



Caledonian MacBrayne

Hebridean & Clyde Ferries

Passengers Requiring Assistance & Tax Exempt Vehicles

March 2009

www.calmac.co.uk

PASSENGERS REQUIRING ASSISTANCE

Assistance will be available wherever requested, e.g. through use of hazard warning lights on arrival at the car marshalling area or at the time of boarding.

Please advise us at the time of booking and when checking in at marshalling areas or terminals, of any special requirements you may have (eg use of lifts/wheelchairs). Some ships have facilities for disabled passengers, e.g. a lift, which can be used under supervision. See note in each timetable and please check on availability before travelling.


Assistance may also be available for customers with audio or visual needs. Please advise us of your requirements at the time of booking, or let the Port Offices know in advance if assistance is required.

WHEELCHAIRS

Customers requiring the use of a wheelchair at terminals or on ships are advised to contact the port of departure before travelling. Some ships, particularly the smaller ones, may have limited numbers of wheelchairs available and demand can be high.

TAX EXEMPT VEHICLES

IF YOU ARE TRAVELLING BY CAR OR MOTORHOME

A discount may be available on certain routes on the normal single vehicle fare only for a car or motorhome which is tax exempt through reasons of disability, and which is accompanied by the blue card holder. In order to receive the discount you must have the documentation detailed below with you at the time of travel. Discount is not available on routes where an  symbol is displayed.

DOCUMENTATION REQUIRED

When making your reservation, copies of your tax exempt tax disc and blue card will be required in order for tickets to be issued.

Supporting documentation (the blue card, bearing the name and photograph of the card holder) must be carried at time of travel and be presented when requested. Failure to produce the documentation will result in the full fare being charged.

If you do not have a blue card, this can be obtained from your local authority by submitting your Motability Agreement or Certificate of Entitlement issued by the Department of Work and Pensions (DWP). Alternatively, you can request a form DBD 384 from the DWP.

NB – The blue card holder must travel with the vehicle.

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Use of the Company's services is subject to the Company's Conditions of Carriage, displayed at and available on request at the Company's Offices, on board its vessels, and at www.calmac.co.uk