll also provide onward travel from Penzance to your original scheduled destination airport or to Penzance train station.

Please let our staff know which destination you need when your ticket is transferred. You may choose to make your own way and not take the provided transport, but please be aware that we won't be able to refund your transport costs.

## I'VE PARKED MY CAR AT LAND'S END AIRPORT. WILL IT BE LOCKED IN?

The car park is locked overnight and on Sundays for extra security. If you need to get to your car outside the normal operating hours, please let us know as soon as possible so we can arrange access for you. Tell us at the airport when we transfer you, or call Skybus (01736 785233) during office hours.

## SHOULD I TRANSFER TO SCILLONIAN? WHAT HAPPENS IF THE WEATHER IMPROVES LATER?

Our staff will give you the most current weather information we have available, so you can make an informed decision on whether to transfer. However, we can't always predict the weather – so the decision ultimately rests with you.

### FOR YOUR INFORMATION

- The travel time on Scillonian III is approximately two hours and 45 minutes.

## I CAN'T WAIT FOR SCILLONIAN; IS THERE ANY OTHER WAY TO TRAVEL TO/FROM THE ISLANDS?

Depending on weather and availability, there may be other services that can transport you. If you choose one of these services, it's a private agreement between you and the other company. If you decide to use alternative transport, please let us know at the airport so we can revise our passenger lists and offer your seat to someone else who's waiting.

Please note that if you don't let us know, you won't be eligible for a refund of your Skybus ticket.

## THINGS TO REMEMBER

- If you need food and drink for the journey to Penzance Quay, please purchase this before you leave, as the road transport won't stop unless absolutely necessary and, depending on time, shops maybe closed when you arrive.
- If anyone in your party has special requirements, or you're travelling with animals, please let a member of staff know so we can help you.
- The quays at St. Mary's and Penzance aren't under cover, so please make sure you have a coat to hand in case of sudden changes in the weather.
- If you get motion sickness, please remember to purchase medication before you depart, as it's not available onboard Scillonian.



## CAN I TRANSFER TO A FLIGHT GOING TO OTHER DESTINATIONS?

If your flight has been cancelled and there are available seats to alternative destinations, we may be able to offer those seats to passengers in flight cancellation order, followed by the order of booking on their original flight.

Please be aware that if you choose to be transferred to an alternative airport, you may have to arrange your own onward transportation. The member of staff who transfers your ticket will be able to advise you on this.

## WHY WAS MY FLIGHT CANCELLED? THE WEATHER DOESN'T LOOK BAD HERE.

We never cancel flights unless it's absolutely necessary, but we follow very strict guidelines for flying in adverse weather conditions. Visibility and conditions need to be safe for pilots to fly in for the whole journey – the weather could be too bad to land at your destination, despite clear skies at your departure airport.

## WILL YOU HELP ME FIND ACCOMMODATION IF MY FLIGHT IS CANCELLED AND I GET STRANDED?

During cancellations and delays, our staff are naturally very busy – but they'll do their best to provide you with information about potential accommodation if you need it. If you're on St. Mary's, we may refer you to the Tourist Information Centre to help you find somewhere to stay. If you're leaving the airport to find accommodation, please let a member of staff know.

## HOW DO I CLAIM BACK EXPENSES?

Please email your enquiry to [customerservices@islesofscilly-travel.co.uk](mailto:customerservices@islesofscilly-travel.co.uk).

## TAKING CARE OF YOU

If you've been delayed by two hours or more, we will offer you:

- Refreshments and meals, depending on your wait times, usually as vouchers for the airport cafe. If you've been delayed and haven't received your vouchers, let a member of staff know.
- If you need to make a call or send a message, and don't have access to a phone or Wi-Fi-enabled device, ask a member of staff and they'll be able to help you.
- In some cases, passengers may need to stay an additional night on the mainland or the islands. If practical, we recommend you go home for the night. However, if you're delayed overnight and need to find accommodation, keep full receipts and email customer services on [customerservices@islesofscilly-travel.co.uk](mailto:customerservices@islesofscilly-travel.co.uk). Please be aware that Skybus will not be able to pay for accommodation at the time of the delay/cancellation of your flights.
- Skybus can arrange transport between the airport and local accommodation.

Please note that we may not be able to provide these arrangements if it would cause flights to be further delayed.

## I'VE BEEN DENIED BOARDING – WHAT DO I DO NOW?

If you've checked-in on time and there's no other legitimate reason why you shouldn't travel, but you're still denied boarding by airport staff – or have kindly volunteered to give up your seat when asked – we'll offer you an alternative flight as soon as possible, or at a later date that's convenient for you.

If you want to fly as soon as possible, we will look after you while you wait, the same as if the flight was cancelled or delayed. However, you may choose not to travel with Skybus, and then you're entitled to a full refund of the unused portions of your ticket. If that's the case, please let us know as soon as you decide – we won't be able to issue a refund if you inform us at a later time.

## HOW DO I CLAIM COMPENSATION FOR MY DELAY/CANCELLATION?

Regulation (EC) No 261/2004 (as amended by The Air Passenger Rights and Air Travel Organisers' Licensing (Amendment) (EU Exit) Regulations 2019), states:

“Obligations on air carriers should be limited or excluded in cases where an event has been caused by extraordinary circumstances which could not have been avoided if all reasonable measures had been taken.

Such circumstances may, in particular, occur in cases of political instability, meteorological conditions incompatible with the operation of the flight concerned, security risks, unexpected flight safety shortcomings and strikes that affect the operation of an operating air carrier.”

If you still feel you may be entitled to compensation, please email your claim together with receipts to [customerservices@islesofscilly-travel.co.uk](mailto:customerservices@islesofscilly-travel.co.uk) and your claim will be reviewed.

If you are not happy with the outcome of your claim, you can log your complaint you can log your complaint with Civil Aviation Authority's Passenger Advice and Complaints Team (PACT) by completing the form on their website.

Go to [caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint](http://caa.co.uk/Passengers/Resolving-travel-problems/How-the-CAA-can-help/How-to-make-a-complaint), and select 'refer your complaint to the CAA'.

In this leaflet, 'weather' means any meteorological condition that, for safety reasons, may delay or cancel flights, including but not limited to:

- fog/reduced visibility
- high winds
- cross wind
- heavy rain
- snow and ice
- thunderstorms

The term 'technical fault' refers to any engineering issue with an aircraft that delays or cancels a flight.

**[www.islesofscilly-travel.co.uk](http://www.islesofscilly-travel.co.uk)**

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