Standard Ticket – Vehicles

Product	Standard Single or Return, max 364 nights stay Standard Return only from IoW, max. 364 nights stay Standard Short Stay, max. 4 nights stay Standard Short Stay from IoW, max.4 nights stay Standard One Night Return, return by 23.59 following night Standard One Night Return from IoW, return by 23.59 following night Standard Day Return, return by 01.30 following day Standard Day Return from IoW, return by 01.30 following day Business Single or Return, max 364 nights stay Discounted Fare Scheme Return from IOW, max 364 nights stay Affiliate Standard Single or Return, max 364 nights stay Trailer - Please note, Trailer only, cannot be booked online
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)** Motorised Horsebox over 5.00m long **HB (Motorised Horsebox)** 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)** For further information on vehicle categories, please refer to our Vehicle Guide Affiliate tickets can only be booked for LV (Low Vehicle) and HV (High Vehicle) Vehicles lengths and heights must include tow bars, roof racks, bikes, etc., Vehicles exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.
Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. Additional passengers will be subject to supplements. Motorised Horsebox over 5.00m long HB (Motorised Horsebox). Horse must be included in at least one part of the journey—either the outward leg, the return leg, or both.
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	Trailers/Caravans may be towed (additional charges will apply).
Age Limits	0-4 years old travel free.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	All Standard vehicle tickets can be booked without any booking fees by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App. Affiliate bookings can be made through the applying person's company/society website link, not through the Wightlink website. Tesco bookings can only be made by using the Tesco page on the Wightlink website or by calling our Contact Centre. Account customers can book online or by calling the Contact Centre subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard Reward Partner codes can only be accepted as full or part payment on full price Standard tickets. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid 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 Reward Partner codes. 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App with a non-refundable £5 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Standard ticket amended to Economy ticket and then cancelled are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.

Check In	Vehicles must check in no later than 30 minutes before but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. Late arrivals will be required to amend to an alternative sailing time. Payment for any resulting increase in booking costs is required before your sailing. Early arrivals may be asked to exit the port and return at the appropriate check in time for the booked sailing. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show. 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	Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Priority Boarding	Priority Boarding allows vehicles to be among the first on and off the ferry. Available to book for vehicles up to 5 metres in length and up to 2.24 metres in height on sailings between 07.00 and 19.00 on the Portsmouth - Fishbourne car ferry service only. Not available to vehicles with trailers of any kind or any other size vehicle. Multilink Pass holders with vehicles up to 5 metres in length and up to 2.24 metres in height and no trailers must pay for Priority Boarding separately from the pass. Bookings must be made directly with Wightlink and payment made at time of booking. If you amend to or agree at port to board an earlier or later sailing or if you check in less than 30 mins before your booked sailing time you will not be guaranteed Priority Boarding and no refunds will be offered.

	Priority Boarding can be cancelled up to 1 hour before your scheduled sailing time for a refund. Cancelled Priority Boarding paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Discount Scheme - NHS	Up to 50% off, or no more than £35 per single crossing, for NHS Hospital appointments for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel). NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians. You will be required to produce your appointment card/letter/SMS referring to your appointment at check in on the day of your appointment. If you cannot produce your appointment card/letter/SMS referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - Affiliates	Affiliate discounts cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme – Disabled Travel Scheme	Discounts only apply to Blue Badge Holders or EU Blue Badge Holders. Disabled travel scheme bookings are not available to credit or cash account holders. This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online. Blue Badge number must be provided at time of booking.
Discount Scheme – Discount Fare Scheme	Discount Fare Scheme cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. Discount Fare Scheme fares are only available to customers who have completed the approval process. Bookings are available on vehicles up to 5m, cars 5.01-15m and motorcycles only. The approved member must be in the vehicle when travelling and may be asked to provide

	ID. Bookings can only be made as a return journey commencing from the Isle of Wight. Single journeys and journeys commencing from the Mainland are not permitted. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Accessible Travel Assistance	If you have special requirements boarding or when on board the 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. Priority Boarding is not available to customers that require direct lift access on board the vessel.

Standard Ticket – Motorcycles Specific

Product	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 Discounted Fare Scheme Return from IOW, max 364 nights stay Trailer - **Please note, Trailer only, cannot be booked online**
Vehicles	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)** Vehicle's lengths exceeding those shown are subject to supplements and must be declared at the time of booking.
Unit of Measure	Per motorcycle per crossing, 2 passengers max. 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
Caravans/Trailers	Trailers may be towed (additional charges will apply).
Age Limits	0-4 years old travel free.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Bookings	All Standard motorcycle tickets can be booked without any booking fees by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App. Affiliate bookings can be made through the applying person's company/society website link, not through the Wightlink website.

	Tesco bookings can only be made by using the Tesco page on the Wightlink website or by calling our Contact Centre. Account customers can book online or by calling the Contact Centre subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard Reward Partner codes can only be accepted as full or part payment on full price Standard and Economy tickets. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid 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 Reward Partner codes 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App with a non-refundable £5 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Standard ticket amended to Economy ticket and then cancelled are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Motorcycles must check in no later than 30 minutes before but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. Late arrivals will be required to amend to an alternative sailing time. Payment for any resulting increase in booking costs is required before your sailing. Early arrivals may be asked to exit the port and return at the appropriate check in time for the booked sailing. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show. 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	Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Discount Scheme - NHS	Up to 50% off, or no more than £35 per single crossing, for NHS Hospital appointments for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel). NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians. You will be required to produce your appointment card/letter/SMS referring to your appointment at check in on the day of your appointment. If you cannot produce your appointment card/letter/SMS referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - Affiliates	Affiliate discounts cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount scheme – Disabled Travel Scheme	Discounts only apply to Blue Badge Holders or EU Blue Badge Holders. Disabled travel scheme bookings are not available to credit or cash account holders.

	This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online. Blue Badge number must be provided at time of booking.
Discount Scheme – Discount Fare Scheme	Discount Fare Scheme cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. Discount Fare Scheme fares are only available to customers who have completed the approval process. Bookings are available on vehicles up to 5m, cars 5.01-15m and motorcycles only. The approved member must be in the vehicle when travelling and may be asked to provide ID. Bookings can only be made as a return journey commencing from the Isle of Wight. Single journeys and journeys commencing from the Mainland are not permitted. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Accessible Travel Assistance	If you have special requirements boarding or when on board the 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	Economy Single or Return, max 364 nights stay Economy Return only from IoW, max. 364 nights stay Economy Short Stay, max. 4 nights stay Economy Short Stay from IoW, max. 4 nights stay Economy One Night Return, return by 23.59 following night Economy One Night Return from IoW, return by 23.59 following night Economy Day Return, return by 01.30 following day Economy Day Return from IoW, return by 01.30 following day
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)** Motorised Horsebox over 5.00m long **HB (Motorised Horsebox)** 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)**

	For further information on vehicle categories, please refer to our Vehicle Guide Affiliate tickets can only be booked for LV (Low Vehicle) and HV (High Vehicle) Vehicles lengths and heights must include tow bars, roof racks, bikes, etc., Vehicles exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.
Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. Additional passengers will be subject to supplements. Motorised Horsebox over 5.00m long HB (Motorised Horsebox). Horse must be included in at least one part of the journey—either the outward leg, the return leg, or both.
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	Trailers/Caravans may be towed (additional charges will apply).
Age Limits	0-4 years old travel free.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	All Economy vehicle tickets can be booked by calling our Contact Centre, visiting our Customer Service point at port, online at www.wightlink.co.uk or via the Wightlink App. Economy vehicle ticket bookings made by calling our Contact Centre or booked at our Customer Service Point at ports will be charged a non-refundable booking fee. Affiliate bookings can be made through the applying person's company/society website link, not through the Wightlink website. Tesco bookings can only be made by using the Tesco page on the Wightlink website or by calling our Contact Centre. Account customers can book online or by calling the Contact Centre subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending.

	The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard Reward Partner codes can only be accepted as full or part payment on full price Standard and Economy tickets. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App. All amendments will be charged an amendment fee which must be paid at the time of the amendment. Any increase in the ticket cost must be paid at the time of the amendment and any decrease in cost will not be refunded. 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.
Cancellations	Cancellations are non-refundable. Economy ticket amended to Standard ticket and then cancelled are non-refundable.
Check In	Vehicles must check in no later than 30 minutes before but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. Late arrivals will be required to amend to an alternative sailing time. Payment for any resulting increase in booking costs is required before your sailing. Early arrivals may be asked to exit the port and return at the appropriate check in time for the booked sailing. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show. 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	Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Priority Boarding	Priority Boarding allows vehicles to be among the first on and off the ferry. Available to book for vehicles up to 5 metres in length and up to 2.24 metres in height on sailings between 07.00 and 19.00 on the Portsmouth - Fishbourne car ferry service only. Not available to vehicles with trailers of any kind or any other size vehicle. Multilink Pass holders with vehicles up to 5 metres in length and up to 2.24 metres in height and no trailers must pay for Priority Boarding separately from the pass. Bookings must be made directly with Wightlink and payment made at time of booking. If you amend to or agree at port to board an earlier or later sailing or if you check in less than 30 mins before your booked sailing time you will not be guaranteed Priority Boarding and no refunds will be offered. Priority Boarding can be cancelled up to 1 hour before your scheduled sailing time for a refund. Cancelled Priority Boarding paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Discount Scheme - NHS	Up to 50% off, or no more than £35 per single crossing, for NHS Hospital appointments for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel). NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians. You will be required to produce your appointment card/letter/SMS referring to your appointment at check in on the day of your appointment. If you cannot produce your appointment card/letter/SMS referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - Affiliates	Affiliate discounts cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In.

	If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme – Disabled Travel Scheme	Discounts only apply to Blue Badge Holders or EU Blue Badge Holders. Disabled travel scheme bookings are not available to credit or cash account holders. This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have no special requirements when on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online. Blue Badge number must be provided at time of booking.
Accessible Travel	If you have special requirements boarding or when on board the 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. Priority Boarding is not available to customers that require direct lift access on board the vessel.

Special Tickets – Vehicles

Product	Motorhome Special (Single or Return), max 364 nights stay Motorhome Special (Return only from IoW), max. 364 nights 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)** 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 exceeding dimensions for the vehicle category booked are subject to supplements and must be declared at the time of booking.
Additional Narrative	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) Not available on Thursday, Friday, or Monday over IOW Festival weekend (dates available on request).

Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. 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	Any motorhomes towing a trailer / caravan, additional charges will apply
Age Limits	0-4 years old travel free.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth.
Booking	All special tickets can be booked without any booking fees by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App. Affiliate bookings can be made through the applying person's company/society website link, not through the Wightlink website. Account customers can book online or by calling the Contact Centre subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard vouchers and Tesco Clubcard Reward Partner codes, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid at the time of the amendment and any decrease in cost will be refunded. 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.
Cancellations	Cancellations are non-refundable.

	Economy ticket amended to Standard ticket and then cancelled are non-refundable.
Check In	Vehicles must check in no later than 30 minutes before but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. Late arrivals will be required to amend to an alternative sailing time. Payment for any resulting increase in booking costs is required before your sailing. Early arrivals may be asked to exit the port and return at the appropriate check in time for the booked sailing. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show. 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	Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Priority Boarding	Priority Boarding allows vehicles to be among the first on and off the ferry. Available to book for vehicles up to 5 metres in length and up to 2.24 metres in height on sailings between 07.00 and 19.00 on the Portsmouth - Fishbourne car ferry service only. Not available to vehicles with trailers of any kind or any other size vehicle. Multilink Pass holders with vehicles up to 5 metres in length and up to 2.24 metres in height and no trailers must pay for Priority Boarding separately from the pass. Bookings must be made directly with Wightlink and payment made at time of booking. If you amend to or agree at port to board an earlier or later sailing or if you check in less than 30 mins before your booked sailing time you will not be guaranteed Priority Boarding and no refunds will be offered.

	Priority Boarding can be cancelled up to 1 hour before your scheduled sailing time for a refund. Cancelled Priority Boarding paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
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 boarding or when on board the 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. Priority Boarding is not available to customers that require direct lift access on board the vessel.

Standard Foot Ticket

Product	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 Afternoon Flyer, outward journey between 12.00 and 23.59, return by 04.30 following day Affiliate Foot Single Affiliate Foot Return, max. 364 nights stay
Additional Narrative	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. Concessionary prices available for children, students, and seniors. 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. Group defined as up to 9 persons only. Concessionary prices cannot be used in conjunction with any other offer. Afternoon Flyer exclusion dates apply for Isle of Wight Festival (dates available on request).
Unit of Measure	Per person.
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
Age Limits	0-4 years old travel free Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years) Student : 16 years+ - We accept Student Rider, ISIC (International Student Identity Card), TOTUM, UNiDAYS or 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) and Teacher ID Cards. Adults: 16 years and over Senior: 60+ We reserve the right to ask for proof of age.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	All Standard foot tickets can be booked without any booking fees by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App. Affiliate bookings can be made through the applying person's company/society website link, not through the Wightlink website. Tesco bookings can only be made by using the Tesco page on the Wightlink website or by calling our Contact Centre. Account customers can book online or by calling the Contact Centre subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending. The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard Reward Partner codes can only be accepted as full or part payment on full price Standard and Economy tickets. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment.

	Ryde Pier supplement is included on standard fares for Adults, Seniors, Students and one adult only for Family tickets, per leg of the journey for Portsmouth Harbour-Ryde Pier Head only.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid 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 Reward Partner codes. 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket. 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. Early or late arrivals can still travel on an alternate sailing if it's on the same route and same day, subject to availability. Should you wish to travel on a subsequent day or there is no availability on the scheduled day, you will be required to purchase a new ticket. Afternoon Flyer tickets can only be used within the times specified.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	No
MyLink	10% discount off individual, group (up to 9 passengers only) or family foot passenger Return, Day Return or Afternoon Flyer only from the Isle of Wight.

	MyLink bookings are not available to credit or cash account holders. All passengers, including the MyLink card holder, must travel together on the outward and/or return journey or the full price will be charged. If you cannot produce your MyLink card upon request the full price will be charged. No refunds will be offered retrospectively. 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. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - NHS	Up to 50% off for NHS Hospital appointments for Isle of Wight tickets only. NHS Discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. NHS Discount is available for Isle of Wight residents only, applies to the patient plus 1 (with the exception of children where two parents will be permitted to travel). NHS discount does not apply to appointments with GPs, dentists, pharmacists and/or opticians. You will be required to produce your appointment card/letter/SMS referring to your appointment at check in on the day of your appointment. If you cannot produce your appointment card/letter/SMS referring to your appointment on the day of travel, the full price for your booking will be charged, with increase in price paid for prior to travel. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme - Affiliates	Affiliate discounts cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes. If you have benefited from an affiliate discount, you must show Staff Photo ID or proof of Membership of participating organisation when purchasing ticket and/or at Check-In. If proof of Staff ID or Membership cannot be shown you will be required to purchase a public rated ticket at the full cost for the journey. No refunds will be offered retrospectively. Failure to comply with the product rules will result in Wightlink reserving the right to suspend further travel.
Discount Scheme – Disabled Travel Scheme	Discounts apply to Blue Badge Holders, EU Blue Badge Holders, English National Concessionary Travel Scheme Card Holders (ENCTS), National Rail Disabled Travel Card or Access Card Holders. Disabled travel scheme bookings are not available to credit or cash account holders. This discount cannot be used in conjunction with any other offer or promotion, including Tesco Clubcard Reward Partner codes.

	If you have no special requirements when boarding or on board vessel, to receive the Blue Badge discount you can book online by visiting www.wightlink.co.uk and following the accessible travel link. We will not charge you a separate booking fee if you book online. Blue Badge number must be provided at time of booking.
Accessible Travel Assistance	If you have special requirements when boarding or 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. 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.

Standard Foot Ticket – Family Day Return

Product	Family Foot Day return from mainland, return by 04.30 following day Family Foot Day return From IoW, return by 04.30 following day Family Foot Afternoon Flyer, outward journey between 12.00 and 23.59, return by 04.30 following day
Additional Narrative	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's. 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. Exclusion dates apply for Isle of Wight Festival (dates available on request).
Unit of Measure	Per family group
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.
Age Limits	0-4 years old travel free Children: 5 years to 15 years Adults: 16 years and over We reserve the right to ask for proof of age.
Route	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.

Booking	Bookings can only be made by calling our Contact Centre or visiting our Customer Service Point at port. No bookings fees will be charged.
Payment	The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Partner Reward codes, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment. Ryde Pier supplement is included on standard fares for Adults, Seniors, Students and one adult only for Family tickets, per leg of the journey for Portsmouth Harbour-Ryde Pier Head only.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid 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 Reward Partner codes. 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket. 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. Early or late arrivals can still travel on an alternate sailing if it's on the same route and same day, subject to availability. Should you wish to travel on a subsequent day or there is no availability on the scheduled day, you will be required to purchase a new ticket. Afternoon Flyer tickets can only be used within the times specified.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.

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
ETS Levy	No
MyLink	10% discount off Family Foot Day Return or Family Foot Afternoon Flyer only from the Isle of Wight for up to 9 persons per ticket. MyLink bookings are not available to credit or cash account holders. All passengers, including the MyLink card holder, must travel together on the outward and/or return journey or the full fare will be charged. If you cannot produce your MyLink card upon request the full fare will be charged. No refunds will be offered retrospectively. 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. 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	If you have special requirements when boarding or 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. 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.

Group Foot Tickets

Product	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 Foot Afternoon Flyer Group, outward journey between 12.00 and 23.59, return by 04.30 following day

Additional Narrative	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's. Total number of booked passengers must travel together outward and/or return. Tickets cannot be used for individual/s to travel separately from the group. 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. Exclusion dates apply for Isle of Wight Festival (dates available on request).
Unit of Measure	Per Person (10-40 passengers). Groups of 41 or more must contact the Sales Team for booking.
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.
Age Limits	0-4 years old travel free Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years) Adults: 16 years and over We reserve the right to ask for proof of age.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	All Group foot tickets can be booked without any booking fees by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App for up to 40 persons on Group Ticket with no booking fees. NHS Discount for Isle of Wight tickets cannot be given if booked online. Account customers can book online subject to individual agreements.
Payment	Account customers - Payment terms in accordance with Business Account Terms and Conditions. Non-account customers - Payment in full when booking / amending.

	The price for each sailing shall be calculated according to our prices prevailing at the time of booking. Tesco Clubcard Reward Partner codes, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. Any increase in the ticket cost must be paid 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 Reward Partner codes. 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket. 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. Early or late arrivals can still travel on an alternate sailing if it's on the same route and same day, subject to availability. Should you wish to travel on a subsequent day or there is no availability on the scheduled day, you will be required to purchase a new ticket. Afternoon Flyer tickets can only be used within the times specified.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
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
ETS Levy	No
MyLink	10% discount off group (10-40 passengers) foot passenger Return, Day Return or Afternoon Flyer only from the Isle of Wight. MyLink bookings are not available to credit or cash account holders. All passengers, including the MyLink card holder, must travel together on the outward and/or return journey or the full price will be charged. If you cannot produce your MyLink card upon request the full price will be charged. No refunds will be offered retrospectively. 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. 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	Not available
Accessible Travel Assistance	If you have special requirements when boarding or 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. 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.

Escorted Child

Product	Return Only
Additional Narrative	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's. Escorted Child application form can be found online at www.wightlink.co.uk/accompanied-children. Completed forms to be sent to bookings@wightlink.co.uk. Lost Escorted Child Identity cards will not be replaced; you must reapply in full.

	Ticket only valid when purchased with a single child ticket. Only valid for same day return sailing from outgoing journey as printed on ticket. Accompanied children cannot travel on a Multilink or Season Ticket. 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. Escorted Child price cannot be used in conjunction with any other offer. 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.
Unit of Measure	One Escorting Adult Per Ticket
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.
Age Limits	Accompanied child must be under 12 years old. Accompanying adult must be 16 years and over. We reserve the right to ask for proof of age.
Routes	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	Payment is required in full at time of booking. Ticket price valid at time of booking. 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. 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. Tesco Clubcard Reward Partner codes, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift vouchers and Customer Service vouchers can be accepted as full or part payment.
Amendments	Not applicable.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable.

	Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket. 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.
No Show	Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
Credit Account Available	No.
VAT Applicable to Charges	No
ETS Levy	No
Discount Scheme – NHS	Not available
Discount Scheme – Affiliates	Not available
Discount Scheme – Disabled Travel Scheme	Not available
Accessible Travel assistance	If you have special requirements when boarding or 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. 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.

Special Tickets – Foot Passengers

Product	Foot Island Express **-** Travel includes Catamaran and unlimited travel on Island Line Trains. Foot Steam Liner **-** Travel includes Catamaran, unlimited travel on Island Line Trains and Isle of Wight Steam Railway. Foot Wight Rover Portsmouth Harbour to Ryde Pier **-** Travel includes Catamaran plus unlimited travel on Island Line Trains & Southern Vectis Bus Service.

	Foot Wight Rover Lymington to Yarmouth - Travel includes Car Ferry and unlimited travel on Southern Vectis Bus Service. All Special Tickets - Foot passenger products include a Day Return Foot Passenger ticket (return must be by 23.59 same day).
Additional Narrative	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge (Wightlink element of product offering). All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's. 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. Wightlink Limited shall issue any ticket issued for or used on such other transport as agents only for the carrier or carriers concerned. We cannot accept responsibility for the performance of other operators on services not provided by Wightlink. Exclusion dates apply for Isle of Wight Festival (dates available on request).
Unit of Measure	Per person.
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.
Age Limits	0-4 years old travel free Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years) Adults: 16 years and over 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 or visiting our Customer Service Point at port. No bookings fees will be charged.
Payment	Payment is required in full at time of booking. Ticket price valid at time of booking.

	Tesco Clubcard Reward Partner codes, Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted for full or part payment. Gift vouchers and Customer Service vouchers can be accepted as full or part payment. Ryde Pier supplement is included on standard fares for Adults, Seniors, Students and one adult only for Family tickets, per leg of the journey for Portsmouth Harbour-Ryde Pier Head only.
Amendments	Amendments can be made up to 1 hour before the scheduled sailing time by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App without any amendment fees. 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 Reward Partner codes. 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.
Cancellations	Cancellations can be made by calling our Contact Centre, visiting our Customer Service Point at port, online at www.wightlink.co.uk or via the Wightlink App will be charged a £5.00 cancellation fee. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. Cancelled bookings paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Check In	Foot passengers must check in no later than 15 minutes before scheduled sailing with a valid ticket. 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. Early or late arrivals can still travel on an alternate sailing if it's on the same route and same day, subject to availability. Should you wish to travel on a subsequent day or there is no availability on the scheduled day, you will be required to purchase a new ticket. Afternoon Flyer tickets can only be used within the times specified.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). Should this relate to the outbound leg of a return booking; we reserve the right to cancel the return leg of the booking and charge in full for both legs. No Show bookings are non-refundable.
Credit Account Available	No.
Point of Charging (Account Customers Only)	Not applicable

VAT Applicable to Charges	No
ETS Levy	No
Discount Scheme - NHS	Not available
Discount Scheme - Affiliates	Not available
Discount Scheme – Disabled Travel Scheme	Not available
Accessible Travel Assistance	If you have special requirements when boarding or 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. 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.

Coaches

Product	Coach Single Coach (Junior) Single Coach Day Return Coach Period Return Coach (Junior) Period Return
Vehicles	Minibus or Minicoach between 5.01 metres and 8.0 metres in length **(MINI)** or coach over 8.01m in length **(CO)**.
Additional Narrative	Coach (junior) products are defined as any coach/minibus/minicoach where 75% or more of passengers are 0 to 15 years. Bookings may be made as singles or returns. Coach period returns are valid for any duration. 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
Unit of Measure	Per vehicle per crossing. Passengers up to vehicle capacity.
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.

	Product sales are also subject to vehicle height and width restrictions on certain ferries.
Caravans/Trailers	Baggage trailers / cages may be towed (additional charges will apply)
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth
Booking	Minibus/minicoach (Non account customers) can be booked online or by calling the Sales Team. Coaches - Unable to book online.
Payment	Credit Accounts – Charges to account and payment terms are in accordance with Business Account Terms and Conditions. Cash Accounts – Payment in full when booking/amending. 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. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.
VAT Applicable to Charges	No
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Amendments	Amendments requests can only be made up to 1 hour before your scheduled sailing time by contacting the Business Hub on 02392 855260, or by email at businesshub@wightlink.co.uk. Amendments on day of scheduled sailing 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 if required). All amendments are subject to availability. No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment. We have no obligation to accept a request to amend any ticket.
Cancellations	You may cancel a booking provided that you notify us of your cancellation request or cancel your booking online no later than 14 days of the outward sailing. Any bookings cancelled 1-14 days before outward sailing will be charged a 50% cancellation fee of the entire booking. Bookings cancelled less than 24 hours before outward sailing is non-refundable. Call the Business Hub on 02392 855260 or email businesshub@wightlink.co.uk (please state in subject field “Cancellation – Coach booking”. 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.
Check In	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.

	We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you wish to travel on a subsequent day or there is no availability on scheduled day, your booking will be classified as a No Show and you will be required make a new booking.
No Show	No Shows are non-refundable. 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.
Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply. Email sales@wightlink.co.uk for information.
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, or any passengers, have additional accessibility requirements, once you have made your booking, you must contact our Business Hub as soon as possible to provide details of assistance required. Should we be unable to help, we'll explain why and may ask you to travel on an alternative sailing. If you don't advise us in advance, we will still do our best to allow you to travel as soon as possible after you arrive at the port. However, this may mean your departure is delayed and assistance can't be guaranteed.

Freight

Product	Freight vehicles
Vehicles	Vans up to 5.01-7.0m in length (LF, HF) Large vans, rigid or tractor/trailer units 8.01-12.0m in length (FR) Rigid + drawbar trailer or tractor/trailer units over 12.01m in length & up to 4.2m (FA) Rigid + drawbar trailer or tractor/trailer units over 12.01m in length & 4.21m+5.0m (FAD) Rigid + drawbar trailer or tractor/trailer units over 12.01m in length and either over 2.99m wide or over 44 tons in gross weight (AB)
Additional Narrative	Bookings may be made as singles or returns.
Unit of Measure	Per whole metre of total vehicle length per crossing, including anything being towed. Per vehicle per crossing with up to 7 passengers including the driver. 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. Product sales are also subject to vehicle height and width restrictions on certain ferries.
Caravans/Trailers	Trailers may be included within booking, and will attract additional charges
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth
Booking	Customers can book without any booking fees by calling the Business Hub or may manage own bookings online (create, amend, cancel and/or view only) for any commercial vehicles (LF, HF, FR or FA, FAD).
Payments	Credit Accounts – Charges to account and payment terms are in accordance with Business Account Terms and Conditions. Cash Accounts – Payment in full when booking/amending. 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. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.
VAT Applicable to Charges	Yes, at prevailing rate
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Amendments	Amendments requests can made up to 1 hour before your scheduled sailing time through your online account, by contacting the Business Hub on 02392 855260, or by email at businesshub@wightlink.co.uk. Amendments on day of scheduled sailing 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 if required). All amendments are subject to availability. No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment. We have no obligation to accept a request to amend any ticket.
Cancellations	Cancellations can be made up to 12 hours before scheduled sailing with no charge. Cancellations 1-12 hours before scheduled sailing are charged a 50% cancellation fee. Bookings cancelled less than 1 hour before scheduled sailing are non-refundable. You can cancel through your online account, call the Business Hub on 02392 855260 or email businesshub@wightlink.co.uk (please state in subject field “Cancellation – Freight booking”. 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.
Check In	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing.

	We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you wish to travel on a subsequent day or there is no availability on scheduled day, your booking will be classified as a No Show and you will be required make a new booking.
No Show	No Shows are non-refundable. 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.
Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply. Email sales@wightlink.co.uk for information.
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, or any passengers, have additional accessibility requirements, once you have made your booking, you must contact our Business Hub as soon as possible to provide details of assistance required. Should we be unable to help, we'll explain why and may ask you to travel on an alternative sailing. If you don't advise us in advance, we will still do our best to allow you to travel as soon as possible after you arrive at the port. However, this may mean your departure is delayed and assistance can't be guaranteed.

Trade – Tourist & Staff (Staff journeys originating from the Isle of Wight only)

Product	Long Break Return, maximum 89-night stay Short Stay Return, up to and including 4-night stay Motorcycle Return, maximum 89-night stay Foot Passenger Return, maximum 89-night stay 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) 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 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.
Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. Additional passengers will be subject to supplements. Per motorcycle per crossing, 2 passengers max.
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. Product sales are also subject to vehicle height and width restrictions on certain ferries.
Age Limits	0-4 years old travel free Children: 5 years to 15 years Adults: 16 years and over We reserve the right to ask for proof of age.
Caravans/Trailers	Caravans or trailers may be included within booking, and will attract additional charges.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth: Vehicles with passengers & foot passengers. Portsmouth Harbour - Ryde Pier: Foot passengers only.
Booking	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. Passengers who use a link to book online are required to create a login, or use an existing login, to manage their booking. Bookings made by phone will be subject to a booking fee.

Payment	Credit account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions Cash account customers - Payment in full when booking / amending Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.
VAT Applicable to Charges	No
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Amendments	Amendment requests can made up to 1 hour before your scheduled sailing time through your online account, by contacting the Business Hub on 02392 855260, or by email at businesshub@wightlink.co.uk. Amendments on day of scheduled sailing 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 if required). All amendments are subject to availability. No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment. We have no obligation to accept a request to amend any ticket.
Cancellations	You may cancel a booking provided that you notify us of your cancellation request or cancel booking online no later than 24 hours before your outward departure of your scheduled sailing. Cancellations made within 24 hours of the scheduled sailing time are non-refundable. You can cancel through your online account, call the Business Hub on 02392 855260 or email businesshub@wightlink.co.uk (please state in subject field “Cancellation – Trade booking”. All cancelled bookings, including cash and credit accounts, are subject to a £5 cancellation fee.
Check In	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you wish to travel on a subsequent day or there is no availability on scheduled day, your booking will be classified as a No Show and you will be required make a new booking.
No Show	No Shows are non-refundable. 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.

Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply. Email sales@wightlink.co.uk for information.
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, or any passengers, have additional accessibility requirements, once you have made your booking, you must contact our Business Hub as soon as possible to provide details of assistance required. Should we be unable to help, we'll explain why and may ask you to travel on an alternative sailing. If you don't advise us in advance, we will still do our best to allow you to travel as soon as possible after you arrive at the port. However, this may mean your departure is delayed and assistance can't be guaranteed.

Business

Product	Business Single or Return, max 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) 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)
Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. Additional passengers will be subject to supplements. Per motorcycle per crossing, 2 passengers max.
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. Product sales are also subject to vehicle height and width restrictions on certain ferries.
Age Limits	0-4 years old travel free Children: 5 years to 15 years Adults: 16 years and over We reserve the right to ask for proof of age.
Caravans/Trailers	Caravans or trailers may be included within booking and will attract additional charges.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth

	Portsmouth Harbour - Ryde Pier: Foot passengers only.
Booking	Customers can book without any booking fees by calling the Business Hub, or may manage own bookings online (create, amend, cancel and/or view only) for any business products.
Payment	Credit account customers - Charges to account and payment terms are in accordance with Business Account Terms and Conditions Cash account customers - Payment in full when booking / amending 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. Tesco Clubcard vouchers, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink.
VAT Applicable To Charges	No
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Amendments	Amendments requests can made up to 1 hour before your scheduled sailing time through your online account, by contacting the Business Hub on 02392 855260, or by email at businesshub@wightlink.co.uk. Amendments on day of scheduled sailing 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 if required). All amendments are subject to availability. No amendment fee will be charged but payment for any resulting increase in booking costs is required at time of amendment. We have no obligation to accept a request to amend any ticket.
Cancellations	Cancellations can be made up to 12 hours before scheduled sailing with no charge. Cancellations 1-12 hours before scheduled sailing are charged a 50% cancellation fee. Bookings cancelled less than 1 hour before scheduled sailing are non-refundable. You can cancel through your online account, call the Business Hub on 02392 855260 or email businesshub@wightlink.co.uk (please state in subject field “Cancellation – Business booking”. 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.
Check In	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking.

	Should you wish to travel on a subsequent day or there is no availability on scheduled day, your booking will be classified as a No Show and you will be required make a new booking.
No Show	No Shows are non-refundable. 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.
Credit Account Available?	Yes, subject to approval by Wightlink. Additional terms and conditions will apply. Email sales@wightlink.co.uk for information.
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, or any passengers, have additional accessibility requirements, once you have made your booking, you must contact our Business Hub as soon as possible to provide details of assistance required. Should we be unable to help, we'll explain why and may ask you to travel on an alternative sailing. If you don't advise us in advance, we will still do our best to allow you to travel as soon as possible after you arrive at the port. However, this may mean your departure is delayed and assistance can't be guaranteed.

Season Tickets

Product	Season ticket, 7 day Season ticket, 30 day Season ticket, 90 day Season ticket, 180 day (+ 2 single car tickets free) Season ticket, Annual (+ 4 single car tickets free) Season ticket, Annual Direct Debit
Vehicles	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's.
Additional Narrative	All Season tickets: Available for Island and Mainland residents. Season tickets can only be used by the named person on the ticket, and holders of Season tickets must produce photo ID and proof of entitlement at the ticket office and each time the Season ticket is used. We also accept a photo driving licence, Passport or HM forces ID cards as proof of ID. Student (16-18yrs): We accept Student Rider, ISIC (International Student Identity Card), TOTUM, UNiDAYS, or any photo student ID card with an expiry date, as well as a stamped and signed letter from your school, college or university confirming your student or apprenticeship status (a form is available on our website).

	If applying online, you must show proof of student status the first time you use your Season Ticket and whenever requested during travel. If you fail to provide valid proof when asked, you will need to buy a full-price ticket, and no retrospective refund will be offered. Education, Training & Healthcare Season ticket: We accept Student Rider, ISIC, TOTUM, UNiDAYS, or any photo student ID card with an expiry date, as well as a stamped and signed letter from your school, college or university confirming your student or apprenticeship status (form available on our website). We also accept valid Teacher ID cards and NHS Healthcare Worker ID cards. If applying online, you must show proof of eligibility the first time you use your Season Ticket and whenever requested during travel. If you fail to provide valid proof when asked, you will need to buy a full-price ticket, and no retrospective refund will be offered. New Job Starter: If applying online, you will be asked to produce proof of job starter status when you first use your Season ticket, including a New Job Starter form completed and stamped by Job Centre Plus (Job Centre Plus form issued only by Job Centre). 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. We reserve the right to ask for proof of age for Child and Students and proof of status for Students and Education, Training and Healthcare tickets. Direct Debit Season ticket: Can only be purchased with a completed Direct Debit application form available online and sent to bookings@wightlink.co.uk or posted to Wightlink, Contact Centre, Gunwharf Road, Portsmouth, PO1 2LA. 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. 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. 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. Free vehicle tickets have no cash value and cannot be exchanged for other products. Parking Permits: Adult, Education, Training & Healthcare 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 for all Wightlink car parks (form available on website). All travel must be made within the ticket validity dates.
Unit of Measure	Per person

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	**Adult** 16yrs - 60yrs. **Child** 5yrs - 15yrs (children under 12 must be accompanied by an adult of at least 16yrs) **Student** 16-18yrs **Education and Training** 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.
Routes	Portsmouth - Fishbourne, Lymington - Yarmouth, Portsmouth Harbour - Ryde Pier.
Booking	Not required
Payment	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. Tesco Clubcard Reward Partner codes, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Customer Service Vouchers and Gift Vouchers will be accepted as full or part payment.
Refund Policy/Lost Tickets	Refund of Season tickets paid in full at time of purchase: Processed by email using the Contact Us page online. Letter and email must include full name, Address, Pass T Number. Refund of Season tickets paid for online: Complete the 'Request a Refund' form on the Contact Us page of our website: www.wightlink.co.uk/information/contactus. You must supply your Season ticket reference number. 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. 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. 7 days, 30 days and 90 days - no refunds 180 days and 1 Year - 75% of the full, unused remaining months if returned within the date of validity

Amendments & Cancellations	Not applicable
Check In	Foot passengers using Season tickets must check in no later than 15 minutes prior to scheduled sailing time. Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time.
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
ETS Levy	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 car up to and including 5.00m long and up to and including 2.24m high. **LV (Low Vehicle)** Any car up to and including 6.00m long and up to and including 2.24m high LP **(Low Vehicle)** Motorcycles, motorcycles with sidecars, three or four wheeled powered tricycle or quad up to 3.5m long and up to 2.24m high **MC (Motorcycle/Trike/Quad)** 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 arriving over height or over length will be required to pay a supplement before travel. For details of the supplements and costs, visit https://www.wightlink.co.uk/frequent-travel/multilink-vehicle-passes
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. For the Disabled Multilink Vehicle Pass, proof of disability must be provided at the time of purchase. Please send a copy of your Blue Badge to the Wightlink Contact Centre by

	post or via email through the Contact Us page on our website. An additional two other people 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 and third 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. All pass holders must hold a valid driving licence. A named Pass Holder must be in the vehicle for all journeys. Pass holders 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 for any additional cost shall be required before sailing. No refunds will be offered retrospectively. Multilink passes are valid for one year from date of purchase or from when last topped up and all journeys must be booked and used before the expiry date. Crossings can only be booked with Multilink pass once it has been paid for in full. Top ups must be purchased in the same denomination as originally purchased and paid in full at time of top up. All bookings are to be made as single legs. All travel must be for leisure purposes only and bookings must be made within the pass validity dates.
Unit of Measure	Per vehicle per crossing with up to 7 passengers including the driver. Additional passengers will be subject to supplements.
Availability	We allocate space on board 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. Multilink vehicle passes are allocated a minimum of 15% of space on all sailings. Bookings are monitored weekly to increase the allocation where available. Pass holders are advised to book in advance, especially during peak periods such as Summer, Christmas and festivals. 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. Product sales are also subject to vehicle height and width restrictions on certain ferries.
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	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. Payment must be made in full at time of purchase. Bookings will not be accepted until full payment has been received. Tesco Clubcard Reward Partner codes, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment.
Refund Policy/Lost Tickets	Replacement Multilink Passes will incur an administration charge when issued. 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. Refund of Passes: Processed by Contact Centre by email using the Contact Us page online or in writing to Contact Centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter and email must include full name, Address and Pass T Number. Refunds will only be issued to the main pass holders account. For refunds to an alternate bank account, proof of Estate Executor must be provided.
Amendments	Amendments 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	Cancellations must be made up to 24 hours prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Multilink Pass. The value of any ticket cancelled within 24 hours of scheduled sailing, or not checked in for the booked sailing (No Show) will not be credited back to your Multilink Pass.
Check In	Vehicles must check in no later than 30 minutes before but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. Late arrivals will be required to amend to an alternative sailing time. Early arrivals may be asked to exit the port and return at the appropriate check in time for the booked sailing. Arrivals at port more than 2 hours after the scheduled sailing time shall be classified as No Show. 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.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you

	without notice to us (No Show). No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
Credit Account Available	No
VAT Applicable to Charges	No
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
Discounts	Multilink tickets cannot be used in conjunction with any other offer or promotion.
Priority Boarding	Priority Boarding allows vehicles to be among the first on and off the ferry. Available to book for vehicles up to 5 metres in length and up to 2.24 metres in height on sailings between 07.00 and 19.00 on the Portsmouth - Fishbourne car ferry service only. Not available to vehicles with trailers of any kind or any other size vehicle. Multilink Pass holders with vehicles up to 5 metres in length and up to 2.24 metres in height and no trailers must pay for Priority Boarding separately from the pass. Bookings must be made directly with Wightlink and payment made at time of booking. If you amend to or agree at port to board an earlier or later sailing or if you check in less than 30 mins before your booked sailing time you will not be guaranteed Priority Boarding and no refunds will be offered. Priority Boarding can be cancelled up to 1 hour before your scheduled sailing time for a refund. Cancelled Priority Boarding paid in part or in full with Tesco Clubcard Reward Partner codes are non-refundable.
Accessible Travel Assistance	If you have special requirements boarding or when on board the 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. Priority Boarding is not available to customers that require direct lift access on board the vessel.

Multilink Pass – Passenger

Product	Multilink Passenger Pass, 10 Singles Multilink Passenger Pass, 20 Singles Multilink Passenger Pass, 40 Singles Multilink Passenger Pass, 60 Singles
Vehicles	Pushbikes, e-bikes and battery powered mobility scooters travel free of charge. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges.

	Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's.
Additional Narrative	For the Disabled Multilink Foot Passenger Pass, proof of disability must be provided at the time of purchase. Please send a copy of your Blue Badge, ENCTS Card or your Disabled Persons Railcard to the Wightlink Contact Centre by post or via email through the Contact Us page on our website. An additional family member can be added to an Adult or Child pass but you do not need to provide proof of residency. Pass holders 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. We also accept a photo driving licence, Passport or HM forces ID cards as proof of ID. Multilink passes are valid for one year from date of purchase or from when last topped up and all journeys must be booked and used before the expiry date. Crossings can only be booked with Multilink pass once it has been paid for in full. Top ups must be purchased in the same denomination as originally purchased and paid in full at time of top up. All bookings are to be made as single legs. All travel must be for leisure purposes only and bookings must be made within the pass validity dates.
Unit of Measure	One person per multilink 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	0-4 years old travel free Children: 5 years to 15 years (children under 12 must be accompanied by an adult of at least 16 years) Student: 16-18 years - We accept Student Rider, ISIC (International Student Identity Card), TOTUM, UNiDAYS or 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). We reserve the right to ask for proof of age.
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	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. Payment must be made in full at time of purchase. Bookings will not be accepted until full payment has been received. Tesco Clubcard Reward Partner codes, Bus Tokens, Cheques and Postal Orders are not accepted by Wightlink. Gift Vouchers and Customer Service Vouchers will be accepted as full or part payment.
Refund Policy/Lost Tickets	Replacement Multilink Passes will incur an administration charge when issued. 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. Refund of Passes: Processed by Contact Centre by email using the Contact Us page online or in writing to Contact Centre, Wightlink Ltd, Gunwharf Road, Portsmouth, PO1 2LA. Letter and email must include full name, Address and Pass T Number. Refunds will only be issued to the main pass holders account. For refunds to an alternate bank account, proof of Estate Executor must be provided.
Amendments	Amendments 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	Cancellations must be made up to 24 hours prior to scheduled sailing. The value of the cancelled ticket will be credited back to your Multilink Pass. The value of any ticket cancelled within 24 hours of scheduled sailing, or not checked in for the booked sailing (No Show) will not be credited back to your Multilink Pass.
Check In	Foot passengers must check in no later than 15 minutes prior to scheduled sailing with a valid ticket. Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time. 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.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
Credit Account Available	No

VAT Applicable to Charges	No
ETS Levy	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	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	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)** High Freight between 5.01m and 6.0m long and over 2.24m high, including tow bars and roof racks. **HF6 (High Freight)** High Freight between 6.01m and 7.0m long and over 2.24m high, including tow bars and roof racks. **HF7 (High Freight)** For further information on vehicle categories, please refer to our Vehicle Guide Vehicle's lengths and heights must include tow bars, roof racks, bikes, etc.
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	Per vehicle per crossing with up to 7 passengers including the driver. 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, multilink tickets, or business passes

	Product sales are also subject to vehicle height and width restrictions on certain ferries
Caravans/Trailers	Trailers 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 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 Reward Partner codes will not be accepted as part or full payment of ticket.
Refund Policy/Lost Tickets	If a pass is misplaced, please contact the Sales Team and the pass will be cancelled and a new pass number issued. 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. Contact the Sales Department regarding any refund requests.
Amendments	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. 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	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. 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.
Check In	Vehicles must check in no later than 30 minutes before scheduled sailing time but no earlier than one hour before scheduled sailing time. We shall then endeavour to place vehicles on the scheduled sailing. We shall endeavour to ship any late arrivals (defined as arrivals at port less than 30 minutes before scheduled sailing time and up to 2 hours after scheduled sailing time) on the next available ferry where sufficient space is available. Arrivals at port more than 2 hours after scheduled sailing time shall be classified as a No Show booking. Should you still wish to travel, subject to availability, a revision to your booking may be made if you wish to travel before 23:59 on day of booking.

	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.
No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
Point of Charging	Business Pass purchases are chargeable at time of purchase or top up
VAT Applicable to Charges	VAT will be applied to passes for commercial vans over 5m.
ETS Levy	All vehicles will pay an ETS levy per crossing on the Portsmouth-Fishbourne car ferry service. No levy is charged for vehicles on the Lymington-Yarmouth car ferry service.
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.

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. All bikes should be booked in advance due to limited storage space on our car ferries and FastCats. E-bikes are not permitted in passenger lounges. Small e-vehicles are banned from entering our ports or travel on board our ships. For more information see our FAQ's.
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, Lymington - 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 Reward Partner codes will not be accepted as part or full payment of ticket.
Refund Policy/Lost Tickets	If a pass is misplaced, please contact the Sales Team and the pass will be cancelled and a new pass number issued. 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. Contact the Sales Department regarding any refund requests.
Amendments	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. 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	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. 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.
Check In	Foot passengers must check in no later than 15 minutes prior to scheduled sailing with a valid ticket. Accessible Travel bookings must check in no later than 30 minutes before scheduled sailing but no earlier than one hour before scheduled sailing time. 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.

No Show	If you fail to check in for or fail to board any sailing which you have booked or for which you hold a ticket, we shall treat your ticket or booking as having been cancelled by you without notice to us (No Show). No refunds are available for "no shows". We reserve the right to charge in full for any no shows bookings.
Credit Account Available	Yes, subject to approval by Wightlink. Additional terms and conditions will apply.
Point of Charging	Business Pass purchases are chargeable at time of purchase or top up.
VAT Applicable to Charges	N/A
ETS Levy	No
Discounts	Business Pass - Vehicle cannot be used in conjunction with any other offer or promotion.
Accessible Travel Assistance	If you have special requirements when on board vessel, once you have made your booking, you must contact our Contact Centre at least 48 hours prior to required sailing to provide details of assistance required.