

Sea Travel Information

Updated 16th September 2019

Should your travel be delayed or cancelled due to adverse weather conditions, we will always do our best to advise you of any disruption. To assist us in contacting you it would be helpful if we held on our records your mobile number and email address.

Up to date sailing information is available 24 hours on the following:

Condor Ferries information telephone numbers:

U.K 01202 207216 (hotline) Jersey 01534 872240 Guernsey 12023 (local number only)

SAT NAV CODES: Poole BH154AJ; Portsmouth PO28SP

Travel Documents

Condor Ferries is a ticket-less carrier and your booking confirmation/invoice must be produced at check-in along with photographic identification for all passengers to allow boarding. This ID should be one of the following: passport, student ID card, Armed forces ID card, Citizen Card, photographic disabled badge, firearms certificate, or driving licence with photograph and the ID should be readily accessible at the port. Visitors who cannot identify themselves will be denied boarding and no refund will be possible.

Check-in

Please check the sailing times on your booking confirmation as these may vary from those originally confirmed to you at booking stage due to the possibility of reschedules caused by tidal amendments. The latest check-in time for motorists is 1 hour before the departure and 40 minutes for foot passengers. Please note that if you arrive later than the minimum time before sailing we cannot guarantee your reservation. Allow additional time to park your car (if you are a foot passenger), for public transport delays, and weekend congestion.

Luggage

Passengers on foot - All ferries restrict the weight of suitcases and apply the rules on limitation of free baggage allowance. Foot passengers are allowed 25kg of personal luggage. There is no free luggage allowance for infants under 3 years of age travelling at no charge. Excess luggage may be accepted subject to space availability, and will be charged at the appropriate rate on the day. Camping equipment, musical instruments, filming and radio transmitting equipment, commercial samples, and surf and windsurfing boards are charged at cargo rates. Luggage must be labelled with your family name and destination.

Passengers with a car - Pack as much as you like!

NOTE: Dangerous goods and firearms or other sporting weapons and ammunition must be declared at the time of booking and must not be brought on board, or on your person, or in your luggage, or vehicles unless you have obtained written permission from Condor ferries, and must be carried in accordance with the Department of Transport requirements.

Safety on board

Please pay attention to safety announcements on board, and it is recommended that you familiarise yourself with the contents of emergency notices posted at muster points and in passenger saloons. Knowing what to do in an emergency could make all the difference to you and your family. On the fast ferry service smoking is only permitted on the outside decks. Access to the car deck is not permitted during the crossing. You are strongly advised to avoid spillage, vehicle tanks should only be filled to within one gallon of maximum capacity. Petrol cans – full or empty – are not allowed. You must not smoke on the car deck. Pets must stay in your vehicle or in an approved carrier which must remain in the designated area on the car deck.

Welcome to the Channel Islands

Car Hire

For car hire collection, please see the **EUROPCAR** representative in the arrivals hall.

Transfers

A pre-booked transfer as shown on your confirmation invoice will take you to your accommodation on arrival at the sea terminal.

Jersey - Tantivy Blue Coach Tours arranges our transfers. In the unlikely event of any difficulty please call them on **01534 706706** or for out of hours only **07797 750099**. **Waverley Coaches** for Norfolk Hotel and Villa Nova Guest House only. Tel 01534 758360

Guernsey – Island Taxis arrange our transfers. In the unlikely event of any difficulty please call them on **01481 700500**

Return Transfers

Your return transfer will depart from your accommodation between 1½ and 2 hours prior to the ferry departure time shown on your booking confirmation. If your transfer has not arrived 1½ hours prior to departure you should contact the transfer company on the above mentioned telephone number.

We wish you a pleasant journey and an enjoyable holiday.