

PRODUCT GUIDE



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Public Products- Vehicles

Standard Ticket - Vehicles

<p>PRODUCT</p>	<p>Standard Single or Return, max 364 nights stay Standard Return only from IoW, max. 364 nights stay Standard Short Stay, max. 4 nights stay Standard Short Stay from IoW, max.4 nights stay Standard One Night Return, return by 23.59 following night Standard One Night Return from IoW, return by 23.59 following night Standard Day Return, return by 01.30 following day Standard Day Return from IoW, return by 01.30 following day</p> <p>Affiliate Standard Single or Return, max 364 nights stay Business Single or Return, max 364 nights stay Trailer (TRAILER) - Please note, cannot be booked online</p>
<p>VEHICLES</p>	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle) Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle) Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle) Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle) Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . LM (Low Motorhome) Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high HM (High Motorhome)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide</p> <p>Affiliate tickets can only be booked for LV (Low Vehicle) and HV (High Vehicle)</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.,</p> <p>Vehicles exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.</p>
<p>ADDITIONAL NARRATIVE</p>	
<p>UNIT OF MEASURE</p>	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
<p>AVAILABILITY</p>	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries</p>

CARAVANS / TRAILERS	Trailers/Caravans may be towed (additional charges will apply).
AGE LIMITS	0-4 years old travel free.
BOOKING ONLINE	<p>We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk.</p> <p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p> <p>Affiliate bookings can only be made through the applying person's company/society website link, not through the Wightlink website.</p> <p>Tesco bookings can only be made by the applying persons using the Tesco page on the Wightlink website.</p> <p>Account customers can book online subject to individual agreements.</p>
BOOKING BY PHONE	<p>Bookings can be made by contacting our Reservations Team.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	<p>Bookings can be made at port.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book at port subject to individual agreement.</p> <p>Affiliate bookings can be made at port subject to individual agreements.</p>
BOOKING FEES	Booking fee will be charged when booking by phone or at port, and is non-refundable.
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth.
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Payment for any resulting increase in booking costs is required before your sailing. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to purchase a new ticket.</p>

AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can be made online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port and will not incur any amendment fees</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will be refunded, excluding bookings paid in part or in full with Tesco Clubcard Boost tokens.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made via the Reservations Team, Ticket Office (Port) or Online but will incur a cancellation fee.</p> <p>Cancellations made within 24 hours of scheduled sailing are non-refundable.</p> <p>Cancelled bookings paid in part or in full with Tesco Clubcard Boost tokens are non-refundable.</p>
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Boost tokens can only be accepted as full or part payment on full price Standard and Economy tickets.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p>

	Gift vouchers and Customer Service vouchers can be accepted as full or part payment.
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	Up to 50% off NHS Discounts for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer. NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel). NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians. You will be required to produce your appointment card/letter/sms referring to your appointment in order to collect tickets from the relevant Ticket Office (Port) on the day of travel. If you cannot produce your appointment card/letter/sms referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
DISCOUNT SCHEME - AFFILIATES	<p>Affiliate discounts cannot be used in conjunction with any other offer.</p> <p>If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	<p>Discounts only apply to Blue Badge Holders or EU Blue Badge Holders.</p> <p>Disabled travel scheme bookings are not available to credit or cash account holders.</p> <p>This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Boost codes.</p> <p>If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online.</p> <p>Blue Badge number must be provided at time of booking.</p>
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Standard Ticket - Motorcycles specific

PRODUCT	<p>Motorcycle Standard Single or Return, max 364 nights stay</p> <p>Motorcycle Standard Return from IoW, max. 364 nights stay</p> <p>Motorcycle Standard Day Return, return by 01:30 following day</p> <p>Motorcycle Standard Day Return from IoW, return by 01:30 following day</p>
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VEHICLES	<p>Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high. MC (Motorcycle/Trike/Quad)</p> <p>Vehicles lengths exceeding those shown are subject to supplements and must be declared at the time of booking.</p>
ADDITIONAL NARRATIVE	
UNIT OF MEASURE	<p>Per motorcycle per crossing, 2 passengers max.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p>
CARAVANS / TRAILERS	Trailers may be towed (additional charges will apply).
AGE LIMITS	0-4 years old travel free.
BOOKING ONLINE	<p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p> <p>Tesco bookings can only be made by the applying persons using the Tesco page on the Wightlink website.</p> <p>Account customers can book online subject to individual agreements.</p>
BOOKING BY PHONE	<p>Bookings can be made by contacting our Reservations Team.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	<p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book at port subject to individual agreements.</p>
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth.
CHECK IN RULES	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.

	<p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Payment for any resulting increase in booking costs is required before your sailing. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to purchase a new ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can be made online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port and will not incur any amendment fees</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will be refunded, excluding bookings paid in part or in full with Tesco Clubcard Boost tokens.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made via the Reservations Team, Ticket Office (Port) or Online but will incur a cancellation fee.</p> <p>Cancellations made within 24 hours of scheduled sailing are non-refundable.</p> <p>Cancelled bookings paid in part or in full with Tesco Clubcard Boost tokens are non-refundable.</p>
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.

PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Boost tokens can only be accepted as full or part payment on full price Standard and Economy tickets.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	<p>Up to 50% off NHS Discounts for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer.</p> <p>NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel).</p> <p>NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians.</p> <p>You will be required to produce your appointment card/letter/sms referring to your appointment in order to collect tickets from the relevant Ticket Office (Port) on the day of travel.</p> <p>If you cannot produce your appointment card/letter/sms referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - AFFILIATES	<p>Affiliate discounts cannot be used in conjunction with any other offer.</p> <p>If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	<p>Discounts only apply to Blue Badge Holders or EU Blue Badge Holders.</p> <p>Disabled travel scheme bookings are not available to credit or cash account holders.</p> <p>This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Boost codes</p> <p>If you have no special requirements when on board vessel, to receive the Blue Badge discount</p>

	<p>you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online.</p> <p>Blue Badge number must be provided at time of booking.</p>
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p>

Economy Ticket – Vehicles

PRODUCT	<p>Economy Single or Return, max 364 nights stay Economy Return only from IoW, max. 364 nights stay Economy Short Stay, max. 4 nights stay Economy Short Stay from IoW, max. 4 nights stay Economy One Night Return, return by 23.59 following night Economy One Night Return from IoW, return by 23.59 following night Economy Day Return, return by 01.30 following day Economy Day Return from IoW, return by 01.30 following day</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle) Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle) Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle) Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle) Recreational vehicles between 5.00m to 15.0m long and up to 2.24m high LM (Low Motorhome) Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high HM (High Motorhome)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.,</p> <p>Vehicles exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.</p>
ADDITIONAL NARRATIVE	
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>

CARAVANS / TRAILERS	Trailers/Caravans may be towed (additional charges will apply).
AGE LIMITS	0-4 years old travel free.
BOOKING ONLINE	<p>We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk.</p> <p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p> <p>Tesco bookings can only be made by the applying persons using the Tesco page on the Wightlink website.</p> <p>Account customers can book online subject to individual agreements.</p>
BOOKING BY PHONE	<p>Bookings can be made by contacting our Reservations Team.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	<p>Bookings can be made at port.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book at port subject to individual agreements.</p>
BOOKING FEES	Booking fee will be charged when booking by phone or at port, and is non-refundable.
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth.
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking. Payment for any resulting increase in booking costs is required before your sailing. If revised sailing is cheaper, no refunds are allowed. Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to purchase a new ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can be made online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port. Online amendments will not incur any amendment fees, any other amendments will incur an amendment fee.</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will not be refunded.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of</p>

	<p>the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	Cancellations are non-refundable.
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Boost tokens can only be accepted as full or part payment on full price Standard and Economy tickets.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	<p>Up to 50% off NHS Discounts for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer.</p> <p>NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel).</p> <p>NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians.</p> <p>You will be required to produce your appointment card/letter/sms referring to your</p>

	<p>appointment in order to collect tickets from the relevant Ticket Office (Port) on the day of travel.</p> <p>If you cannot produce your appointment card/letter/sms referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - AFFILIATES	<p>Affiliate discounts cannot be used in conjunction with any other offer. If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	<p>Discounts only apply to Blue Badge Holders or EU Blue Badge Holders.</p> <p>Disabled travel scheme bookings are not available to credit or cash account holders.</p> <p>This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Boost codes.</p> <p>If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online.</p> <p>Blue Badge number must be provided at time of booking.</p>
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p>

Special Tickets – Vehicles

PRODUCT	<p>Motorhome Special (Single or Return), max 364 nights stay</p> <p>Motorhome Special (Return only from IoW), max. 364 nights stay</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle)</p> <p>Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle)</p> <p>Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle)</p> <p>Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle)</p> <p>Recreational vehicles between 5.00m to 15.0m long and up to 2.24m high LM (Low Motorhome)</p> <p>Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high HM (High Motorhome)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.,</p>

	Vehicles exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.
ADDITIONAL NARRATIVE	<p>Not valid 07:55 to 14:59 Monday to Saturday. In addition, not valid 07:55 to 19:55 Friday to Sunday in high season (dates available on request).</p> <p>Not available on Thursday, Friday or Monday over IoW Festival weekend (dates available on request).</p>
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	Any motorhomes towing a trailer / caravan, additional charges will apply.
AGE LIMITS	0-4 years old travel free.
BOOKING ONLINE	We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk . Motorhome special products can be booked online by following the links on our website. Account customers can book online subject to individual agreements.
BOOKING BY PHONE	<p>Bookings can be made by contacting our Reservations Team.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	<p>Bookings can be made at port.</p> <p>Account customers can book at port subject to individual agreements.</p>
BOOKING FEES	Booking fee will be charged when booking by phone or at port, and is non-refundable.
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth.
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p>

	<p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Payment for any resulting increase in booking costs is required before your sailing. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to purchase a new ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can be made online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port. Online amendments will not incur any amendment fees, any other amendments will incur an amendment fee.</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will not be refunded.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	Cancellations are non-refundable.
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p>

	<p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	Not available.
DISCOUNT SCHEME - AFFILIATES	By special arrangement only.
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	Not available.
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Public Products – Foot Passengers

Standard Foot Ticket

PRODUCT	<p>Foot Passenger Single Foot Passenger Return from IoW, max 364 nights stay Foot Passenger Return from mainland, max 364 nights stay Foot Day Return from IoW, return by 04.30 following day Foot Day Return from mainland, return by 04.30 following day</p> <p>Evening Flyer, outward journey between 16.01 and 23.59, return by 04.30 following day</p> <p>Affiliate Foot Single Affiliate Foot Return, max. 364 nights stay</p>
ADDITONAL NARRATIVE	<p>Pushbikes, e-bikes and battery powered mobility scooters travel free of charge.</p> <p>Concessionary tickets available for children, students and seniors.</p> <p>Family group defined as - Up to 5 persons, group to contain one or two adults, children to be between 5 years old and 15 years old.</p> <p>Group defined as up to 9 persons only.</p> <p>Concessionary fare cannot be used in conjunction with any other offer.</p> <p>Evening Flyer exclusion dates apply for Isle of Wight Festival (dates available on request).</p>
UNIT OF MEASURE	Per person.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p>
AGE LIMITS	<p>0-4 years old travel free.</p> <p>Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years).</p> <p>Student: 16 years+ - We accept any photo student ID card with an expiry date, or a stamped and signed letter from the school/college/university verifying your student or apprenticeship status.</p> <p>Adults: 16 years and over.</p> <p>Senior: 60+.</p> <p>We reserve the right to ask for proof of age.</p>
BOOKING ONLINE	<p>We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk.</p> <p>Family tickets cannot be booked online.</p>

	<p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p> <p>Affiliate bookings can only be made through the applying person's company/society website link, not through the Wightlink website.</p> <p>Tesco bookings can only be made by the applying persons using the Tesco page on the Wightlink website.</p> <p>Account customers can book online subject to individual agreements.</p>
BOOKING BY PHONE	<p>Public and Affiliate Bookings can be made by contacting our Reservations Team.</p> <p>Family tickets cannot be booked by phone.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	<p>Bookings can be made at port.</p> <p>Family tickets can only be purchased at the port.</p> <p>For NHS Discounts, please quote 'Wightlink Healthcare Discount' when booking.</p> <p>Account customers can book at port subject to individual agreements.</p> <p>Affiliate bookings can be made at port subject to individual agreements.</p>
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	<p>Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket.</p> <p>Disabled Travel Scheme or Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 15 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available for the type of ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can be made online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port and will not incur any amendment fees</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will be refunded, excluding bookings paid in part or in full with Tesco Clubcard Boost tokens.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p>

	We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.
CANCELLATION RULES AND FEES	<p>Cancellations can be made via the Reservations Team, Ticket Office (Port) or Online but will incur a cancellation fee.</p> <p>Cancellations made within 24 hours of scheduled sailing are non-refundable.</p> <p>Cancelled bookings paid in part or in full with Tesco Clubcard Boost tokens are non-refundable.</p>
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Boost tokens can only be accepted as full or part payment on full price Standard and Economy tickets.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	<p>10% discount off individual, group (up to 9 passengers only) or family foot passenger Return, Day Return or Evening Flyer only from the Isle of Wight.</p> <p>MyLink bookings are not available to credit or cash account holders.</p> <p>All passengers, including the MyLink card holder, must travel together on the outward and/or return journey or the full price will be charged.</p> <p>If you cannot produce your MyLink card upon request the full price will be charged. No refunds will be offered retrospectively.</p>

	<p>MyLink discount cannot be used to purchase single foot tickets, Season tickets, Multilink Passes or Business Passes and cannot be used in conjunction with any other offer or promotion.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - NHS	<p>Up to 50% off NHS Discounts for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer.</p> <p>NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel).</p> <p>NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians.</p> <p>You will be required to produce your appointment card/letter/sms referring to your appointment in order to collect tickets from the relevant Ticket Office (Port) on the day of travel.</p> <p>If you cannot produce your appointment card/letter/sms referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - AFFILIATES	<p>Affiliate discounts cannot be used in conjunction with any other offer.</p> <p>If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	<p>Discounts only apply to Blue Badge Holders or EU Blue Badge Holders.</p> <p>Disabled travel scheme bookings are not available to credit or cash account holders.</p> <p>This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Boost codes.</p> <p>If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online.</p> <p>Blue Badge number must be provided at time of booking.</p>
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p> <p>There may be some kinds of assistance we are not able to provide, in which case we may ask you to bring someone with you to provide the assistance you need during your journey. In this case</p>

	there will be no additional charge for the person you bring with you providing you notify us 48 hours prior to required sailing.
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Group Foot Tickets

PRODUCT	<p>Standard Group Single Return Group from IoW, max 364 nights stay Return Group from mainland, max 364 nights stay Day Return Group from IoW, return by 04.30 following day Day Return Group from mainland, return by 04.30 following day</p> <p>Foot Evening Flyer Group, outward journey between 16.01 and 23.59, return by 04.30 following day</p>
ADDITIONAL NARRATIVE	<p>Pushbikes, e-bikes and battery powered mobility scooters travel free of charge.</p> <p>Total number of booked passengers must travel together outward and/or return.</p> <p>Tickets cannot be used for individual/s to travel separately from the group.</p> <p>To benefit from group foot ticket product, booking must be made at least one hour in advance of required sailing time. Product is not available for purchase less than one hour before required sailing.</p> <p>Exclusion dates apply for Isle of Wight Festival (dates available on request).</p>
UNIT OF MEASURE	<p>Per Person (10-40 passengers).</p> <p>Groups of 41 or more must contact the Sales Team for booking.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p>
AGE LIMITS	<p>0-4 years old travel free.</p> <p>Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years).</p> <p>Adults: 16 years and over.</p> <p>We reserve the right to ask for proof of age.</p>
BOOKING ONLINE	<p>Can be booked on line for up to 40 persons on Group Ticket.</p> <p>We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk.</p> <p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p>

	Account customers can book online subject to individual agreements.
BOOKING BY PHONE	<p>Bookings can be made by contacting our Reservations Team.</p> <p>Account customers can book via the Reservations Team subject to individual agreements.</p>
BOOKING AT PORT	Bookings can be made at port.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	<p>Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket.</p> <p>Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 15 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Late arrivals at port over 2 hours after scheduled sailing time will be required to purchase a new ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Amendments and/or cancellations can online, via the Reservations Team or at the port.
AMENDMENT RULES & FEES	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port and will not incur any amendment fees.</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will be refunded.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made via the Reservations Team, Ticket Office (Port) or online but will incur a cancellation fee.</p> <p>Cancellations made within 24 hours of scheduled sailing are non-refundable.</p>
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).

	Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking / amending.</p> <p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	<p>10% discount off group (10-40 passengers) foot passenger Return, Day Return or Evening Flyer only from the Isle of Wight.</p> <p>MyLink bookings are not available to credit or cash account holders.</p> <p>All passengers, including the MyLink card holder, must travel together on the outward and/or return journey or the full price will be charged.</p> <p>If you cannot produce your MyLink card upon request the full price will be charged. No refunds will be offered retrospectively.</p> <p>MyLink discount cannot be used to purchase single foot tickets, Season tickets, Multilink Passes or Business Passes and cannot be used in conjunction with any other offer or promotion.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.</p>
DISCOUNT SCHEME - NHS	Not available.
DISCOUNT SCHEME - AFFILIATES	Not available.

DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	Not applicable.
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p> <p>There may be some kinds of assistance we are not able to provide, in which case we may ask you to bring someone with you to provide the assistance you need during your journey. In this case there will be no additional charge for the person you bring with you providing you notify us 48 hours prior to required sailing.</p>

Special Tickets – Foot Passengers

PRODUCT	<p>Foot Island Express - Travel includes Catamaran and unlimited travel on Island Line Trains.</p> <p>Foot Steam Liner - Travel includes Catamaran, travel on Island Line Trains from Ryde Pier to Smallbrook Junction and Isle of Wight Steam Railway.</p> <p>Foot Wight Rover Portsmouth Harbour to Ryde Pier - Travel includes Catamaran plus travel on Island Line Trains from Ryde Pier to Ryde Esplanade & Southern Vectis Bus Service.</p> <p>Foot Wight Rover Lymington to Yarmouth - Travel includes Car Ferry and unlimited travel on Southern Vectis Bus Service.</p> <p>All Special Tickets - Foot passenger products include a Day Return Foot Passenger ticket (return must be by 23.59 same day).</p>
ADDITIONAL NARRATIVE	<p>Pushbikes, e-bikes and battery powered mobility scooters travel free of charge (Wightlink element of product offering).</p> <p>In the event that you purchase a ticket from us for, or to the extent your journey incorporates travel on another mode of transport, such travel will be subject to the regulations and conditions of carriage of the carrier or carriers involved.</p> <p>Wightlink Limited shall issue any ticket issued for or used on such other transport as agents only for the carrier or carriers concerned.</p> <p>We cannot accept responsibility for the performance of other operators on services not provided by Wightlink.</p>
UNIT OF MEASURE	Per person.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p>

<p>AGE LIMITS</p>	<p>0-4 years old travel free.</p> <p>Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years).</p> <p>Adults: 16 years and over.</p> <p>We reserve the right to ask for proof of age.</p>
<p>BOOKING ONLINE</p>	<p>Not available to book online.</p>
<p>BOOKING BY PHONE</p>	<p>Bookings can be made by contacting our Reservations Team.</p>
<p>BOOKING AT PORT</p>	<p>Bookings can be made at Ticket Office (Port).</p>
<p>BOOKING FEES</p>	<p>No booking fees.</p>
<p>ROUTES</p>	<p>Portsmouth Harbour - Ryde Pier Catamaran & Lymington to Yarmouth Car Ferry.</p>
<p>CHECK IN RULES</p>	<p>Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket.</p> <p>Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 15 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Late arrivals at port over 2 hours after scheduled sailing time will be required to purchase a new ticket.</p>
<p>AMENDMENTS & CANCELLATIONS PROCESS</p>	<p>Amendments and/or cancellations can be made via the Reservations Team or at the port.</p>
<p>AMENDMENT RULES & FEES</p>	<p>Amendments can be made up to 1 hour before scheduled sailing online, via the Reservations Team or at port and will not incur any amendment fees.</p> <p>Any increase in ticket costs must be paid at time of amendment.</p> <p>Any decrease in ticket cost will be refunded.</p> <p>Amendments to the return leg of a return booking cannot be made online if the outward leg of the journey has already been checked in, changes can only be made by phone or at port.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
<p>CANCELLATION RULES AND FEES</p>	<p>Cancellations can be made via the Reservations Team or Ticket Office (Port) but will incur a cancellation fee.</p> <p>Cancellations made within 24 hours of scheduled sailing are non-refundable.</p>

NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	<p>No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.</p>
CREDIT ACCOUNT AVAILABLE	No.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Not applicable.
PAYMENT	<p>Payment is required in full at time of booking.</p> <p>Ticket price valid at time of booking.</p> <p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, bus tokens or Postal Orders are not accepted for full or part payment.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	Not available.
DISCOUNT SCHEME - AFFILIATES	Not available.
DISCOUNT SCHEME - DISABLED TRAVEL SCHEME	Not applicable.
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p> <p>There may be some kinds of assistance we are not able to provide, in which case we may ask you to bring someone with you to provide the assistance you need during your journey. In this case there will be no additional charge for the person you bring with you providing you notify us 48 hours prior to required sailing.</p>

Escorted Child

PRODUCT	Return Only
ADDITIONAL NARRATIVE	<p>Pushbikes, e-bikes and battery powered mobility scooters travel free of charge.</p> <p>Ticket only valid when purchased with a single child ticket.</p> <p>Only valid for next available return sailing from outgoing journey as printed on ticket.</p> <p>Accompanied children cannot travel on a Multilink or Season Ticket.</p> <p>If the Escorted Child Identity Card cannot be produced at time of travel the full standard price will be charged and no refunds will be offered retrospectively.</p> <p>Escorted Child Fare cannot be used in conjunction with any other offer.</p> <p>Failure to comply with the product rules will result in Wightlink reserving the right to suspend use of this ticket and you will be required to purchase a standard ticket at full cost for the leg of the journey.</p>
UNIT OF MEASURE	One Escorting Adult Per Ticket.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p>
AGE LIMITS	<p>Accompanied child must be under 12 years old.</p> <p>Accompanying adult must be 16 years and over.</p> <p>We reserve the right to ask for proof of age.</p>
BOOKING ONLINE	Not available to book online.
BOOKING BY PHONE	Not available to book by phone.
BOOKING AT PORT	Bookings can be made at port.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket.

	Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.
AMENDMENTS & CANCELLATIONS PROCESS	Not applicable.
AMENDMENT RULES & FEES	Not applicable.
CANCELLATION RULES AND FEES	Not applicable.
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE	No.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Not applicable.
PAYMENT	<p>Payment is required in full at time of booking. Ticket price valid at time of booking.</p> <p>Must be purchased with a child single or Infant (free of charge) single ticket. Must travel with a child under 12 years of age on either outgoing or return sailing.</p> <p>We reserve the right to ask for proof of age of the child you are travelling with, if you cannot show the child is under 12 years, travel may be refused.</p> <p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	Not applicable
DISCOUNT SCHEME - NHS	Not available.

<p>DISCOUNT SCHEME - AFFILIATES</p>	<p>Not available.</p>
<p>DISCOUNT SCHEME - DISABLED TRAVEL SCHEME</p>	<p>Not applicable.</p>
<p>ACCESSIBLE TRAVEL ASSISTANCE</p>	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p> <p>There may be some kinds of assistance we are not able to provide, in which case we may ask you to bring someone with you to provide the assistance you need during your journey. In this case there will be no additional charge for the person you bring with you providing you notify us 48 hours prior to required sailing.</p>

Trade, Freight & Coach

Coaches

PRODUCT	<p>Coach Single Coach (Junior) Single Coach Day Return Coach Period Return Coach (Junior) Period Return</p>
VEHICLES	<p>Minibus or Minicoach between 5.01 metres and 8.0 metres in length (MINI) or coach over 8.01m in length (CO).</p>
ADDITIONAL NARRATIVE	<p>Coach (junior) products are defined as any coach/minibus/minicoach where 75% or more of passengers are 0 to 15 years.</p> <p>Bookings may be made as singles or returns.</p> <p>Coach period returns are valid for any duration.</p> <p>Should vehicle contain driver or driver + additional driver / guide only, empty vehicle rates may apply in accordance with our pricing policy for vehicles, and must be booked as singles.</p>
UNIT OF MEASURE	<p>Per vehicle per crossing.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	<p>Baggage trailers / cages may be towed (additional charges will apply).</p>
NO. OF PASSENGERS WITHIN PRICE	<p>Up to vehicle capacity.</p>
BOOKING ONLINE	<p>Minibus/minicoach (Non account customers) can be booked online.</p> <p>Minibus/minicoach (account customers) or Coaches (all customers) - Unable to book online.</p>
BOOKING BY PHONE	<p>Contact Trade and Freight team.</p>
BOOKING AT PORT	<p>Bookings can be made at Port.</p>

BOOKING FEES	Administration fee per booking applicable for all bookings made by foreign based credit account customers or by foreign based cash account customer who do not make payment by credit card at time of booking.
ROUTES	Portsmouth - Fishbourne, Lymington – Yarmouth.
PEAK SAILING SUPPLEMENTS	Supplement may be applied for sailings between 10.00 and 15.00 on Mondays & Fridays (April to October).
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Non - account customers - Payment for any resulting increase in booking costs is required before you sail. Account customers - Any increase in the cost of the booking will be added to your invoice. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required make a new booking.</p>
AMENDMENT / CANCELLATION PROCESS	Amendments and/or cancellations requests may only be made by contacting the Trade & Freight team on 02392 855260, or by e mailing the Trade & Freight team at coachbookings@wightlink.co.uk (please state in subject field "Amendment or cancellation - Coach booking").
AMENDMENT RULES	<p>You may request an amendment to your booking or ticket up to 2 hours before the time of sailing.</p> <p>If amendment request is to be made on day of scheduled sailing, amendment request can only be made by phone. Legs of booking scheduled for day can only be amended to a different time on that day, not moved forward to another day (legs of booking scheduled for other days may be moved forward if required).</p> <p>Payment for any resulting increase in booking costs is required at time of amendment (non-account customers).</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
AMENDMENT RULES - REQUESTS FROM THIRD PARTIES	n/a
AMENDMENT FEES	No charge for amendments.
CANCELLATION RULES	You may cancel a booking provided that you notify us of your cancellation request or cancel booking online no later than midnight of the day before the day of your scheduled sailing (and preferably two days prior to the day of your scheduled sailing).

	If you cancel any booking in accordance with our cancellation policy, we will not charge you for the booking. If however, you have already paid, we shall refund you the price you have paid.
CANCELLATION FEES	We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE?	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	Account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNT SCHEMES AVAILABLE?	No
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Freight

PRODUCT	Freight vehicles
VEHICLES	Vans up to 7.0m in length (LF, HF)

	<p>Large vans, rigid or tractor/trailer units up to 12.0m in length (FR)</p> <p>Rigid + drawbar trailer or tractor/trailer units over 12.01m in length (FA)</p>
ADDITIONAL NARRATIVE	<p>Bookings may be made as singles or returns.</p> <p>Multi ticket purchasing options are available (Business Pass - Vehicle) on request, for vehicles up to 7.0m in length only.</p>
UNIT OF MEASURE	Per metre of total vehicle length per crossing, including anything being towed.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	Included within price.
NO. OF PASSENGERS WITHIN PRICE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
BOOKING ONLINE	Account customers may manage own bookings online (create, amend, cancel and/or view only) for any commercial vehicles (LF, HF, FR or FA) but must be issued with a secure password to access systems. Restrictions on bookings that can be made online may be applied.
BOOKING BY PHONE	Contact Trade and Freight team.
BOOKING AT PORT	Bookings can be made at Port.
BOOKING FEES	None.
ROUTES	Portsmouth - Fishbourne, Lymington – Yarmouth.
PEAK SAILING SUPPLEMENTS	Supplement may be applied for sailings between 10.00 and 15.00 on Mondays & Fridays.
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show</p>

	<p>booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Non - account customers - Payment for any resulting increase in booking costs is required before you sail. Account customers - Any increase in the cost of the booking will be added to your invoice. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required make a new booking.</p>
AMENDMENT / CANCELLATION PROCESS	<p>Amendments and/or cancellations can be made online (account customers with online access permission only), by contacting the Trade & Freight team on 02392 855260 or by e mailing the Trade & Freight team at Freightbookings@wightlink.co.uk (please state in subject field "Amendment or cancellation - Freight booking").</p>
AMENDMENT RULES	<p>You may request an amendment to your booking or ticket up to 2 hours before the time of sailing.</p> <p>If amendment request is to be made on day of scheduled sailing, amendment request can only be made by phone. Legs of booking scheduled for day can only be amended to a different time on that day, not moved forward to another day (legs of booking scheduled for other days may be moved forward if required).</p> <p>Payment for any resulting increase in booking costs is required at time of amendment (non-account customers).</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
AMENDMENT RULES - REQUESTS FROM THIRD PARTIES	n/a
AMENDMENT FEES	No charge for amendments.
CANCELLATION RULES	<p>You may cancel a booking provided that you notify us of your cancellation request or cancel booking online no later than midnight of the day before the day of your scheduled sailing (and preferably two days prior to the day of your scheduled sailing).</p> <p>If you cancel any booking in accordance with our cancellation policy, we will not charge you for the booking. If however, you have already paid, we shall refund you the price you have paid.</p>
CANCELLATION FEES	We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.

CREDIT ACCOUNT AVAILABLE?	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	Account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.
VAT APPLICABLE TO CHARGES?	Yes, at prevailing rate.
MYLINK	No
DISCOUNT SCHEMES AVAILABLE?	No
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Trade - Tourists

PRODUCT	<p>Long Break Return, maximum 364 night stay Short Stay Return, up to and including 4 nights stay Long Break Return, outward travel after 18.55 and before 04:01 , maximum 364 night stay Short Stay Return, up to and including 4 nights, outward travel after 18:55 and before 04:01</p> <p>Foot Passenger Return, maximum 364 night stay Motorcycle Return, maximum 364 night stay Baggage Cart</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle) Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle) Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle) Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle) Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . LM (Low Motorhome) Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high HM (High Motorhome) Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high MC (Motorcycle/Trike/Quad)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide.</p>

	<p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.</p> <p>Vehicles over 5.0m and/or over 2.25m high or motorhomes over 7.0m in length will attract additional supplements as appropriate.</p>
ADDITIONAL NARRATIVE	<p>All bookings must be made as returns.</p> <p>It is the responsibility of Wightlink's trade customer to ensure the vehicle details on any booking made are accurate. Should additional charges be required due to incorrect vehicle details being recorded, Wightlink shall charge additional costs to the trade customer without giving prior notice. The recovery of costs from the person(s) traveling shall be the responsibility of the trade customer.</p>
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	Caravans or trailers may be included within booking, and will attract additional charges.
NO. OF PASSENGERS WITHIN PRICE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
BOOKING ONLINE	Account customers may manage own bookings online (create, amend, cancel and/or view only) but must be issued with a secure password to access systems. Restrictions on bookings that can be made online may be applied.
BOOKING BY PHONE	Contact Trade and Freight team.
BOOKING AT PORT	No
BOOKING FEES	We reserve the right to charge for bookings made through the Trade & Freight team. No charges will be made for bookings made online.
ROUTES	<p>Portsmouth - Fishbourne, Lyminster - Yarmouth: Vehicles with passengers & foot passengers.</p> <p>Portsmouth Harbour - Ryde Pier: Foot passengers only.</p>
PEAK SAILING SUPPLEMENTS	<p>Base charges are dependent on date of sailing.</p> <p>For certain days, additional supplements per crossing will be charged (details available upon request).</p>

<p>CHECK IN RULES</p>	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should your customer still wish to travel, subject to availability, a revision to your booking may be made if they wish to travel before 23:59 on day of booking.</p> <p>Payment for any resulting increase in booking costs is required from your customer before they sail. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should they wish to travel on a subsequent day or there is no availability on scheduled day, you will be required make a new booking for them.</p>
<p>AMENDMENT / CANCELLATION PROCESS</p>	<p>Amendments and/or cancellations can be made online (account customers with online access permission only), by contacting the Trade & Freight team on 02392 855260 or by e mailing the Trade & Freight team at Tradebookings@wightlink.co.uk (please state in subject field "Amendment or cancellation - Car booking").</p>
<p>AMENDMENT RULES</p>	<p>You may request an amendment to your booking or ticket up to 2 hours before the time of sailing.</p> <p>Payment for any resulting increase in booking costs is required at time of amendment (cash account customers).</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
<p>AMENDMENT RULES - REQUESTS FROM THIRD PARTIES</p>	<p>We will not accept requests to change booking from anyone other than you, our customer, up to 2 hours before scheduled booking.</p> <p>Any requests received from your customer after that will be subject to availability and restrictions, and so may be refused.</p> <p>If request is accepted, you authorise us to deal with request and charge any additional costs associated directly to your customer. Payment will be required in full before they are permitted to sail.</p>
<p>AMENDMENT FEES</p>	<p>We reserve the right to charge for any amendments to bookings made through the Trade & Freight team. No charges will be made for amendments to bookings made online.</p>
<p>CANCELLATION RULES</p>	<p>You may cancel a booking provided that you notify us of your cancellation request or cancel booking online no later than midnight of the day before the day of your scheduled sailing (and preferably two days prior to the day of your scheduled sailing).</p> <p>If you cancel any booking in accordance with our cancellation policy, we will not charge you for the booking. If however, you have already paid, we shall refund you the price you have paid.</p>
<p>CANCELLATION FEES</p>	<p>We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.</p>

NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p> <p>Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.</p>
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE?	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Credit account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions.</p> <p>Cash account customers - Payment in full when booking / amending.</p> <p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNT SCHEMES AVAILABLE?	No
ACCESSIBLE TRAVEL ASSISTANCE	If you or your customer have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Trade - Staff (For Journeys Originating From Isle Of Wight Only)

PRODUCT	<p>Trade Staff Period Return, maximum 364 night stay Trade Staff Day Return, return by 01.30 following day</p> <p>Trade Staff Foot Return, maximum 364 night stay Trade Staff Motorcycle Return, maximum 364 night stay</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle) Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle) Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle) Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle) Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . LM (Low Motorhome)</p>

	<p>Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high HM (High Motorhome) Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high MC (Motorcycle/Trike/Quad)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide.</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.</p> <p>Vehicles over 5.0m and/or over 2.25m high or motorhomes over 7.0m in length will attract additional supplements as appropriate.</p>
ADDITIONAL NARRATIVE	All bookings must be made as returns.
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets or multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	Not applicable.
NO. OF PASSENGERS WITHIN PRICE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
BOOKING ONLINE	Cannot be booked online.
BOOKING BY PHONE	Contact Trade and Freight team.
BOOKING AT PORT	No
BOOKING FEES	No
ROUTES	<p>Portsmouth - Fishbourne, Lymington - Yarmouth: Vehicles with passengers & foot passengers.</p> <p>Portsmouth Harbour - Ryde Pier: Foot passengers only.</p> <p>Travel must originate from Isle of Wight.</p>
PEAK SAILING SUPPLEMENTS	Base charges are dependent on date of sailing.

	For certain days, additional supplements per crossing will be charged (details available upon request).
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Cash account customers - Payment for any resulting increase in booking costs is required before you sail. Credit account customers - Any increase in the cost of the booking will be added to your invoice. If revised sailing is cheaper, no refunds are allowed.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required make a new booking.</p>
AMENDMENT / CANCELLATION PROCESS	Amendments and/or cancellations can be made by contacting the Trade & Freight team on 02392 855260 or by e mailing the Trade & Freight team at Tradebookings@wightlink.co.uk (please state in subject field "Amendment or cancellation - Car booking").
AMENDMENT RULES	<p>You may request an amendment to your booking or ticket up to 2 hour before the time of sailing.</p> <p>Payment for any resulting increase in booking costs is required at time of amendment (cash account customers).</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
AMENDMENT RULES - REQUESTS FROM THIRD PARTIES	n/a
AMENDMENT FEES	We reserve the right to charge for any amendments to bookings made through the Trade & Freight team. No charges will be made for amendments to bookings made online.
CANCELLATION RULES	<p>You may cancel a booking provided that you notify us of your cancellation request or cancel booking online no later than midnight of the day before the day of your scheduled sailing (and preferably two days prior to the day of your scheduled sailing).</p> <p>If you cancel any booking in accordance with our cancellation policy, we will not charge you for the booking. If however, you have already paid, we shall refund you the price you have paid.</p>
CANCELLATION FEES	We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).

	Should this relate to the outbound leg of a return booking, we reserve the right to cancel the return leg of the booking.
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings and where the no show relates to the outbound leg of a return booking, we reserve the right to charge in full for both legs of the booking.
CREDIT ACCOUNT AVAILABLE?	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Bookings become chargeable at scheduled date and time of first crossing. For return bookings, invoice shall be raised for complete return booking upon the first chargeable event.
PAYMENT	<p>Credit account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions.</p> <p>Cash account customers - Payment in full when booking / amending.</p> <p>Tesco Clubcard Boost tokens, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNT SCHEMES AVAILABLE?	No
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Season Tickets

PRODUCT	<p>Season ticket, 7 day Season ticket, 30 day Season ticket, 90 day Season ticket, 180 day (+ 2 single car tickets free) Season ticket, Annual (+ 4 single car tickets free) Season ticket, Annual Direct Debit</p>
VEHICLES	<p>Pushbikes, e-bikes and battery powered mobility scooters free of charge.</p>
ADDITIONAL NARRATIVE	<p>All Season tickets: Available for Island and Mainland residents. Season tickets can only be used by the named person on the ticket, and holders of Season tickets must produce photo ID and proof of entitlement at the ticket office and each time the Season ticket is used. You can bring a passport sized Photo ID card to one of our Ticket Offices and we can issue a Wightlink Photo ID card to use with your Season ticket. We also accept a photo driving licence, Passport or HM forces ID cards as proof of ID.</p> <p>Student (16-18yrs) and Education and Training Season ticket: We accept any valid NUS/Student Rider/UCAS/NUS Extra Card (for apprentices)/College/University photo ID cards with an expiry date and Teacher ID Cards. If applying online you will be asked to produce proof of student, teacher, lecturer or apprenticeship when you first use your Season ticket. If you fail to produce proof of status when requested, you will need to purchase a full price ticket and we will not offer a retrospective refund.</p> <p>New Job Starter: New Job Starter form completed and stamped by Job Centre Plus (Job Centre Plus form issued only by Job Centre) when purchasing at a Ticket Office. If applying online you will be asked to produce proof of job starter status when you first use your Season ticket. Only one Season ticket of any denomination can be purchased in the 90 day period from commencing new employment. If you fail to produce proof of status when requested, you will need to purchase a full price ticket and we will not offer a retrospective refund.</p> <p>We reserve the right to ask for proof of age for Child and Students and proof of status for Students and Education and Training tickets.</p> <p>Direct Debit Season ticket: Can only be purchased at a Ticket Office with a completed Direct Debit application form (form available online or from a Ticket office). We will make a search with a credit reference agency, which will keep a record of that search and will share that information with other businesses. We may also make enquiries about the principles/directors with a credit reference agency. After necessary checks have been made, depending on these, an account will be set up for you and you will be informed accordingly. Please allow up to 28 days to process your application.</p> <p>If you have temporarily mislaid your Season ticket or cannot show your Season ticket when requested, you will need to purchase a full price ticket to travel and we will not offer a retrospective refund.</p> <p>180 days and 1 Year Adult Season ticket holders only will receive free vehicle tickets that can be used by friends or family. Free tickets are valid for 365 days from date of issue for vehicles up to 5m long and no higher than 2.24m high. Booking restrictions apply to the free vehicle tickets. Only bookings cancelled up to one hour before the scheduled sailing time will be returned back to the free ticket pass, no cash alternative.</p> <p>Free vehicle tickets have no cash value and cannot be exchanged for other products.</p> <p>Parking Permits: Adult, Education and Training or Students (16-18yrs) purchasing a 30 day, 90 day, 180 day, Annual or Annual Direct Debit Season ticket can buy a 30 day parking permit from a ticket office for use at all Wightlink car parks.</p>

REFUND POLICY / LOST TICKETS	<p>Refund of Season tickets paid in full at time of purchase: Processed by Contact Centre by returning Season ticket with letter to Contact Centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA . Letter must include sort-code, bank account number and signature.</p> <p>Refund of Season tickets paid for online: Complete the 'Request a Refund' form on the Contact Us page of our website: www.wightlink.co.uk/information/contactus. You must supply your Season ticket reference number.</p> <p>Refund of Season tickets paid for by Direct Debit: Season tickets should be returned to Credit Control, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Any Direct Debit instruction must not be cancelled without prior agreement with our Credit Manager until the ticket is fully paid. Failure to comply with these terms and conditions will result in Wightlink reserving the right to suspend further travel until Direct Debit collections recommence.</p> <p>Season tickets issued on a credit account: Ticket should be returned to Sales Department, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA and any applicable amount will be credited to the account.</p> <p>7 days, 30 days and 90 days - no refunds</p> <p>180 days and 1 Year - 75% of the full, unused remaining months.</p>
UNIT OF MEASURE	Per person.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets, multilink tickets or business passes.</p>
CARAVANS / TRAILERS	n/a
AGE LIMITS	<p>Adult 16yrs - 60yrs. Child 5yrs - 15yrs (children under 12 must be accompanied by an adult of at least 16yrs) Student 16-18yrs Education and Training</p> <p>We reserve the right to ask for proof of age for Child and Students and proof of status for Students and Education and Training tickets.</p>
BOOKING ONLINE	Not required.
BOOKING BY PHONE	Not required.
BOOKING AT PORT	Not required.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lyminster - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	Foot passengers using Season tickets must check in no later than 15 minutes prior to scheduled sailing time.

	<p>Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>Foot passengers using Season tickets who check in at any time after 15 minutes to scheduled sailing time may be given space on the next available sailing.</p>
AMENDMENTS & CANCELLATIONS PROCESS	Not applicable.
AMENDMENT RULES & FEES	Not applicable.
CANCELLATION RULES AND FEES	Not applicable.
NO SHOW DEFINITION	Not applicable.
NO SHOW FEES	Not applicable.
CREDIT ACCOUNT AVAILABLE	Yes
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Season ticket purchases are chargeable at time of purchase or top up.
PAYMENT	<p>All Season tickets can be purchased online or at a Wightlink Ticket Office excluding Direct Debit Season tickets which must be purchased at a Ticket Office.</p> <p>Tesco Clubcard Boost tokens are not accepted by Wightlink.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Customer Service Vouchers will be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNTS	Season tickets cannot be used in conjunction with any other offer or promotion.
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Ticket Passes

Multilink Pass - Vehicle

PRODUCT	<p>Multilink Vehicle Pass, 10 Singles Multilink Vehicle Pass, 20 Singles Multilink Vehicle Pass, 40 Singles Multilink Vehicle Pass, 60 Singles</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle) Any vehicle up to and including 6.00m long and up to and including 2.24m high LP (Low Vehicle) Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high MC (Motorcycle/Trike/Quad)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide.</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.</p>
ADDITIONAL NARRATIVE	<p>Multilink passes are only available to Isle of Wight residents or home owners.</p> <p>Application form must be completed and presented with proof of residency at time of purchase to a Wightlink Ticket Office (Port). Proof of residency documents accepted are driving licence, most recent utility bills, phone bills, council tax bills or bank statements.</p> <p>A second person can be added to the pass provided they live at/own the same property as the original pass holder. Proof of residency for named second person is required and Photo ID will be required, and may be requested when travelling. We accept a photo driving licence, Passport or HM forces ID cards as proof of ID.</p> <p>Pass holder photo ID will be required, and may be requested when travelling. If photo ID cannot be produced at time of travel, full standard price for crossing will be charged. Payment in full of additional cost shall be required before sailing. No refunds will be offered retrospectively.</p> <p>Multilink passes are valid for one year from date of purchase or from when last topped up.</p> <p>Crossings can only be booked with Multilink pass once it has been paid for in full.</p> <p>Top ups must be purchased in the same denomination as originally purchased and paid in full at time of top up.</p> <p>All bookings are to be made as single legs.</p>
REFUND POLICY / LOST TICKETS	<p>Replacement Multilink Passes will incur an administration charge when issued.</p> <p>Refund of Passes paid for at time of purchase: Processed by Contact Centre by returning Pass with letter to Contact centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter must include sort-code, bank account number and signature.</p> <p>Multilink pass may be returned up to 30 days after expiry date in order to apply for a refund of 75% of the value of unused journeys.</p>
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>

<p>AVAILABILITY</p>	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets, multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
<p>CARAVANS / TRAILERS</p>	<p>Trailers/Caravans may be towed (additional charges will apply).</p>
<p>AGE LIMITS</p>	<p>0-4yrs Travel Free.</p>
<p>BOOKING ONLINE</p>	<p>We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk.</p>
<p>BOOKING BY PHONE</p>	<p>Bookings can be made by contacting our Reservations Team.</p>
<p>BOOKING AT PORT</p>	<p>Bookings can be made at ports.</p>
<p>BOOKING FEES</p>	<p>No</p>
<p>ROUTES</p>	<p>Portsmouth - Fishbourne, Lymington - Yarmouth.</p>
<p>CHECK IN RULES</p>	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to make a new booking.</p>
<p>AMENDMENTS & CANCELLATIONS PROCESS</p>	<p>Amendments and/or cancellations can be made online, via the Reservations Team or at the port.</p> <p>Amendments cannot be made online if the outward journey of a return booking has been checked in, only via phone or at port.</p>
<p>AMENDMENT RULES & FEES</p>	<p>You may request an amendment to your booking or ticket up to 1 hour before the time of sailing.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>

CANCELLATION RULES AND FEES	<p>Cancellations can be made up to 1 hour prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Multilink Pass.</p> <p>The value of any ticket cancelled made within 1 hour of scheduled sailing, or not checked in for (No Show) will not be credited back to your Multilink Pass.</p>
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
CREDIT ACCOUNT AVAILABLE	No
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	n/a
PAYMENT	<p>First purchase must be at a Wightlink Ticket Office (Port). Subsequent top ups can be made online, via the Reservations Team or at a Ticket Office (Port).</p> <p>Payment must be made in full at time of purchase. Bookings will not be accepted until full payment has been received.</p> <p>Tesco Clubcard Boost tokens will not be accepted as part or full payment of ticket.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNTS	Multilink tickets cannot be used in conjunction with any other offer or promotion.
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Multilink Pass – Passenger

PRODUCT	<p>Multilink Passenger Pass, 10 Singles</p> <p>Multilink Passenger Pass, 20 Singles</p> <p>Multilink Passenger Pass, 40 Singles</p> <p>Multilink Passenger Pass, 60 Singles</p>
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VEHICLES	Pushbikes, e-bikes and battery powered mobility scooters travel of charge.
ADDITIONAL NARRATIVE	<p>Pass holder photo ID will be required, and may be requested when travelling. If photo ID cannot be produced at time of travel, full standard price for crossing will be charged. Payment in full of additional cost shall be required before sailing. No refunds will be offered retrospectively.</p> <p>Please bring a passport sized Photo ID card with you at the time of purchase and we can issue a Wightlink Photo ID card to use with your Season ticket. We also accept a photo driving licence, Passport or HM forces ID cards as proof of ID.</p> <p>Multilink passes are valid for one year from date of purchase or from when last topped up.</p> <p>Crossings can only be booked with Multilink pass once it has been paid for in full.</p> <p>Top ups must be purchased in the same denomination as originally purchased and paid in full at time of top up.</p> <p>All bookings are to be made as single legs.</p>
REFUND POLICY / LOST TICKETS	<p>Replacement Multilink Passes will incur an administration charge when issued.</p> <p>Refund of Passes paid for at time of purchase: Processed by Contact Centre by returning Pass with letter to Contact centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter must include sort-code, bank account number and signature.</p> <p>Multilink pass may be returned up to 30 days after expiry date in order to apply for a refund of 75% of the value of unused journeys.</p>
UNIT OF MEASURE	One person per multilink ticket per crossing.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets, multilink tickets or business passes.</p>
CARAVANS / TRAILERS	n/a
AGE LIMITS	<p>0-4 years old travel free.</p> <p>Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years).</p> <p>Student: 16 years+ We accept any photo student ID card with an expiry date, or a stamped and signed letter from the school/college/university verifying your student or apprenticeship status. (form available on website / Ticket Office (Port))</p> <p>We reserve the right to ask for proof of age.</p>

BOOKING ONLINE	We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk .
BOOKING BY PHONE	Bookings can be made by contacting our Reservations Team.
BOOKING AT PORT	Bookings can be made at ports.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	<p>Foot passengers must check in no later than 15 minutes prior to scheduled sailing with a valid ticket.</p> <p>Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>Wightlink shall endeavour to ship any late arrivals (defined as arrivals at port less than 15 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available for the type of ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	<p>Amendments and/or cancellations can be made online, via the Reservations Team or at the port.</p> <p>Amendments cannot be made online if the outward journey of a return booking has been checked in, only via phone or at port.</p>
AMENDMENT RULES & FEES	<p>You may request an amendment to your booking or ticket up to 1 hour before the time of sailing.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made up to 1 hour prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Multilink Pass.</p> <p>The value of any ticket cancelled made within 1 hour of scheduled sailing, or not checked in for (No Show) will not be credited back to your Multilink Pass.</p>
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
CREDIT ACCOUNT AVAILABLE	No
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	n/a

PAYMENT	<p>First purchase must be at a Wightlink Ticket Office (Port). Subsequent top ups can be made online, via the Reservations Team or at a Ticket Office (Port).</p> <p>Payment must be made in full at time of purchase. Bookings will not be accepted until full payment has been received.</p> <p>Tesco Clubcard Boost tokens will not be accepted as part or full payment of ticket.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment.</p>
VAT APPLICABLE TO CHARGES?	No
MYLINK	No
DISCOUNTS	Multilink tickets cannot be used in conjunction with any other offer or promotion.
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Business Pass – Vehicles

PRODUCT	<p>Business Vehicle Pass, Mainland, 20 Singles</p> <p>Business Vehicle Pass, Mainland, 50 Singles</p> <p>Business Vehicle Pass, Mainland, 100 Singles</p> <p>Business Vehicle Pass, Isle of Wight, 20 Singles</p> <p>Business Vehicle Pass, Isle of Wight, 50 Singles</p> <p>Business Vehicle Pass, Isle of Wight, 100 Singles</p>
VEHICLES	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. LV (Low Vehicle)</p> <p>Any vehicle up to and including 5.00m long and over 2.24m high HV (High Vehicle)</p> <p>Passenger vehicles over 5.00m long and up to and including 2.24m high LP (Low Passenger Vehicle)</p> <p>Passenger vehicles over 5.00m long and over 2.24m high HP (High Passenger Vehicle)</p> <p>High Freight between 5.01m and 6.0m long and over 2.24m high, including tow bars and roof racks. HF6 (High Freight)</p> <p>High Freight between 6.01m and 7.0m long and over 2.24m high, including tow bars and roof racks. HF7 (High Freight)</p> <p>For further information on vehicle categories, please refer to our Vehicle Guide.</p> <p>Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.</p>
ADDITIONAL NARRATIVE	Business Passes can only be requested initially by contacting our Trade & Freight Team to

	<p>obtain a Customer Number.</p> <p>You must then present proof of business and the customer number to a Wightlink Ticket Office (Port) in order to purchase a Business Pass.</p> <p>Subsequent top ups can be made online, via the Reservations Team, via Trade & Freight Team or at a Ticket Office (Port).</p> <p>Business Passes are valid for one year from date of purchase or when they were last topped up.</p> <p>Crossings can only be booked with a Business Pass once it has been paid for in full (excluding Business Passes issued on a credit account).</p> <p>One Vehicle Business Pass per Purchase - Up to 4 free clones per Business Pass, contact Trade & Freight Team.</p> <p>All bookings are to be made as single legs.</p>
REFUND POLICY / LOST TICKETS	<p>Replacement Passes will incur an administration charge when issued.</p> <p>Refund of Passes paid for at time of purchase: Processed by Contact Centre by returning Pass with letter to Contact centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter must include sort-code, bank account number and signature.</p> <p>Passes issued on a credit account: Pass should be returned to Sales Department, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA and any applicable amount will be credited to the account.</p> <p>Business Pass may be returned up to 30 days after expiry date in order to apply for a refund of 75% of the value of unused journeys.</p>
UNIT OF MEASURE	<p>Per vehicle per crossing with up to 7 passengers including the driver.</p> <p>Additional passengers will be subject to supplements.</p>
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets, multilink tickets or business passes.</p> <p>Product sales are also subject to vehicle height and width restrictions on certain ferries.</p>
CARAVANS / TRAILERS	Trailers/Caravans may be towed (additional charges will apply).
AGE LIMITS	0-4yrs Travel Free.
BOOKING ONLINE	We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk .
BOOKING BY PHONE	Bookings can be made by contacting our Reservations Team.

BOOKING AT PORT	Bookings can be made at ports.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lymington - Yarmouth.
CHECK IN RULES	<p>Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.</p> <p>We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available.</p> <p>Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.</p> <p>Should you wish to travel on a subsequent day or there is no availability on scheduled day, you will be required to make a new booking.</p>
AMENDMENTS & CANCELLATIONS PROCESS	<p>Amendments and/or cancellations can be made online, via the Reservations Team or at the port.</p> <p>Amendments cannot be made online if the outward journey of a return booking has been checked in, only via phone or at port.</p>
AMENDMENT RULES & FEES	<p>You may request an amendment to your booking or ticket up to 1 hour before the time of sailing.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made up to 1 hour prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Business Pass.</p> <p>The value of any ticket cancelled made within 1 hour of scheduled sailing, or not checked in for (No Show) will not be credited back to your Business Pass.</p>
NO SHOW DEFINITION	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).
NO SHOW FEES	No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
CREDIT ACCOUNT AVAILABLE	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	Business Pass purchases are chargeable at time of purchase or top up.

PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when purchasing or topping up pass. Bookings will not be accepted until full payment has been received.</p> <p>Tesco Clubcard Boost tokens will not be accepted as part or full payment of ticket.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment for non-account customers.</p>
VAT APPLICABLE TO CHARGES?	VAT will be applied to charges relating to shipment of HF5, HF6 or HF7 vehicles.
MYLINK	No
DISCOUNTS	Business Pass - Vehicle cannot be used in conjunction with any other offer or promotion.
ACCESSIBLE TRAVEL ASSISTANCE	If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.

Business Pass – Passenger

PRODUCT	<p>Business Passenger Pass, Mainland, 20 Singles</p> <p>Business Passenger Pass, Mainland, 50 Singles</p> <p>Business Passenger Pass, Mainland, 100 Singles</p> <p>Business Passenger Pass, Isle of Wight, 20 Singles</p> <p>Business Passenger Pass, Isle of Wight, 50 Singles</p> <p>Business Passenger Pass, Isle of Wight, 100 Singles</p>
VEHICLES	Pushbikes, e-bikes and battery powered mobility scooters travel of charge.
ADDITIONAL NARRATIVE	<p>Business Passes can only be requested initially by contacting our Trade & Freight Team to obtain a Customer Number.</p> <p>You must then present proof of business and the customer number to a Wightlink Ticket Office (Port) in order to purchase a Business Pass.</p> <p>Subsequent top ups can be made online, via the Reservations Team, via Trade & Freight Team or at a Ticket Office (Port).</p> <p>Business Passes are valid for one year from date of purchase or when they were last topped up.</p> <p>Crossings can only be booked with a Business Pass once it has been paid for in full (excluding Business Passes issued on a credit account).</p> <p>All bookings are to be made as single legs.</p>

REFUND POLICY / LOST TICKETS	<p>Replacement Passes will incur an administration charge when issued.</p> <p>Refund of Passes paid for at time of purchase: Processed by Contact Centre by returning Pass with letter to Contact centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter must include sort-code, bank account number and signature.</p> <p>Passes issued on a credit account: Pass should be returned to Sales Department, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA and any applicable amount will be credited to the account.</p> <p>Business Pass may be returned up to 30 days after expiry date in order to apply for a refund of 75% of the value of unused journeys.</p>
UNIT OF MEASURE	One person per Business Pass ticket per crossing.
AVAILABILITY	<p>We allocate space aboard our sailings according to a number of factors including ticket or booking type. This means that the number of spaces available on each of our sailings which are allotted to each type of ticket or booking is limited.</p> <p>We have no obligation to accept your booking or to allow you to board a sailing if there are no spaces available within the allotment on the sailing for the type of ticket which you hold. This applies to all of our passengers including passengers who hold season tickets, multilink tickets or business passes.</p>
CARAVANS / TRAILERS	n/a
AGE LIMITS	0-4yrs Travel Free.
BOOKING ONLINE	We will not charge you a separate booking fee if you book online by visiting www.wightlink.co.uk .
BOOKING BY PHONE	Bookings can be made by contacting our Reservations Team.
BOOKING AT PORT	Bookings can be made at ports.
BOOKING FEES	No
ROUTES	Portsmouth - Fishbourne, Lympington - Yarmouth, Portsmouth Harbour - Ryde Pier.
CHECK IN RULES	<p>Foot passengers must check in no later than 15 minutes prior to scheduled sailing with a valid ticket.</p> <p>Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.</p> <p>Wightlink shall endeavour to ship any late arrivals (defined as arrivals at port less than 15 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available for the type of ticket.</p>
AMENDMENTS & CANCELLATIONS PROCESS	<p>Amendments and/or cancellations can be made online, via the Reservations Team or at the port.</p> <p>Amendments cannot be made online if the outward journey of a return booking has been checked in, only via phone or at port.</p>

AMENDMENT RULES & FEES	<p>You may request an amendment to your booking or ticket up to 1 hour before the time of sailing.</p> <p>We have no obligation to accept a request to amend any ticket or booking but we may agree to do so if the service you request is available.</p>
CANCELLATION RULES AND FEES	<p>Cancellations can be made up to 1 hour prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Business Pass.</p> <p>The value of any ticket cancelled made within 1 hour of scheduled sailing, or not checked in for (No Show) will not be credited back to your Business Pass.</p>
NO SHOW DEFINITION	<p>If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show).</p>
NO SHOW FEES	<p>No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.</p>
CREDIT ACCOUNT AVAILABLE	<p>Yes, subject to approval by Wightlink. Additional terms and conditions will apply.</p>
POINT OF CHARGING (ACCOUNT CUSTOMERS ONLY)	<p>Business Pass purchases are chargeable at time of purchase or top up.</p>
PAYMENT	<p>Account customers - Payment terms in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when purchasing or topping up pass. Bookings will not be accepted until full payment has been received.</p> <p>Tesco Clubcard Boost tokens will not be accepted as part or full payment of ticket.</p> <p>Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment for non-account customers.</p>
VAT APPLICABLE TO CHARGES?	<p>No</p>
MYLINK	<p>No</p>
DISCOUNTS	<p>Business Pass - Passenger cannot be used in conjunction with any other offer or promotion.</p>
ACCESSIBLE TRAVEL ASSISTANCE	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Reservations Team at least 48 hours prior to required sailing to provide details of assistance required.</p>