



## Important Booking Information

- This facility can accept bookings for passengers and passengers travelling with a car on a single or return journey.
- Only available sailings will be displayed and available to be booked.
- On successfully completing the booking process, a page will be displayed advising you of your Booking Reference Number and important details relating to your reservation. We strongly advise that you print a copy of this page for your records. A copy will also be e-mailed. Booking reference numbers should be quoted if contacting us to check or change a reservation.
- If your vehicle exceeds the reserved length, a surcharge may be due and/or space may not be available on the ferry.
- Refund requests must be made in writing. Once received your refund will be processed to the card used during your original transaction. We aim to do this within 21 days.
- If you are travelling as part of a large party, with any other type of vehicle (e.g. van, commercial vehicle, bus/coach, motorhome etc), or will be towing a trailer or caravan, we regret that it is not possible to book through our on-line system. Please contact us using the telephone number at the bottom of our homepage and our reservations staff will be happy to make your reservations for you, or answer any queries you may have.
- This facility is not intended for use by travel agencies and no commission will be payable on bookings made on-line.
- The Company operates a 'No Show' charging policy. All cancellations must be made by the stated time as per the route to be travelled or full charges may be applied.
- Should you wish to transfer to an alternative sailing, we advise, that this may not always be possible.
- Check-in-times – Vehicles should be available for boarding 20 minutes before and foot passengers should be available 10 minutes before the scheduled sailing time. Anyone arriving at the departure point after this time may be refused permission to board. If you miss your sailing due to circumstances outside Orkney Ferries Ltd's control, you may be subject to a No-Show charge.
- Cancellations – Any cancellation must be made at least 1 hour before the time of departure or no refund will be available. In the event that our offices are closed, please email [info@orkneyferries.co.uk](mailto:info@orkneyferries.co.uk) to cancel your booking.
- Schedules are subject to change or cancellation without notice in the event of bad weather, mechanical problems, industrial disputes, assisting any other vessel which may be in difficulty or other circumstances beyond our control. Orkney Ferries Ltd does not undertake that services will depart or arrive at the scheduled times or be operated by the scheduled vessels. Services may be suspended or discontinued at the discretion of Orkney Ferries Ltd.
- Our Standard Conditions of Carriage of Passengers and Cargo will also apply and are exhibited in the Company's Vessels, Offices and Premises.
- Conditions of Carriage. ([Click Here](#))