



# Reservation Details

Booking no **2957888**

Mr. JIM CAMPBELL  
6 HEATHER DRIVE  
EAST DUNBARTONSHIRE LENZIE  
G66 4UF

|                  | Service                      | Passenger Type | Rate                        | Quantity | Price               | Total  |
|------------------|------------------------------|----------------|-----------------------------|----------|---------------------|--------|
| Aberdeen-Lerwick |                              |                |                             |          |                     |        |
| MV Hrossey       | 05.09.2019                   | 17:00          |                             |          |                     |        |
|                  | Domestic Van (Non-business)  |                | Visitor -Friends and Family | 1        | 79.80               | 79.80  |
|                  | Passenger                    | Adult          | Visitor -Friends and Family | 1        | 19.60               | 19.60  |
|                  | Sleeping Pod in Pod Lounge 1 |                | Visitor - Standard          | 1        | 18.00               | 18.00  |
| Lerwick-Aberdeen |                              |                |                             |          |                     |        |
| MV Hrossey       | 08.09.2019                   | 19:00          |                             |          |                     |        |
|                  | Passenger                    | Adult          | Visitor -Friends and Family | 1        | 19.60               | 19.60  |
|                  | Domestic Van (Non-business)  |                | Visitor -Friends and Family | 1        | 79.80               | 79.80  |
|                  | Sleeping Pod in Pod Lounge 1 |                | Visitor - Standard          | 1        | 18.00               | 18.00  |
|                  |                              |                |                             |          | Total Booking Value | 234.80 |
|                  |                              |                |                             |          | Total Paid          | 234.80 |
|                  |                              |                |                             |          | Total Refund        | 0.00   |
|                  |                              |                |                             |          | Balance Due         | 0.00   |

## VAT ANALYSIS

| Code | Rate  | Goods   | VAT   |
|------|-------|---------|-------|
| 0    | 0.00% | £234.80 | £0.00 |

Date of Sale: 28.08.2019

VAT REG NO: 207523388

Serco NorthLink Ferries  
Ferry Terminal,  
Ferry Road,  
Stromness,  
Orkney, KW16 3BH

Tel: 01856 885500  
Fax: 01856 851795  
Reservation: 0845 6000 449  
Email: [info@northlinkferries.co.uk](mailto:info@northlinkferries.co.uk)  
[www.northlinkferries.co.uk](http://www.northlinkferries.co.uk)

Registered Office:  
Serco Limited, 16 Bartley Way  
Bartley Wood Business Park  
Hook, Hampshire  
England, RG27 9UY

Please see over for additional information

# Additional Information

## Reservations

Reservations are confirmed once payment for the full value of the booking is received. The issue of a quotation will not guarantee availability of space at point of booking.

## Checking in for the ferry

NorthLink Ferries operates a ticketless system with the key to your journey being the unique booking confirmation number. Please have this with you at check in. Please also note the advertised check in and opening times for your chosen port or departure/route. Boarding passes are available for collection from 11:00am on the day of travel from our port offices. Please note that if lost, passengers will be required to wait until the end of check in to board.

## Checking in at Lerwick and Aberdeen

Check in commences two hours prior to departure. Car drivers are recommended to check in at least one hour prior to departure. **Final check-in is 30 minutes prior to departure.**

## Check in at Kirkwall (Hatston)

Foot passengers should note that the Kirkwall (Hatston) Terminal is situated two miles out of town. As the call at Hatston will always be part of a 'through' sailing between Aberdeen and Lerwick, the ship will arrive in port approximately 45 minutes before the scheduled departure. Boarding will only commence after all passengers and vehicles have disembarked from the incoming vessel. All passengers disembarking at Kirkwall are asked to retain their boarding card during the voyage for use as a landing pass on arrival. **Final check-in is 30 minutes prior to departure.**

## Checking in at Stromness

Check in for the 0630 sailing will open 60 minutes prior to departure. Passengers who have reserved an overnight cabin should check in and board for the morning sailing from Stromness between 2130 - 2330 the previous evening. For all other sailings check in will open 90 minutes prior to departure. **Final check-in is 30 minutes prior to departure.**

## Checking in at Scrabster

Foot passengers are required to check in at the foot passenger terminal situated at the ferry berth on the new pier. Passengers arriving at the old pier should allow appropriate time to make their way to the foot passenger check in terminal on the new pier (some 800m distance). **Final check-in is 30 minutes prior to departure.**

## National Concession Scheme

Passengers seeking to travel under the National Concession Scheme must submit valid vouchers at their first port of departure when checking in. Failure to do so will result in full fares being charged.

## HGV

Customers should note that check in for HGV vehicles closes 60 minutes before scheduled sailing times at Stromness, Scrabster and Hatston. For Aberdeen and Lerwick, check in closes 90 minutes prior to scheduled departure time.

## Children

Children under the age of 16 must be accompanied by an adult when travelling. Infants cannot be booked into shared cabins and we would request that those wishing to book young children into shared cabins or sleeping pods show appropriate consideration to fellow passengers.

## Prohibited Items

A number of types of items which have a potential to cause harm are prohibited to be carried on board. Full information on these is available at [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk) or from our offices.

## Luggage

Passengers are advised to take only hand luggage required for their crossing onto the ship. Other luggage should be left in the car or if travelling on foot, may be placed on the luggage trolleys on arrival at the passenger terminal. The trolleys will be loaded onto the vehicle deck with luggage made available for collection on arrival at the destination port. Maximum baggage weight is 30kg. Bulky or overweight baggage will be carried only at the discretion of the local service manager and may be subject to charge.

## Travelling with Animals

With the exception of support dogs, animals are not allowed in public areas including our cabins. Kennel facilities are available on board passenger vessels and can be booked in advance. Pets must be kept on a lead at all times when on company property and any associated waste should be cleaned up by owners. For further information on travelling with animals, please go to [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk)

## Security Searches

NorthLink Ferries, its employees and/or agents shall be entitled to undertake searches of passengers, luggage, goods, commercial vehicles and/or unaccompanied vehicles carried or to be carried on their vessels to ensure the safety and welfare of its vessels, passengers, crew and cargo.

## Parking

NorthLink Ferries does not offer secured long-term parking. In Orkney and Shetland parking associated with ferry terminals are operated by the local harbour authority. In Aberdeen there are several car parks available near the terminal. At Scrabster, the long stay parking area is operated by the local harbour trust and is situated around 800m from the passenger terminal on the pier (01847 892779). Customers wishing to leave their car and travel as foot passengers should be aware of the time required to move between the car park and the terminal. We recommend that those

leaving their car, drop off passengers and any luggage to be taken on board at the terminal on the pier before parking up and making their way back to foot passenger check-in.

## Connecting Transport

Passengers should be aware that onward transport connections are limited and can vary between seasons. At Scrabster and Stromness, not all sailings connect with onward public transport and you should check timetables before confirming your choice of sailing. At Aberdeen, the ferry terminal is a 10-minute walk from the bus and rail stations. The 727 JET Bus operates from the NorthLink Terminal travelling on to Aberdeen International Airport. Passengers should visit [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk) for up to date timetable information. Lerwick terminal is at Holmsgarth at the edge of town, a 15-minute walk from the centre. For details on all bus services in association with Ferry arrivals and departures please see [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk)

## Behaviour on board

Passengers should note that all travel is governed by our Conditions of Carriage, copies of which are available at [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk), at our terminals, on board the ships or on request from our offices. Within our Conditions of Carriage there is an implicit expectation as to the standard of behaviour expected of passengers on board. Passengers appearing under the influence of alcohol or drugs at check-in cannot expect to be allowed to board the vessel. Similarly, while our bars and restaurants do serve alcohol during sailings, our staff are authorised to refuse to serve alcohol to anyone whose behaviour may cause offence to other passengers or who may be deemed to be putting themselves, staff or fellow passengers at risk.

## No Smoking

Our terminals and vessels are entirely no smoking in all public indoor areas. On board ship there are designated smoking areas on the outside decks.

## Dry Dock Period

Schedules may be altered to accommodate dry dock and refit arrangements. Variations to schedules will be advertised in advance.

## Christmas and New Year Period

Schedules over the festive period are subject to change. Please check timetables on [www.northlinkferries.co.uk](http://www.northlinkferries.co.uk)

## Travel Insurance

NorthLink Ferries strongly recommends that all passengers carry appropriate travel insurance. In the event of disruption to sailing schedules NorthLink Ferries follow the legislative requirements detailed for passenger rights under EU Regulation 1177/2010 when travelling by sea and inland waterway. Please see our Conditions of Carriage for details on the limitations of our liability in the event of delay or cancellation.