

	<h2 style="text-align: center;">Inter-Island Ferries Account &amp; Booking FAQs</h2>
<p><b>Why does the Council need to move to an account payment and bookings only basis for ferry travellers as these timetables are implemented?</b></p>	<p>We are introducing the requirement for prior-bookings on all journeys and account payments to see that the limited capacity under the restricted timetable is best utilised, and to reinforce the Governments 'Stay at Home' guidance.</p> <p>Under that guidance, the only permissible reasons to leave your home are as follows:</p> <ul style="list-style-type: none"> <li>• to shop for basic necessities and that should be limited to once a day.</li> <li>• to take exercise once a day - but alone or with your own household, not in groups – and that should be done in your locality.</li> <li>• for medical reasons or to care for a vulnerable person.</li> <li>• to travel to essential work if that cannot be done at home.</li> </ul> <p>Everyone is urged to follow this guidance and Police Scotland have been granted powers to enforce it.</p>
<p><b>I don't normally book when traveling as a foot passenger, will I have to book now?</b></p>	<p>Many travellers already book their ferry journeys in advance using the online booking system or by phoning the Ferry Booking office.</p> <p>The new arrangements will require everyone planning to travel on ferries to book their journey in advance, either online or by phoning the Ferry Booking Office. This includes passengers on foot.</p> <p>Travellers will also have to get an account set up if they don't already have one.</p>
<p><b>What do I have to do if I don't have an account?</b></p>	<p>Many travellers already have accounts. Most businesses that use ferries regularly, many other regular travels. Bressay season ticket holders are also already account holders, and will be able to continue to use their season cards.</p> <p>Travellers who don't have an account will need to contact the Ferry Booking office to set one up or complete a form and send it to us.</p> <p>This is a straightforward process; all we will need is your name, address, telephone number and/or email address.</p> <p>You can contact the Ferry booking Office or email <a href="mailto:ferries.admin@shetland.gov.uk">ferries.admin@shetland.gov.uk</a></p> <p>A form can be downloaded from the Councils website, which can be completed and emailed to <a href="mailto:ferries.admin@shetland.gov.uk">ferries.admin@shetland.gov.uk</a> or posted to Shetland Islands Council, Port Administration Building, Sellaness, Sullom Voe, Shetland, ZE2 9QR.</p>

	<p>Forms will also be available on board ferries.</p> <p>Once your Account has been set up then the Council will send you an Account Card.</p>
<p><b>When will the bookings only and account payment arrangements come into force?</b></p>	<p>Travellers will need to contact the booking office, or use the online booking system, to book any intended ferry trips from Monday 6<sup>th</sup> April.</p> <p>All charges from the 6<sup>th</sup> April will be charged to accounts. There will be no cash or multi-journey ticket payments taken from that date.</p>
<p><b>Will any bookings I have already made still be valid and when can I make new bookings?</b></p>	<p>You will have to re-book on the new timetables. New bookings will be accepted from 09:00 on Friday morning, either on-line or by contacting the Ferry Booking Office.</p>
<p><b>Will using an account cost me more?</b></p>	<p>Charges for all ferry trips will be calculated on the basis of multi-journey discounts during this period of restricted travel, so traveling using an Account won't cost any more than using the multi-journey ticket book.</p>
<p><b>What do I do with the multi-journey tickets I have already bought?</b></p>	<p>Sales of multi-journey ticket books will be stopped, however you will be able to use any unused multi-journey tickets as payment against your ferry travel bill as an alternative to cash, cheque or online payment.</p>
<p><b>Will the requirement to book journeys apply to all Ferry Routes, including Bressay, which hasn't had bookings previously?</b></p>	<p>Yes, the requirement for bookings will apply to all routes.</p>
<p><b>What will happen when I board a ferry to take the trip I have booked?</b></p>	<p>Details of pre-booked customers will be downloaded by ferry crews, pre-booked passengers and vehicles will be checked off the list as they board.</p> <p>They will then use their contactless Account Cards to confirm their journey and receive their ticket.</p>
<p><b>When will I get billed for travel on my account?</b></p>	<p>Travellers will be billed in arrears for the journeys they have made through the Council's normal billing systems.</p>
<p><b>What happens if I need to travel on a ferry before I have received my Account Card?</b></p>	<p>If you have booked your trip then you will be on the manifest and will be checked off on boarding by the Ferry crew.</p> <p>When asked for payment, tell the ferry crew member that you have not received your account card yet, they will note that and the journey will be charged to your account.</p>

<p><b>What happens if I need to travel on a ferry urgently and have not booked or I don't have an Account Card?</b></p>	<p>If you can demonstrate to the Ferry Crew that you have a legitimate need to travel in terms of the Coronavirus travel restrictions (see above) then you may be allowed to travel provided there is sufficient space on board.</p> <p>If you have an account then your trip will be charged to that account as normal.</p> <p>If you do not have an account then you will be required to provide name, address and contact details. The Council will then get an account will be set up for you, send you your account card and that journey will be billed to your account.</p>
<p><b>Do I need to book and have an Account Card if I am a foot passenger?</b></p>	<p>Yes, at this time all travel will be booking only and linked to Accounts. This will be a matter reviewed periodically as circumstances develop.</p>
<p><b>Do you need a separate booking for each passenger in a car?</b></p>	<p>No, as long as the car is booked then individual passengers do not need to be booked in addition.</p> <p>There will also continue to be the option for any passengers to pay individually or for all passengers to be paid for by the driver or another occupant.</p>
<p><b>What happens if I lose my Account Card or it gets damaged?</b></p>	<p>If you contact the Ferry Booking Office and let them know your account number or contact details then they can arrange for a new card to be issued.</p> <p>If you need to travel when you don't have your card then you will need a note of your account number so the ferry crew can charge your trip properly.</p> <p>If you don't know your account number then the trip will be charged against your booking details.</p>
<p><b>What happens if the ferry journey is cancelled or ferries have to run a shuttle service?</b></p>	<p>If services are disrupted or rescheduled then the requirement to have pre-booked that journey may be amended or suspended by the master of the ferry.</p> <p>The journey you ultimately take will continued to be paid for through your account.</p>
<p><b>What happens if I can't take the trip I have booked?</b></p>	<p>If you are not able to travel, then please cancel your booking on-line or by contacting the Ferry Booking Office.</p> <p>You are only charged for a trip if you actually take it.</p>

**Where can I find out more details about the Restricted timetables?**

**Further details and FAQs are available on the Councils Coronavirus advice website and Ferry and ZetTrans websites and Facebook pages or by contacting the Ferry Booking Office.**

Council Ferry Information and Booking Website

[www.shetland.gov.uk/ferries/](http://www.shetland.gov.uk/ferries/)

<http://www.shetland.gov.uk/ferries/covid19.asp>

ZetTrans Ferry Travel Information

<https://www.zettrans.org.uk/covid19>

Ferry Admin Office email address –

[ferries.admin@shetland.gov.uk](mailto:ferries.admin@shetland.gov.uk)

Ferry Booking Office Telephone Number

01595 745804

Council Coronavirus advice website address –

<https://www.shetland.gov.uk/coronavirus.asp>