



Facilities for people who are disabled or have reduced mobility

Condor Ferries works hard to meet the needs of all our passengers, including disabled people or those with reduced mobility. Our crew have received Disability Awareness Training, ensuring high standards of customer care and service excellence.

Condor Ferries Facilities

Before you travel

In order to be able to make your journey with Condor Ferries as comfortable as possible, you must inform us at the time of booking, but at least 2 working days before you travel if you anticipate needing assistance when travelling with us. You should also tell us whether you are a foot passenger or in a vehicle. You can contact us by calling 0845 609 1026 or emailing reservations@condorferries.co.uk

If you have booked through an agent or tour operator you should advise them that you will require assistance, and ask that they pass this information to us.

Once you have contacted us, a note will then be made in your booking which should ensure that, where possible, your needs are taken into consideration. If you have not contacted us before you travel to alert us to your needs, we cannot assure you of assistance in boarding or during your journey.

Arriving at your departure port

If you are a disabled person or have reduced mobility, you need to check in 90 minutes prior to the departure time and where possible, assisted boarding will be offered. Regrettably, as our ferries frequently call at more than one port, we are unable to guarantee that you will be parked in any particular part of the car deck or that you will have immediate access to the lift or cabin.

If you are running late, but still expect to be able to get to the port before the standard check in time, please call the port office to let them know that you are delayed: this will increase the likelihood that your special needs can be taken into account when parking your car on the car deck, although regrettably, we cannot guarantee this.

Port phone numbers:

- Poole: 01202 207215
- Weymouth: 01305 763003
- Portsmouth: 02392 733343
- Guernsey: 01481 729666
- Jersey: 01534 601000
- St Malo: 0033 299 406161

Checking in with a car

Please identify yourself to the check in staff to alert them to your specific needs already highlighted on your booking. You will be asked to switch your vehicle's hazard warning lights on when you pass through check in. It's important to keep them on until you have been parked in a check in lane as the port staff recognise this signal and can then make sure you are parked in the most appropriate lane. When you are waiting for vehicle loading to begin you do not need to keep your hazard warning lights on, but as soon as vehicle loading begins you should turn them on again and keep them on until you are parked on the car deck, as the ship's crew rely on this signal to identify passengers who need assistance.

As many of our ferries stop at more than one port and our fast ferry car decks have complex layouts, cars may not be loaded in the order in which they checked in. Furthermore, we aim to allocate the most appropriate spaces for disabled persons or passengers with reduced mobility who have notified us of their needs ahead of travel. For this reason, you may be asked to wait for assistance before you are parked.

Checking in as a foot passenger

When you check in please identify yourself or your party to the check in staff to alert them to your specific needs, which are noted on your booking. Depending where you are travelling from and to, you will be boarded according to your destination and our staff will endeavour to offer appropriate levels of assistance. All our ports have different facilities for foot passengers including adapted buses and special buggies, however due to the wide tidal range in the Channel Islands you may find your route on board is different on your outward and return journey.

Embarkation

All our ferries have had lifts fitted which are reserved for the use of passengers with wheelchairs, pushchairs or reduced mobility. On each of the fast ferries there is a small lift from the car deck to the recommended passenger seating areas, and on the Commodore Clipper there is a lift which allows access to all passenger areas of the ship. In the event of a lift breaking down, stair climbing devices may be used to move passengers who use wheelchairs from the car decks to the passenger cabin.

Condor Vitesse/Condor Express

- Rated lift capacity – 450KG
- Width of door – 0.9m
- Rated number of people – 3

Condor Rapide

- There is a safe walkway suitable for wheelchair users to access passenger areas from the car deck.

Commodore Clipper

- Rated lift capacity – 1000KG
- Width of door – 1.05m
- Rated number of people – 13

On board Condor Ferries

Choosing the right seat

Condor Express/Condor Vitesse

Disabled passengers or those with reduced mobility **must** request seating on the **Lower** Tier. There are anchor points for wheelchairs and seats with flexible arm rests. Passengers may also upgrade to sit in our Club Class or Reclining seat areas, which are also accessible should they wish to pay the additional charge.

Condor Rapide

Disabled passengers or those with reduced mobility **must** request seating on the **Lower** Tier. There are no anchor points for wheelchairs and seats with flexible arm rests. Passengers may also upgrade to sit in our Club Class seat area, which are also accessible should they wish to pay the additional charge.

If you wish to change the seats you have been allocated or to confirm you are in the right seating area please contact our reservations team for help and advice (please call 0845 6091026). There is no charge for this service.

Commodore Clipper

Most seats are accessible by disabled persons or those with reduced mobility including the reclining seat lounges, which includes some seating with flexible armrests.

In addition, there are 2 cabins with disabled facilities which are suitable for use by wheelchair users. These cabins accommodate a maximum of two people. You can book these on line, by phone or in person at our port offices.

Induction loop

There is an induction loop fitted at the Information Desk on all our ferries.

Assistance during your journey

Passengers who require assistance during their journey, should contact a member of Condor Ferries cabin crew if they need assistance during their journey. On the fast ferries, Condor Vitesse, Condor Express, and Condor Rapide, there are disabled toilets located on the port side of the ship just behind the Cafe. On the conventional ferry Commodore Clipper there is a communal disabled toilet facility shared by the two disabled cabins which is at aft end of the passenger cabin area, on deck 8, port side. The port side is the left-hand side of the ship when you are facing direction of travel. There is also a disabled toilet facility in the Brasserie Lounge on deck 7, on the starboard side forward. The starboard side is the right-hand side of the ship when you are facing direction of travel.

Disembarking with a car

When you return to the car deck on busy sailings you may find that other vehicles have been parked close to your car. Condor Ferries suggest that if you have reduced mobility or are a disabled person, you highlight your need for assistance with the Cabin Manager (or a member of crew) prior to returning to the car deck, who will be able to provide advice and assistance. You may be advised to make your way to car deck and wait for other vehicles nearby to move away before getting back in to the car. Alternatively, we may suggest that the person who needs to use the lift is accompanied to the lift by a crew member whilst the driver returns to the car to move it nearer the lift doors. If you need assistance in getting back into your vehicle please highlight this before returning to the car deck. .

Please take care when moving around the car deck.

Disembarking on foot

Condor Ferries suggest that if you have reduced mobility or are a disabled person you highlight your need for assistance with the Cabin Manager (or a member of crew) once the announcement has been made that car drivers should return to their cars. Due to differences in port facilities and local tides you may disembark from a different point to your embarkation point. If you are unable to use the stairs, please tell a member of crew who will be able to advise you of any alternatives such as the lift. Once you are on the quayside, the port may be able to offer you assistance although facilities differ at each port. These facilities include a specialist buggy, adapted buses or a flat route to the arrivals hall.

Port Facilities

If you have any queries, please do not hesitate to contact us at reservations@condorferries.co.uk

What to do if you are travelling within 2 working days and have not told Condor Ferries about your needs.

We understand that sometimes our passengers may need assistance at short notice and will always try to provide adequate support. Please bear in mind that without appropriate notice in advance of travel it may not be possible to provide the kind of assistance and service outlined above.

If you realise you will need help and are travelling within 2 working days please follow the procedure below:

- Call our reservations team (telephone 0845 609 1026) or your port of departure and ask them to place a note on your booking if possible. We cannot guarantee that we can reconcile this to the information provided to the onboard crew or port staff on your outbound sailing.
- Arrive at the port at least 90 minutes ahead of the scheduled departure time and alert the check in staff to your needs as soon as practical. This should enable them to provide you with some advice and assistance in boarding.
- If your allocated seating is in an inappropriate location, please contact the information desk who may be able to provide you with an alternative.
- Please bear in mind that without appropriate notice in advance of travel it may not be possible to provide the kind of assistance and service we wish to offer at boarding or during your journey.

