

## Standard Ticket – Vehicles

Product	<p>Standard Single or Return, max 364 nights stay  Standard Return only from loW, max. 364 nights stay  Standard Short Stay, max. 4 nights stay  Standard Short Stay from loW, max.4 nights stay  Standard One Night Return, return by 23.59 following night  Standard One Night Return from loW, return by 23.59 following night  Standard Day Return, return by 01.30 following day  Standard Day Return from loW, 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 - <b>Please note, Trailer only, cannot be booked online</b></p>
Vehicles	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. <b>LV (Low Vehicle)</b>  Any vehicle up to and including 5.00m long and over 2.24m high <b>HV (High Vehicle)</b>  Passenger vehicles over 5.00m long and up to and including 2.24m high <b>LP (Low Passenger Vehicle)</b>  Passenger vehicles over 5.00m long and over 2.24m high <b>HP (High Passenger Vehicle)</b>  Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . <b>LM (Low Motorhome)</b>  Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high <b>HM (High Motorhome)</b></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>
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	<p>Trailers/Caravans may be towed (additional charges will apply).</p>
Age Limits	<p>0-4 years old travel free.</p>
Routes	<p>Portsmouth - Fishbourne, Lymington - Yarmouth.</p>

Booking	<p>All Standard vehicle tickets can be booked without any booking fees with our Contact Centre, online at <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or via the Wightlink App.</p> <p>Affiliate bookings can 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 using the Tesco page on the Wightlink website or by calling our Contact Centre.</p> <p>Account customers can book online or by calling the Contact Centre subject to individual agreements.</p> <p>For NHS Discounts please call the Contact Centre and quote 'Wightlink Healthcare Discount'.</p>
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. are not accepted by Wightlink.</p> <p>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded excluding bookings paid in part or in full with Tesco Clubcard Voucher codes.</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 your request is available.</p>
Cancellations	<p>Cancellations can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.</p> <p>Cancelled bookings paid in part or in full with Tesco Clubcard Voucher codes are non-refundable.</p>
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</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>

	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.
No Show	<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>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>No Show bookings are non-refundable.</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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
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>Gift vouchers and Customer Service vouchers can be accepted as full or part payment.</p>
VAT Applicable to Charges	No
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 or promotion, including Tesco Clubcard Voucher codes.</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 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>

	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 or promotion, including Tesco Clubcard Voucher codes.</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 Voucher 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 <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> 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 Contact Centre 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  Motorcycle Standard Return from IoW, max. 364 nights stay  Motorcycle Standard Day Return, return by 01:30 following day  Motorcycle Standard Day Return from IoW, return by 01:30 following day</p> <p><b>Trailer - Please note, Trailer only, cannot be booked online</b></p>
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. <b>MC (Motorcycle/Trike/Quad)</b></p> <p>Vehicle's lengths exceeding those shown are subject to supplements and must be declared at the time of booking.</p>
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.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Bookings	<p>All Standard motorcycle tickets can be booked without any booking fees with our Contact Centre, online at <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or via the Wightlink App.</p> <p>Affiliate bookings can 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 using the Tesco page on the Wightlink website or by calling our Contact Centre.</p> <p>Account customers can book online or by calling the Contact Centre subject to individual agreements.</p> <p>For NHS Discounts please call the Contact Centre and quote 'Wightlink Healthcare Discount'.</p>
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 Voucher codes 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>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded excluding bookings paid in part or in full with Tesco Clubcard Voucher codes.</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 your request is available.</p>
Cancellations	<p>Cancellations can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.</p> <p>Cancelled bookings paid in part or in full with Tesco Clubcard Voucher codes are non-refundable.</p>

Check In	<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. Arrivals are port more than 2 hours after the scheduled sailing time shall be classified as No Show.</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>
No Show	<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>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>No Show bookings are non-refundable.</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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
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.
VAT Applicable to Charges	No
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 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>

	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 Voucher 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 <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> 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 Contact Centre Team at least 48 hours prior to required sailing to provide details of assistance required.

## Economy Ticket – Vehicles

Product	<p>Economy Single or Return, max 364 nights stay</p> <p>Economy Return only from loW, max. 364 nights stay</p> <p>Economy Short Stay, max. 4 nights stay</p> <p>Economy Short Stay from loW, max. 4 nights stay</p> <p>Economy One Night Return, return by 23.59 following night</p> <p>Economy One Night Return from loW, return by 23.59 following night</p> <p>Economy Day Return, return by 01.30 following day</p> <p>Economy Day Return from loW, 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. <b>LV (Low Vehicle)</b></p> <p>Any vehicle up to and including 5.00m long and over 2.24m high <b>HV (High Vehicle)</b></p> <p>Passenger vehicles over 5.00m long and up to and including 2.24m high <b>LP (Low Passenger Vehicle)</b></p> <p>Passenger vehicles over 5.00m long and over 2.24m high <b>HP (High Passenger Vehicle)</b></p> <p>Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . <b>LM (Low Motorhome)</b></p> <p>Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high <b>HM (High Motorhome)</b></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>
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.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	<p>All Economy vehicle tickets can be booked by calling our Contact Centre, online at <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or via the Wightlink App.</p> <p>Bookings made with our Contact Centre will be charged a £5.00 booking fee.</p> <p>Affiliate bookings can 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 using the Tesco page on the Wightlink website or by calling our Contact Centre.</p> <p>Account customers can book online or by calling the Contact Centre subject to individual agreements.</p> <p>For NHS Discounts please call the Contact Centre and quote 'Wightlink Healthcare Discount'.</p>
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 Voucher codes can only be accepted as full or part payment on full</p>



	<p>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>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App.</p> <p>Amendments made by calling our Contact Centre will be charged a £5.00 amendment fee.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will not be refunded.</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 your request is available.</p>
Cancellations	<p>Cancellations are non-refundable and can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App.</p>
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</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>
No Show	<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>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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</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>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.</p>

VAT Applicable to Charges	No
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 Voucher 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 <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> 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	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre 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. <b>LV (Low Vehicle)</b></p> <p>Any vehicle up to and including 5.00m long and over 2.24m high <b>HV (High Vehicle)</b></p> <p>Passenger vehicles over 5.00m long and up to and including 2.24m high <b>LP (Low Passenger Vehicle)</b></p> <p>Passenger vehicles over 5.00m long and over 2.24m high <b>HP (High Passenger Vehicle)</b></p> <p>Recreational vehicles between 5.00m to 15.0m long and up to 2.24m . <b>LM (Low Motorhome)</b></p> <p>Recreational vehicles between 5.00m to 15.0m long and between 2.24m and 4.2m high <b>HM (High Motorhome)</b></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	<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.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	<p>All special vehicle tickets can be booked without any booking fees with our Contact Centre, online at <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or via the Wightlink App.</p> <p>Affiliate bookings can 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 using the Tesco page on the Wightlink website or by calling our Contact Centre.</p> <p>Account customers can book online or by calling the Contact Centre subject to individual agreements.</p> <p>For NHS Discounts please call the Contact Centre and quote 'Wightlink Healthcare Discount'.</p>
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 Voucher codes, 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.
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded.</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 your request is available.</p>
Cancellations	Cancellations are non-refundable.
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</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>
No Show	<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>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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
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.
VAT Applicable to Charges	No
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 Contact Centre Team at least 48 hours prior to required sailing to provide details of assistance required.

## 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 mainland, return by 04.30 following day  Foot Day Return From IoW, 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>
Additional Narrative	<p>Pushbikes, e-bikes and battery powered mobility scooters travel free of charge.</p> <p>Concessionary prices 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 prices 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</p>

	<p>apprenticeship status. (form available on website)</p> <p>Adults: 16 years and over</p> <p>Senior: 60+</p> <p>We reserve the right to ask for proof of age.</p>
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	<p>All Standard foot tickets can be booked without any booking fees with our Contact Centre, on the Wightlink website or via the Wightlink App.</p> <p>Family tickets can only be booked by calling our Contact Centre.</p> <p>Affiliate bookings can be made through the applying person's company/society website link or by calling our Contact Centre only.</p> <p>Tesco bookings can only be made by using the Tesco page on the Wightlink website or by calling our Contact Centre.</p> <p>Account customers can book online or by calling the Contact Centre subject to individual agreements.</p> <p>For NHS Discounts please call the Contact Centre and quote 'Wightlink Healthcare Discount'.</p>
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 Voucher codes 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>
Amendments	<p>Amendments can be made online up to 1 hour before the scheduled sailing time via the Wightlink App or by calling our Contact Centre without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded.</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 your request is available.</p>
Cancellations	<p>Cancellations can be made online, via the Wightlink App or by calling our Contact Centre but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.</p>

	Cancelled bookings paid in part or in full with Tesco Clubcard Voucher codes are non-refundable.
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</p>
No Show	<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>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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
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.
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>

<p>Discount Scheme - NHS</p>	<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 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>
<p>Discount Scheme - Affiliates</p>	<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>
<p>Discount Scheme – Disabled Travel Scheme</p>	<p>Discounts apply to Blue Badge Holders, EU Blue Badge Holders, English National Concessionary Travel Scheme Card Holders (ENCTS) or National Rail Disabled Travel Card 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 Voucher 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 <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> 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>
<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 Contact Centre 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>



## Standard Foot Ticket – Family Day Return

Product	<p>Family Foot Day return from mainland, return by 04.30 following day            Family Foot Day return From IoW, return by 04.30 following day</p> <p>Family Foot Evening Flyer, 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>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>Exclusion dates apply for Isle of Wight Festival (dates available on request).</p>
Unit of Measure	Per family group
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</p> <p>Adults: 16 years and over</p> <p>We reserve the right to ask for proof of age.</p>
Route	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	Bookings can only be made by calling our Contact Centre. No bookings fees will be charged.
Payment	<p>The price for each sailing shall be calculated according to our prices prevailing at the time of booking.</p> <p>Tesco Clubcard Voucher codes, 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>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded.</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 your request is available.</p>

Cancellations	Cancellations can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</p>
No Show	<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>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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
Credit Account Available	No.
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.
VAT Applicable to Charges	No
MyLink	<p>10% discount off Family Foot Day Return or Family Foot Evening Flyer only from the Isle of Wight for up to 9 persons per ticket.</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 fare will be charged.</p> <p>If you cannot produce your MyLink card upon request the full fare will be charged. No refunds will be offered retrospectively.</p> <p>MyLink discount cannot be used to purchase Season tickets, Multilink Passes or Business Passes and cannot be used in conjunction with any other offer or promotion.</p>

	Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - NHS	Not available
Discount Scheme - Affiliates	Not available
Discount Scheme – Disabled Travel Scheme	Not available
Accessible Travel Assistance	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre 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>

## 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</p>

	<p>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>
Routes	<p>Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.</p>
Booking	<p>All Group foot tickets can be booked online or by calling our contact Centre, for up to 40 persons on Group Ticket with no booking fees.</p> <p>We will not charge you a separate booking fee if you book online by visiting <a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a>.</p> <p>NHS Discount for Isle of Wight tickets cannot be given if booked online.</p> <p>Account customers can book online subject to individual agreements.</p>
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 Voucher codes, 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>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded.</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 your request is available.</p>
Cancellations	<p>Cancellations can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.</p>
Check In	<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</p>

	<p>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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</p>
No Show	<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>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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
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.
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	Not available

Accessible Travel Assistance	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre 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>
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## 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>Can only be purchased from the issuing port named on your Escorted Child Identity Card.</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 price 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>
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.

Booking	Bookings can only be made by calling our Contact Centre. No booking fees will be charged.
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 Voucher codes, 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>
Amendments	Not applicable.
Cancellations	Cancellations can be made by calling our Contact Centre but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.
Check In	<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>
No Show	<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 and charge in full for both legs.</p> <p>No Show bookings are non-refundable.</p>
Credit Account Available	No.
VAT Applicable to Charges	No
Discount Scheme – NHS	Not available
Discount Scheme – Affiliates	Not available
Discount Scheme – Disables Travel Scheme	Not available
Accessible Travel assistance	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre 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</p>

	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.
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## 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, unlimited travel on Island Line Trains and Isle of Wight Steam Railway.</p> <p>Foot Wight Rover Portsmouth Harbour to Ryde Pier - Travel includes Catamaran plus unlimited travel on Island Line Trains &amp; 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> <p>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>Adults: 16 years and over</p>



	We reserve the right to ask for proof of age.
Routes	Portsmouth Harbour - Ryde Pier Catamaran & Lymington - Yarmouth.
Booking	Bookings can only be made by calling our Contact Centre. No bookings fees will be charged.
Payment	<p>Payment is required in full at time of booking.</p> <p>Ticket price valid at time of booking.</p> <p>Tesco Clubcard Voucher codes, Tesco Clubcard vouchers, Bus Tokens, Cheques and 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>
Amendments	<p>Amendments can be made up to 1 hour before the scheduled sailing time online by calling our Contact Centre, on the Wightlink website or via the Wightlink App without any amendment fees.</p> <p>Any increase in the ticket cost must be made at the time of the amendment and any decrease in cost will be refunded.</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 your request is available.</p>
Cancellations	Cancellations can be made by calling our Contact Centre, on the Wightlink website or via the Wightlink App but will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.
Check In	<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. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show.</p>
No Show	<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>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 and charge in full for both legs.</p>

	No Show bookings are non-refundable.
Credit Account Available	No.
Point of Charging (Account Customers Only)	Not applicable
VAT Applicable to Charges	No
Discount Scheme - NHS	Not available
Discount Scheme - Affiliates	Not available
Discount Scheme – Disabled Travel Scheme	Not available
Accessible Travel Assistance	<p>If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre 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>

## Coaches

Product	<p>Coach Single  Coach (Junior) Single  Coach Day Return  Coach Period Return  Coach (Junior) Period Return</p>
Vehicles	Minibus or Minicoach between 5.01 metres and 8.0 metres in length ( <b>MINI</b> ) or coach over 8.01m in length ( <b>CO</b> ).
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> <p>Passengers up to vehicle capacity.</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	Baggage trailers / cages may be towed (additional charges will apply)
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth
Booking	<p>Minibus/minicoach (Non account customers) can be booked online or by calling the Sales Team.</p> <p>Minibus/minicoach (account customers) or Coaches (all customers) - Unable to book online.</p> <p>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.</p>
Payment	<p>Account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions.</p> <p>Non-account customers - Payment in full when booking/amending.</p> <p>Tesco Clubcard Voucher codes, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.</p>
Peak of Sailing Supplements	Supplement may be applied for sailings between 10.00 and 15.00 on Mondays & Fridays (April to October)
VAT Applicable to Charges	No
Amendments	<p>Amendments requests can only be made by contacting the Sales team on 02392 855260, or by email at coachbookings@wightlink.co.uk. Please state in subject field "Amendment - Coach booking". You may request an amendment to your booking or ticket up to 2 hours before the time of sailing. 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) No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment (non-account customers). 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>
Cancellations	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>Call the Sales team on 02392 855260 or email <a href="mailto:Tradebookings@wightlink.co.uk">Tradebookings@wightlink.co.uk</a> (please state in subject field "Cancellation - Car booking").</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>We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.</p>
Check In	<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>
No Show	<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.</p> <p>No Shows are non-refundable.</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 and charge in full for both legs.</p>
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.
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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Freight

Product	Freight vehicles
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Vehicles	<p>Vans up to 7.0m in length <b>(LF, HF)</b></p> <p>Large vans, rigid or tractor/trailer units up to 12.0m in length <b>(FR)</b></p> <p>Rigid + drawbar trailer or tractor/trailer units over 12.01m in length <b>(FA)</b></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	<p>Per metre of total vehicle length per crossing, including anything being towed.</p> <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	Included within price
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth
Booking	Account customers can book without any booking fees by calling the Sales team or 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 made online may be applied.
Payments	<p>Account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions</p> <p>Non-account customers - Payment in full when booking / amending</p> <p>Tesco Clubcard Voucher codes, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement only.</p>
Peak Sailing Supplements	Supplement may be applied for sailings between 10.00 and 15.00 on Mondays & Fridays
VAT Applicable to Charges	Yes, at prevailing rate
Amendments	Amendments requests can only be made by contacting the Sales team on 02392 855260, or by email at freightbookings@wightlink.co.uk. Please state in subject field "Amendment - Freight booking". You may request an amendment to your booking or ticket up to 2 hours before the time of sailing. If amendment request is to be made on

	<p>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)No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment (non-account customers).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>
Cancellations	<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>Call the Sales team on 02392 855260 or email Tradebookings@wightlink.co.uk (please state in subject field "Cancellation - Car booking").</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>We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.</p>
Check In	<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>
No Show	<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.</p> <p>No Shows are non-refundable.</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 and charge in full for both legs.</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>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.</p>

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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Trade – Tourist

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
Routes	<p>Portsmouth - Fishbourne, Lymington - Yarmouth: Vehicles with passengers &amp; foot passengers.</p> <p>Portsmouth Harbour - Ryde Pier: Foot passengers only.</p>
Booking	<p>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.</p> <p>We reserve the right to charge for bookings made through the Trade &amp; Freight team. No charges will be made for bookings made online.</p>
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 Voucher codes, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement 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>
VAT Applicable to Charges	No
Amendments	<p>Amendments can be made up to 2 hours before the scheduled sailing time online (account customers with online access permission only), by contacting the Sales team on 02392 855260, or by email at <a href="mailto:tradebookings@wightlink.co.uk">tradebookings@wightlink.co.uk</a>. Please state in subject field "Amendment - Trade booking". Payment for any resulting increase in booking costs is required at time of amendment (cash account customers). We reserve the right to charge for any amendments to bookings made through the Trade &amp; Freight team. No charges will be made for amendments to bookings made online. 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>
Amendments – Requests for Third Parties	<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</p>



	<p>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>We reserve the right to charge for any amendments to bookings made through the Trade &amp; Freight team. No charges will be made for amendments to bookings made online.</p>
Cancellations	<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>Call the Sales team on 02392 855260 or email <a href="mailto:Tradebookings@wightlink.co.uk">Tradebookings@wightlink.co.uk</a> (please state in subject field "Cancellation - Car booking").</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>We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.</p>
Check In	<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>
No Show	<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.</p> <p>No Shows are non-refundable.</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 and charge in full for both legs.</p>
Credit Account Available	<p>Yes, subject to approval by Wightlink. Additional terms and conditions will apply.</p>

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.
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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Trade – Staff (For Journeys Originating From Isle of Wight)

Product	Trade Staff Period Return, maximum 364 night stay Trade Staff Day Return, return by 01.30 following day  Trade Staff Foot Return, maximum 364 night stay Trade Staff Motorcycle Return, maximum 364 night stay
Vehicles	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)  For further information on vehicle categories, please refer to our Vehicle Guide  Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.  Vehicles over 5.0m and/or over 2.25m high or motorhomes over 7.0m in length will attract additional supplements as appropriate
Additional Narrative	All bookings must be made as returns.
Unit of Measure	Per vehicle per crossing with up to 7 passengers.  Additional passengers will be subject to supplements.
Availability	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.  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  Product sales are also subject to vehicle height and width restrictions on certain ferries.

Caravans/Trailers	Not applicable.
Routes	<p>Portsmouth - Fishbourne, Lymington - Yarmouth: Vehicles with passengers &amp; foot passengers.</p> <p>Portsmouth Harbour - Ryde Pier: Foot passengers only</p> <p>Travel must originate from Isle of Wight</p>
Booking	Bookings can only be made by calling our Sales team. No bookings fees will be charged.
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 Voucher codes, Tesco Clubcard vouchers, Bus Tokens and Postal Orders are not accepted by Wightlink. Cheques accepted by arrangement 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>
VAT Applicable to Charges	No
Amendments	Amendments can be made up to 2 hours before the scheduled sailing time only by contacting the Sales team on 02392 855260 or by e mailing the Sales team at Tradebookings@wightlink.co.uk (please state in subject field "Trade - Car booking.Payment for any resulting increase in booking costs is required at time of amendment (cash account customers).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.
Cancellations	<p>You may cancel a booking provided that you notify us of your cancellation request or cancel the 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>Call the Sales team on 02392 855260 or email Tradebookings@wightlink.co.uk (please state in subject field "Cancellation - Car booking".</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>We reserve the right to charge in full for complete booking for any cancellations made on the day of scheduled sailing.</p>
Check In	<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</p>

	<p>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>
No Show	<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.</p> <p>No Shows are non-refundable.</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 and charge in full for both legs.</p>
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.
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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Season Tickets

Product	<p>Season ticket, 7 day</p> <p>Season ticket, 30 day</p> <p>Season ticket, 90 day</p> <p>Season ticket, 180 day (+ 2 single car tickets free)</p> <p>Season ticket, Annual (+ 4 single car tickets free)</p> <p>Season ticket, Annual Direct Debit</p>
Vehicles	Pushbikes, e-bikes and battery powered mobility scooters free of charge.
Additional Narrative	<p>All Season tickets: Available for Island and Mainland residents.</p> <p>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 send a passport sized photo by post or email and we can issue a Wightlink Photo ID card to use with your Season ticket. We</p>

	<p>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 available online. We will make a search with a credit reference agency and 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 online or by calling our Contact Centre for use at all Wightlink car parks.</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>

Age Limits	<p><b>Adult</b> 16yrs - 60yrs.  <b>Child</b> 5yrs - 15yrs (children under 12 must be accompanied by an adult of at least 16yrs)  <b>Student</b> 16-18yrs  <b>Education and Training</b></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>
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	Not required
Payment	<p>All Season tickets can be purchased online or by calling the Contact Centre on 0333 999 7333. Season tickets paid by Direct Debit can only be purchased by calling the Contact Centre.</p> <p>Tesco Clubcard Voucher codes, Tesco vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.</p> <p>Customer Service Vouchers and Gift Vouchers will be accepted as full or part payment.</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 or requested by email using the Contact Us page online. Letter and email must include full name, Address, Pass T Number, 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: <a href="http://www.wightlink.co.uk/information/contactus">www.wightlink.co.uk/information/contactus</a>. 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  180 days and 1 Year - 75% of the full, unused remaining months.</p>
Amendments & Cancellations	Not applicable
Check In	<p>Foot passengers using Season tickets must check in no later than 15 minutes prior to scheduled sailing time.</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>
No Show	Not applicable

Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
Point of Charging	Season ticket purchases are chargeable at time of purchase or top up
VAT Applicable to Charges	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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Multilink Pass – Vehicle

Product	Multilink Vehicle Pass, 10 Singles Multilink Vehicle Pass, 20 Singles Multilink Vehicle Pass, 40 Singles Multilink Vehicle Pass, 60 Singles
Vehicles	Any vehicle up to and including 5.00m long and up to and including 2.24m high. <b>LV (Low Vehicle)</b> Any vehicle up to and including 6.00m long and up to and including 2.24m high <b>LP (Low Vehicle)</b> Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high <b>MC (Motorcycle/Trike/Quad)</b>  For further information on vehicle categories, please refer to our Vehicle Guide  Vehicles lengths and heights must include tow bars, roof racks, bikes, etc.
Additional Narrative	Multilink passes are only available to Isle of Wight residents or homeowners.  Application form can be completed online or by calling our Contact Centre. Proof of residency at time of purchase must be sent to Wightlink Contact Centre by post or by email using the Contact Us page online. Proof of residency documents accepted are driving licence, most recent utility bills, phone bills, council tax bills or bank statements.  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.  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. You can send a passport sized photo by post or email and we can issue a Wightlink Photo ID card to use with your Multilink Pass.  Multilink passes are valid for one year from date of purchase or from when last topped up.  Crossings can only be booked with Multilink pass once it has been paid for in full.

	<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>
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
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	Bookings can be made online, via the Wightlink App or by calling our Contact Centre with no booking fees applied.
Payment	<p>First purchase can be made online or by calling the Contact Centre. Subsequent top ups can be made online, using the Wightlink App or by calling the Contact Centre.</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 Voucher codes, Tesco 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>
Refund Policy/Lost Tickets	<p>Replacement Multilink Passes will incur an administration charge when issued.</p> <p>Refund of Passes: Processed by Contact Centre by returning Pass with letter to Contact Centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA or requested by email using the Contact Us page online. Letter and email must include full name, Address, Pass T Number, 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>
Amendments	Amendments and/or cancellations can be made online, on the Wightlink App or via the Contact Centre up to 1 hour before the scheduled sailing time.



	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.
Cancellations	<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>
Check In	<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>
No Show	<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>No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.</p>
Credit Account Available	No
VAT Applicable to Charges	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 Contact Centre 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>
Vehicles	Pushbikes, e-bikes and battery powered mobility scooters travel of charge.
Additional Narrative	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

	<p>offered retrospectively.</p> <p>You can send a passport sized photo by post or email and we can issue a Wightlink Photo ID card to use with your Multilink Pass. 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>
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>
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)</p> <p>We reserve the right to ask for proof of age.</p>
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	Bookings can be made online, via the Wightlink App or by calling our Contact Centre with no booking fees applied.
Payment	<p>First purchase can be made online or by calling the Contact Centre. Subsequent top ups can be made online, using the Wightlink App or by calling the Contact Centre.</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 Voucher codes, Tesco 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>
Refund Policy/Lost Tickets	Replacement Multilink Passes will incur an administration charge when issued.

	<p>Refund of Passes: Processed by Contact Centre by returning Pass with letter to Contact Centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA or requested by email using the Contact Us page online. Letter and email must include full name, Address, Pass T Number, 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>
Amendments	<p>Amendments and/or cancellations can be made online, on the Wightlink App or via the Contact Centre up to 1 hour before the scheduled sailing time.</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>
Cancellations	<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>
Check In	<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>
No Show	<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>No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.</p>
Credit Account Available	No
VAT Applicable to Charges	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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.

## Business Pass – Vehicle

Product	<p>Business Vehicle Pass, Mainland, 20 Singles  Business Vehicle Pass, Mainland, 50 Singles  Business Vehicle Pass, Isle of Wight, 20 Singles  Business Vehicle Pass, Isle of Wight, 50 Singles</p>
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Vehicles	<p>Any vehicle up to and including 5.00m long and up to and including 2.24m high. <b>LV (Low Vehicle)</b></p> <p>Any vehicle up to and including 5.00m long and over 2.24m high HV <b>(High Vehicle)</b></p> <p>High Freight between 5.01m and 6.0m long and over 2.24m high, including tow bars and roof racks. <b>HF6 (High Freight)</b></p> <p>High Freight between 6.01m and 7.0m long and over 2.24m high, including tow bars and roof racks. <b>HF7 (High Freight)</b></p> <p>For further information on vehicle categories, please refer to our Vehicle Guide</p> <p>Vehicle's lengths and heights must include tow bars, roof racks, bikes, etc.</p>
Additional Narrative	<p>New Business Passes can only be requested initially by contacting our Sales Team.</p> <p>Subsequent top ups can be made online or through our Sales Support Team.</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>Additional copies of a Business Pass can be issued upon 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, 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>Trailers may be towed (additional charges will apply)</p>
Age Limits	<p>0-4yrs Travel Free</p>
Routes	<p>Portsmouth - Fishbourne, Lymington - Yarmouth.</p>
Booking	<p>Bookings can be made online, via the Wightlink App or by calling our Sales team with no booking fees applied.</p>
Payment	<p>First purchase must be through our Sales Team. Subsequent top ups can be made online, using the Wightlink App, or through our Sales Team.</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 Voucher codes and Tesco vouchers will not be accepted as part or full payment of ticket.</p>
Refund Policy/Lost Tickets	<p>If a pass is misplaced, please contact the Sales Team and the pass will be cancelled and a new pass number issued.</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> <p>Contact the Sales Department regarding any refund requests.</p>
Amendments	<p>Amendments and/or cancellations can be made online, on the Wightlink App or via the Sales team up to 1 hour before the scheduled sailing time.</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>
Cancellations	<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>
Check In	<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>
No Show	<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>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	<p>Business Pass purchases are chargeable at time of purchase or top up</p>
VAT Applicable to Charges	<p>VAT will be applied to passes for commercial vans over 5m.</p>
Discounts	<p>Business Pass - Vehicle cannot be used in conjunction with any other offer or promotion.</p>

Accessible Travel Assistance	If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.
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## Business Pass – Passenger

Product	Business Vehicle Pass, Mainland, 20 Singles Business Vehicle Pass, Mainland, 50 Singles Business Vehicle Pass, Isle of Wight, 20 Singles Business Vehicle Pass, Isle of Wight, 50 Singles
Vehicles	Pushbikes, e-bikes and battery powered mobility scooters travel of charge.
Additional Narrative	New Business Passes can only be requested initially by contacting our Sales Team.  Subsequent top ups can be made online or through our Sales Support Team.  Business Passes are valid for one year from date of purchase or when they were last topped up.  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).  Additional copies of a Business Pass can be issued upon request.
Unit of Measure	One person per Business Pass ticket per crossing
Availability	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.  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
Age Limits	0-4yrs Travel Free
Routes	Portsmouth - Fishbourne, Lyminster - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	Bookings can be made online, via the Wightlink App or by calling our Sales team with no booking fees applied.
Payment	First purchase must be through our Sales Team. Subsequent top ups can be made online, using the Wightlink App, or through our Sales Team.  Payment must be made in full at time of purchase. Bookings will not be accepted until full payment has been received.  Tesco Clubcard Voucher codes and Tesco vouchers will not be accepted as part or full payment of ticket.

Refund Policy/Lost Tickets	<p>If a pass is misplaced, please contact the Sales Team and the pass will be cancelled and a new pass number issued.</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> <p>Contact the Sales Department regarding any refund requests.</p>
Amendments	<p>Amendments and/or cancellations can be made online, on the Wightlink App or via the Sales team up to 1 hour before the scheduled sailing time.</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>
Cancellations	<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>
Check In	<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>
No Show	<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>No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.</p>
Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
Point of Charging	Business Pass purchases are chargeable at time of purchase or top up.
VAT Applicable to Charges	N/A
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 Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.