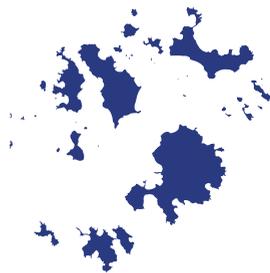


School & Youth Group Travel

Scillonian III and Skybus
booking information

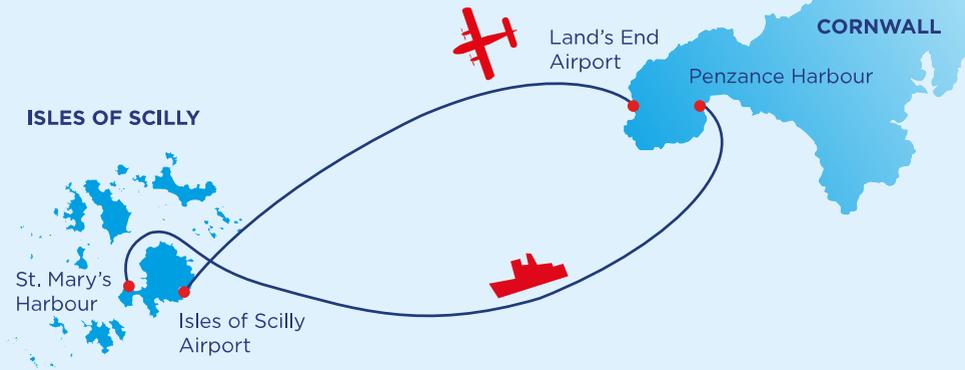


ISLES OF SCILLY
Travel

A graphic element of the logo consisting of two overlapping, curved shapes, one blue and one red, resembling a stylized wave or a flag.

Getting to the islands

Isles of Scilly Travel can connect you by sea or air. Sail on the Scillonian III, departing daily from Penzance or fly by Skybus from Land's End Airport.



Skybus



St Mary's



Scillonian III



School & Youth Groups

Scillonian & Skybus Booking Information

Making a school or youth group booking with Isles of Scilly Travel is quick and easy. Simply complete our booking form and send it to:

groups@islesofscilly-travel.co.uk

Our Groups Co-ordinator will then contact you regarding your booking and discuss your options and provide you with all the information you need.

For school and youth groups we have discounted travel rates and when travelling via Scillonian III for every 10th child traveling, we offer one free return fare for chaperones. Please visit our website for our latest group rates.

Website: www.islesofscilly-travel.co.uk/plan-your-trip/group-bookings



School & Youth Groups

Conditions of carriage

Outlined over the next pages are the conditions for carriage for school and youth group bookings. Please read each section carefully and ensure this information is passed to all group leaders and anyone involved in the booking or transportation of passengers or luggage.

If you have any queries please contact us.

Please Note:

- We do not accept any school and youth groups without a completed copy of our booking form in advance)
- Failure to comply with our terms may result in refusal of travel under health and safety grounds.

YOUR RESERVATION

Scillonian Bookings

We require a ratio of at least one chaperone per 10 students for every school/youth group booking. Groups will not be accepted for travel without the required ratio of chaperones per child. Please note: a chaperone must be an adult aged 18 or over; students aged 16-17, although an adult passenger, may not be classed as a chaperone and responsible for younger children. One chaperone space will be provided free of charge per 10 students.

Skybus Bookings

All groups where the children are 11 years old and under must have at least 2 adults on each flight. Groups with youths (12yrs old and above) only require one adult per aircraft.

Please check all dates/details are correct for your booking and contact us straight away if there are any alterations or amendments.

Timeline for bookings

No later than 6 weeks before travel:

We require final passenger numbers at this point an invoice will be issued.

No later than 4 weeks before travel:

Payment to be received and all passenger names supplied (please specify which passengers are child/adult, male/female and separate group chaperones).

Up to 48 hours before travel:

Free of charge changes can be made provided space is available. Cancellations are subject to our standard T&Cs.

Within 48 hours of travel:

No changes or refunds for booking.

Day of travel:

Please bring an updated passenger list and report any changes to staff.

We are legally required to supply a passenger manifest for every sailing. Please ensure all passenger names and dates of birth are correct and inform us of any changes before sailing.

We advise you carry out your own risk assessment. We have supplied a copy of our risk assessment as an example.

School/youth parties (including teachers/chaperones) must be clearly identifiable at all times. We advise the use of sashes or high vis tabards so they can be worn over jackets/tops and easily recognisable. We ask all chaperones to wear a similar form of identification as students so the party can be easily linked. The use of staff ID/lanyards, although useful, can only be distinguished at close quarters. Please complete the relevant ID section on the booking form

CONTAINER / LUGGAGE BOOKING & LOADING

We can provide the use of one container free of charge for school/youth groups with a





minimum of 25 passengers. This container is for the shipment of luggage only. If your container will also be used for the carriage of food, there will be a charge. Please complete the relevant section of your booking form to secure your container.

Transport of your luggage from the ship to your camp site can be arranged as part of your booking for an additional fee. Transport will be provided by Island Carriers. If staying off-island the onward shipment can be arranged in advance for an additional fee. If you require these services, please select these options on the attached confirmation form and they will be added to your booking.

We can only accept loading of school containers on Penzance quay between the hours of 0600 and 0630 (for a 0915 departure) and all vehicles must be off the quay by 0630. For scheduled sailing times, other than 0915, an alternative time will need to be arranged. It is possible for luggage to

be delivered the day before travel (or Friday/Saturday if travel is on a Monday and there is no scheduled Sunday sailing). Confirmation of your time slot will need to be agreed in advance (you may be given a window of half an hour if more than one school is travelling the same day). If your loading time is missed you will be required to park in the waiting bay approximately 100 yards from the quay entrance and carry bags from this point to the container on the quay.

To comply with Health and Safety regulations we can no longer allow children to assist with loading/unloading of school containers. We request that all children remain on the coach or at the meeting point during the loading/unloading of luggage.

SCILLONIAN PASSENGER ARRIVAL

A member of staff will be on the quay to assist your group. For a 0915 sailing we ask that groups arrive at the quay for 0800 when

check-in opens; for scheduled sailing times, other than 0915, an alternative time will need to be arranged.

Please ask the group leader to make themselves known to a Passenger Services representative on arrival. Boarding cards for every passenger will be issued (if not already done so). Boarding cards will need to be distributed to each passenger with the name on the boarding card matching the passenger holding it. This may be best undertaken while passengers are still on the coach or away from passenger boarding.

Please return any unused boarding cards so the manifest can be updated. School groups with named boarding cards can then bypass the check-in process on the quay and proceed to the ship for ease of boarding. Each passenger will need to present their correctly named boarding card at the gangway for inspection.

For any last-minute issues relating to arriving or boarding at Penzance quay please contact us on 01736 334233 or 07973784184 and the on-duty Passenger Services representative will be able to assist you.

Arrival by coach

All coaches MUST vacate Penzance quay before 0630. We cannot accept coaches on Penzance quay during times of loading freight or passenger boarding.

Due to parking restrictions, it is not possible to park on the road at the entrance to the quay. A designated coach waiting bay is situated 100 yards from the entrance to the quay on Battery Road, near to Jubilee Pool. This area can be used to drop off passengers when luggage has been pre-loaded or day trip bookings.

Drivers must remain at the drop off location, or close to until the ship has departed, in the event that passengers need to be disembarked.



Parent/Guardian drop off

Please ensure all parents/guardians are aware of restrictions and drop-off/collection points. We strongly recommend you include the information in the attached document in your letter to parents/guardians ahead of your trip. Please note there are some changes to restrictions on both outward and return journeys.

ON BOARD SCILLONIAN III

We request you approach the gangway in single file. Be aware that our gangway can sometimes move unexpectedly. Please ask the group leader to make themselves known to the Purser on arrival.

Children are required to be supervised by chaperones at all times while on board.

Reserved Seating: The Purser will allocate each school an area of seating for the journeys.

Please brief all group members before embarkation:

- Not to run, climb or jump while on board
- No standing on furniture or seating
- Take care when moving around the vessel
- Show consideration for other passengers.

Young people on the open deck must be supervised at all times. We advise that you refrain from using the open deck during poor weather conditions.

The lower saloon is a quiet area and a comfortable place to travel if the sea conditions are poor. An adult must accompany any children using this area.

Seasickness: We are unable to administer motion sickness tablets but feel that many of the children may benefit from taking them on the outward journey. (This might be suggested to their parents).

Activities: Groups who have an activity to do whilst onboard usually have a more enjoyable trip. 'Marine Mammals of Cornwall and the Isles of Scilly' is a good identification guide to some of the mammals that can be spotted from the Scillonian. This is available at:

www.ercis.org.uk.

SCILLONIAN DISEMBARKATION AT PENZANCE

Your group will be required to remain on board while all other passengers disembark. This is to allow other passengers to collect their luggage and make room on the quay before school



containers are unloaded.

If you have arranged onward travel by coach, please ensure you have informed your coach operator there will be a delay of around an hour after disembarkation before setting off on the journey. This may have an effect on the driving hour restrictions.

Your coach will not be allowed on the quay to collect luggage until other passengers have left the area. Your driver/team leader will be informed by a member of staff when it is safe to collect your luggage.

We can no longer allow children to assist with loading/unloading of school containers. We request that all children remain on the coach or waiting point during the loading/unloading of luggage. Some schools may prefer to take the children away from the quay while awaiting luggage to be unloaded.

CONTACT DETAILS

Group Bookings:

- Amy Hart, Groups Co-ordinator
- groups@islesofscilly-travel.co.uk
- Direct: 01720 424227
- Mobile: 07557903025 (emergencies)

On-board information:

- Daniel Reynolds, Purser, Scillonian III
- purser@islesofscilly-travel.co.uk
- Telephone: 07984593659

General travel enquiries:

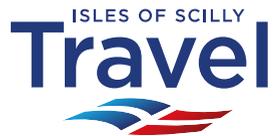
Only if your Groups Co-ordinator is unavailable:

- Telephone: 01736 334220
- sales@islesofscilly-travel.co.uk
- www.islesofscilly-travel.co.uk



www.islesofscilly-travel.co.uk

Isles of Scilly Travel, Steamship House,
Quay Street, Penzance, Cornwall TR18 4BZ



Last updated August 2022. The information in this leaflet is subject to change without notice, and the issue of tickets and carriage of goods is subject to the carrier's terms and conditions, which can be found on www.islesofscilly-travel.co.uk. A full copy is available on request.