



SAILING DISRUPTION INFORMATION

(TECHNICAL / OPERATIONAL)

We understand how frustrating it can be to have your plans disrupted by an issue with the ferry. Please be assured that the team at Auchrannie are fully committed to making your wait as comfortable as possible. We'll do our best to keep you informed with all the latest updates regarding this disruption.

You'll find some information below that may assist you, including details of compensation that can be claimed from CALMAC in the event of delays caused by technical or operational issues.

You can keep up to date with this disruption online www.calmac.co.uk/service-status or by downloading the '**CALMAC STATUS**' app from the App Store or Google Play.

Should you need any special assistance during the delay please speak to one of the reception team who will be happy to help you.

YOUR RIGHTS - if you have a confirmed ferry booking and are delayed by more than 90 minutes you will be entitled to claim back expenses from CALMAC for food and soft drinks.

Examples of how much **per person** you can claim are illustrated below:

Original Departure Time	New Departure Time																	every further 4 hours, an additional £7 per person
	10.10	11.05	13.55	15.45	16.05	16.40	19.20	20.40	21.40	08.20 (tomorrow)	10.10 (tomorrow)	11.05 (tomorrow)	13.55 (tomorrow)	15.45 (tomorrow)	16.05 (tomorrow)	16.40 (tomorrow)	19.20 (tomorrow)	
	08.20	£2	£7	£7	£7	£15	£15	£22	£22	£43	£43	£43	£50	£50	£50	£57	£57	
	10.10		£2	£7	£7	£7	£15	£15	£15	£36	£43	£43	£43	£50	£50	£50	£57	
	11.05		£2	£7	£7	£7	£15	£15	£15	£36	£36	£43	£43	£50	£50	£50	£57	
	13.55				£2	£2	£7	£7	£7	£29	£36	£36	£43	£43	£43	£43	£50	
	15.45						£2	£7	£7	£29	£29	£29	£36	£43	£43	£43	£43	
	16.05						£2	£7	£7	£29	£29	£29	£36	£36	£43	£43	£43	
	16.40						£2	£7	£7	£22	£29	£29	£36	£36	£36	£43	£43	
	19.20								£2	£22	£22	£22	£29	£36	£36	£36	£43	
	20.40									£15	£22	£22	£29	£29	£29	£36	£36	
	21.40									£15	£22	£22	£29	£29	£29	£29	£36	

You will also be able to claim for any additional nights accommodation charges you incur as a result of the disruption - this is currently **£70 per person per night**. Plus, you can claim additional mileage costs should you be routed through an alternative port; for example if you travel via Claonaig rather than Ardrossan you can claim up to 63 miles compensation.

To make a claim for any expenses you will need:

- accommodation, food and drink receipts
- your ticket purchase receipt confirming intention to travel
- if claiming for additional mileage, details of the road journey made resulting in the additional mileage incurred, including start and end postcodes

You can complete the claim here: www.auchrannie.co.uk/calmac

(payments are normally processed by CALMAC within 30 days of making the claim)

NOTE: The information contained within this document is provided for guidance only. Payments are dealt with by CALMAC - and any payments made are solely at their discretion. Full details of passengers rights, which are subject to change, can be found on their website www.calmac.co.uk.



SAILING DISRUPTION INFORMATION

(WEATHER)

We understand how frustrating it can be to have your plans disrupted by the weather. Please be assured that the team at Auchrannie are fully committed to making your wait as comfortable as possible. We'll do our best to keep you informed with all the latest updates regarding this disruption.

You'll find some information below that may assist you, including details of expenses that can be claimed back from CALMAC in the event of delays caused by weather.

You can keep up to date with this disruption online www.calmac.co.uk/service-status or by downloading the '**CALMAC STATUS**' app from the App Store or Google Play.

Should you need any special assistance during the delay please speak to one of the reception team who will be happy to help you.

YOUR RIGHTS - if you have a confirmed ferry booking and are delayed by more than 90 minutes you will be entitled to claim back expenses from CALMAC for food and soft drinks.

Examples of how much **per person** you can claim are illustrated below:

	New Departure Time																	
	10.10	11.05	13.55	15.45	16.05	16.40	19.20	20.40	21.40	08.20 (tomorrow)	10.10 (tomorrow)	11.05 (tomorrow)	13.55 (tomorrow)	15.45 (tomorrow)	16.05 (tomorrow)	16.40 (tomorrow)	19.20 (tomorrow)	
08.20		£2	£7	£7	£7	£15	£15	£22	£22	£43	£43	£43	£50	£50	£50	£57	£57	
10.10			£2	£7	£7	£7	£15	£15	£15	£36	£43	£43	£43	£50	£50	£50	£57	
11.05			£2	£7	£7	£7	£15	£15	£15	£36	£36	£43	£43	£50	£50	£50	£57	
13.55					£2	£2	£7	£7	£7	£29	£36	£36	£43	£43	£43	£43	£50	
15.45							£2	£7	£7	£29	£29	£29	£36	£43	£43	£43	£43	every further 4 hours, an additional £7 per person
16.05							£2	£7	£7	£29	£29	£29	£36	£36	£43	£43	£43	
16.40							£2	£7	£7	£22	£29	£29	£36	£36	£36	£43	£43	
19.20									£2	£22	£22	£22	£29	£36	£36	£36	£43	
20.40										£15	£22	£22	£29	£29	£29	£36	£36	
21.40										£15	£22	£22	£29	£29	£29	£29	£36	

You can also claim additional mileage costs should you be routed through an alternative port; for example if you travel via Claonaig rather than Ardrossan you can claim up to 63 miles compensation.

To make a claim for any expenses you will need:

- food and drink receipts
- your ticket purchase receipt confirming intention to travel
- if claiming for additional mileage, details of the road journey made resulting in the additional mileage incurred, including start and end postcodes

You can complete the claim here: www.auchrannie.co.uk/calmac
(payments are normally processed by CALMAC within 30 days of making the claim)