

Information for Disabled Passengers and Persons Requiring Assistance

1. Company Policy - Disabled Passengers

It is the policy of the Isles of Scilly Steamship Company to make our services and facilities accessible to all persons, where reasonably practical, including those with disabilities or special needs.

Scillonian III crew will always try to accommodate passengers with a disability or special needs; however, due to the ships design and safety restrictions we may not be able to cater for all requirements. Please read the following information carefully, and contact the company for further information if necessary. Further details are contained in our terms and conditions of carriage. These can be viewed on our web-site www.islesofscilly-travel.co.uk/assistance.asp or posted upon request.

2. Before you Travel

Customers with special needs or disabilities should advise the company of any assistance they may require when making their booking, or at least 48 hours prior to departure by phoning 0845 710 5555. The company will endeavour to accommodate all requests for assistance where reasonably practical. Failure to inform the company of any special needs or disabilities may result in passengers not being able to travel.

3. General Information

The Scillonian III operates out of Penzance Harbour, which is owned and operated by Cornwall Council and St Mary's Harbour, owned and operated by the Duchy of Cornwall. Both quays are level, but uneven in places, and surfaced with granite cobbles which can be bumpy for wheelchair users.

The Scillonian III has four passenger decks: The Bridge Deck, Upper Deck, Main Deck and Lower Deck. The Bridge and Upper Decks are accessible to passengers with restricted mobility.

4. Penzance Quay Access

The quay at Penzance has a tarmac pavement for some of its length, equipped with a dropped kerb at each end. The ship is berthed approximately 150m from the drop off point at the start of the quay. Persons with restricted mobility may upon request be permitted vehicular access along the quay and be dropped at the check-in office, approximately a 50m walk from the ships gangway.

5. St Mary's Quay Access

From the ships berth at St Mary's quay a walk of approximately 300m gives access to the town centre. Taxi and minibus transport services operate on the island and can be pre-booked to meet passengers on the quay. Further details are available from the Islands tourist information services at: www.simplyscilly.co.uk/

6. Access and Egress to and from Scillonian III

Access to the Scillonian III is possible for wheelchair users, however, the slope of the gangway is dependent on the state of the tide, and at certain times the gradient can be severe. The ships gangway is not suitable for motorised wheelchairs or buggies, these will be loaded as freight, free of charge. Passengers are required to book in motorised wheel chairs or buggies as freight in advance.

Passengers who use motorised wheelchairs or buggies will need to transfer to a standard wheelchair provided by the company, and be assisted onto and off the ship by the crew, subject to prior arrangement. The gangway provides access to the Bridge Deck or Upper Deck, depending on the state of the tide.

7. Access to facilities on board Scillonian III

The Scillonian III is equipped with a MediTek Stair lift that provides access between the Bridge Deck and Upper Deck, suitable to carry persons up to 150kg. This is a 'person lift' and does not take a wheelchair. Passengers will need to be able to transfer from a wheelchair onto the stair lift unaided, or with assistance from a companion (Scillonian III crew are not permitted to lift passengers).

Wheelchair bound passengers also have access between the Bridge Deck and Upper Deck by means of a Windrush platform chair lift. This has a maximum load of 250kg and will only be operable when the ship is birthed. In poor sea conditions it may be necessary to secure wheelchairs.

A café, disabled toilets and smoking area are located on the Upper Deck. However, to access the smoking area, passengers are required to step over a door sill of 30cm. The Bridge Deck gives access to external seating areas, there is however a floor level door sill that persons with restricted mobility should be aware of. There is no stair lift or accessible route to the Main Deck or Lower Saloon.

Passengers should be aware that in poor weather there can be significant ship movement during the crossing. The company issues advisory travel warnings in the event of poor weather. In very poor conditions it is occasionally necessary to postpone or cancel sailings for the safety of passengers. A Public Announcement system operates on board, however no hearing loop is installed.

8. Assistance Dogs

Assistance Dogs are welcome on board the ship but should remain on a lead at all times.

9. Medical Assistance and Personal Care

The ships crew are trained first aiders and will attend passengers in the event of injury or ill-health. Procedures are in place for calling the emergency services in cases of serious health concerns. Passengers who are prone to travel sickness are advised to take motion sickness tablets prior to departure, available from chemist shops or through your GP. The crew are not trained medics and cannot advise on, or administer personal medication.

The ships crew are not able to assist with personal care such as toileting, breathing, feeding or lifting passengers. Passengers should be able to communicate with, and understand instructions issued by members of the ships crew. Passengers requiring this type of assistance are required to travel with a companion who can provide them with all necessary help.

10. Request for Assistance or Further Information

Please inform the company of any access requirements or assistance when booking, or at least 48 hours prior to departure by phoning 0845 710 5555.