



ASSISTANCE FOR GUESTS WHOSE TRAVEL PLANS HAVE BEEN DISRUPTED

We're sorry if your journey home has been affected by ferry disruption. Our team is here to help as much as possible, but please be aware that they are likely to be dealing with a much higher volume of enquiries than usual. We'll do our best to keep you informed; however, like you, we rely on the service updates that CalMac publish on their website <http://www.calmac.co.uk>

Disruption to ferry services can affect both departing and arriving guests, and each situation is often different and sometimes complex. It may therefore take a little time for us to fully understand the circumstances and determine the best way to assist.

We kindly ask for your patience while our team contacts incoming guests to confirm whether they still intend to travel. This helps us understand how many rooms may become available for guests who are stranded on the island.

While you are waiting, we recommend considering both alternative travel arrangements and other accommodation options on Arran.

Alternative travel options

Depending on which routes are affected, there may be other ways to leave the island. Guests travelling with cars on services to Ayrshire may be able to depart via the Lochranza to Claonaig/Tarbert route. You can check the current status of this service here: <https://www.calmac.co.uk/service-status?#/service-status/004/sailings>

Please note that this route is generally not suitable for foot passengers as public transport is exceptionally limited.

Guests booked to travel from Ardrossan may wish to check availability on Troon sailings (if operating). Likewise, guests booked on Troon services may be able to find availability on Ardrossan sailings. For assistance with changing a booking, please contact CalMac on **0800 066 5000**.

Alternative accommodation

During periods of ferry disruption, accommodation on Arran can fill quickly. We recommend checking availability as soon as possible. Details of alternative accommodation can be found online at <https://www.visitarran.com/stay>

If no accommodation is available at Auchrannie and you are unable to secure alternative accommodation elsewhere on the island, CalMac has procedures in place to support stranded passengers. In this situation, please go in person to the **Brodick port office** for assistance.

If you need transport from Auchrannie to the ferry terminal, please let us know and we will do our best to help.

Compensation and reimbursement

Please note that passengers with a confirmed booking disrupted by more than two hours may be able to claim reimbursement from CalMac for food and drink. Where technical or operational issues cause disruption, reimbursement for additional accommodation costs is also available.

Full details on reimbursement and how to claim can be found here:

<https://www.calmac.co.uk/en-gb/book/passenger-rights/#/>



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:

Original Departure Time	New Departure Time																every further 4 hours, an additional £7 per person	
	09.55	11.05	13.55	15.30	15.50	16.40	19.20	20.25	21.40	08.20 <i>(tomorrow)</i>	09.55 <i>(tomorrow)</i>	11.05 <i>(tomorrow)</i>	13.55 <i>(tomorrow)</i>	15.30 <i>(tomorrow)</i>	15.50 <i>(tomorrow)</i>	16.40 <i>(tomorrow)</i>		19.20 <i>(tomorrow)</i>
08.20		£2	£7	£7	£7	£15	£15	£22	£22	£43	£43	£43	£50	£50	£50	£57	£57	
09.55			£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	£43	£50
15.30							£2	£7	£7	£29	£29	£29	£36	£43	£43	£43	£43	£43
15.50							£2	£7	£7	£29	£29	£29	£36	£36	£43	£43	£43	£43
16.40							£2	£7	£7	£22	£29	£29	£36	£36	£36	£43	£43	£43
19.20								£2	£22	£22	£22	£29	£36	£36	£36	£36	£43	£43
20.25									£15	£22	£22	£29	£29	£29	£29	£36	£36	£36
21.40									£15	£22	£22	£29	£29	£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)

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

(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:

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08.20		£2	£7	£7	£7	£15	£15	£22	£22	£43	£43	£43	£50	£50	£50	£57	£57
09.55			£2	£7	£7	£7	£15	£15	£15	£36	£43	£43	£43	£50	£50	£50	£57
11.05				£2	£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
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15.50							£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
20.25										£15	£22	£22	£29	£29	£29	£36	£36
21.40										£15	£22	£22	£29	£29	£29	£29	£36

every further 4 hours, an additional £7 per person

You will also be able to claim for any additional nights accommodation charges you incur as a result of the disruption - this is currently **£100 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.