

# Ferry Bookings – FAQ

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## Routes Ireland – mainland Europe

Route	Company	Timetable	Notes
Rosslare - Cherbourg (F)	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/rosslare-cherbourg/timetable">https://www.stenaline.ie/routes/rosslare-cherbourg/timetable</a>	
Dublin - Cherbourg (F)	IRI045 Irish Ferries	<a href="https://www.irishferries.com/globalassets/routes-pages/dublin-france/schedule/sailing-schedule-2019.pdf">https://www.irishferries.com/globalassets/routes-pages/dublin-france/schedule/sailing-schedule-2019.pdf</a>	
<b>HOW TO BOOK</b>			
STE003 Stena Line		<ul style="list-style-type: none"> <li>- Multiple lines to be inserted (separate lines for e.g. cabins, seats etc.)</li> <li>- If very small group: needs to be booked online through FIT (currently Sofia Brenzoni)</li> </ul>	
IRI045 Irish Ferries		<b>PREPAID</b> <ul style="list-style-type: none"> <li>- Must update numbers min 4 weeks before departure (option expiry date given on pro-forma invoice sent with confirmation)</li> <li>- Deposit payment due (see pro-forma for details), line needs to go to PP instead of OK</li> </ul>	

## Routes UK – mainland Europe

Route	Company	Timetable	Notes
Harwich - Hook of Holland	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/harwich-hook-of-holland/timetable-harwich-holland">https://www.stenaline.ie/routes/harwich-hook-of-holland/timetable-harwich-holland</a>	
Hull - Zeebrugge or Rotterdam	POE500 P&O Ferries	<a href="http://www.poferries.com/eu/rotterdam-hull?sw=1">http://www.poferries.com/eu/rotterdam-hull?sw=1</a> <a href="http://www.poferries.com/eu/zeebrugge-hull/travelling-with-us/timetable">http://www.poferries.com/eu/zeebrugge-hull/travelling-with-us/timetable</a>	
Dover - Calais	POE500 P&O Ferries	<a href="http://www.poferries.com/eu/calais-dover/travelling-with-us/timetable">http://www.poferries.com/eu/calais-dover/travelling-with-us/timetable</a>	
<b>HOW TO BOOK</b>			
STE003 Stena Line		<ul style="list-style-type: none"> <li>- Multiple lines to be inserted (separate lines for e.g. cabins, seats etc.)</li> <li>- If very small group: needs to be booked online through FIT (currently Sofia Brenzoni)</li> </ul>	
POE500 P&O Ferries		<ul style="list-style-type: none"> <li>- Desired breakdown of cabins + additional notes to be inserted in supplier message (NOT pickup/dropoff)</li> <li>- If return journey: MUST state both journeys incl. dates, times, cabin breakdown etc., and ports (Rotterdam or Zeebrugge) in supplier message (NOT pickup/dropoff) or only 1 journey is booked</li> <li>- Must state in supplier message should meals be required</li> <li>- Invoices are sent on a regular basis to <a href="mailto:operations@abbey.ie">operations@abbey.ie</a> for both UK and Ireland bookings. Operations check invoices &amp; forward to Account Handlers for queries</li> </ul>	

## Routes Ireland - UK

Route	Company	Timetable	Notes
Dublin - Holyhead	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/dublin-holyhead/timetable">https://www.stenaline.ie/routes/dublin-holyhead/timetable</a>	
Belfast - Cairnryan	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/belfast-cairnryan/timetable">https://www.stenaline.ie/routes/belfast-cairnryan/timetable</a>	July/ August only: €1 pp surcharge applies to 11:30 sailing from Cairnryan
Belfast - Liverpool	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/belfast-liverpool/timetable">https://www.stenaline.ie/routes/belfast-liverpool/timetable</a>	
Rosslare - Fishguard	STE003 Stena Line	<a href="https://www.stenaline.ie/routes/rosslare-fishguard/timetable">https://www.stenaline.ie/routes/rosslare-fishguard/timetable</a>	
Dublin - Holyhead	IRI045 Irish Ferries	<a href="https://www.irishferries.com/ie-en/routes-and-times/dublin-holyhead/">https://www.irishferries.com/ie-en/routes-and-times/dublin-holyhead/</a>	No foot pax on the following sailings: Dub-HH: 02:00, 14:30 HH-Dub: 08:15, 20:15
Rosslare - Pembroke	IRI045 Irish Ferries	<a href="https://www.irishferries.com/ie-en/routes-and-times/rosslare-pembroke/">https://www.irishferries.com/ie-en/routes-and-times/rosslare-pembroke/</a>	
Dublin - Liverpool	POE500 P&O Ferries	<a href="http://www.poferries.com/medias/sys_master/hc0/hcd/9270965796894.pdf">http://www.poferries.com/medias/sys_master/hc0/hcd/9270965796894.pdf</a>	FIT only - max 15 pax, no foot pax, limited space for cars. No lifts - staircase only. Not suitable for wheelchair users. Meals included.
Larne - Cairnryan	POE500 P&O Ferries	<a href="http://www.poferries.com/medias/sys_master/h0e/h2f/9270963994654.pdf">http://www.poferries.com/medias/sys_master/h0e/h2f/9270963994654.pdf</a>	
<b>HOW TO BOOK</b>			
STE003 Stena Line		<ul style="list-style-type: none"> <li>- Double-check every e-confirmation that is sent by Stena Line - many mistakes</li> <li>- FOC policies: see <a href="#">contract</a></li> <li>- If very small group: needs to be booked online through FIT (currently Sofia Brenzoni)</li> <li>- Instrument trucks to be booked through the FREIGHT DEPARTMENT</li> </ul>	
IRI045 Irish Ferries		<b>PREPAID</b> <ul style="list-style-type: none"> <li>- Must update numbers min 4 weeks before departure (option expiry date given on pro-forma invoice sent with confirmation)</li> <li>- Deposit payment due (see pro-forma for details), line needs to go to PP instead of OK</li> </ul>	
POE500 P&O Ferries		<ul style="list-style-type: none"> <li>- No special booking requirements</li> <li>- Invoices are sent on a regular basis to <a href="mailto:operations@abbey.ie">operations@abbey.ie</a> for both UK and Ireland bookings. Operations check invoices &amp; forward to Account Handlers for queries</li> </ul>	

Latest check-in times – must be stated on itinerary!

Stena Line

<i>Harwich – Hook of Holland // Rosslare - Cherbourg</i>	45 mins before departure
<i>Belfast – Cairnryan // Dublin – Holyhead // Rosslare - Fishguard</i>	30 mins before departure
<i>Belfast – Liverpool</i>	60 mins before departure
<i>FAQ section</i>	<a href="https://www.stenaline.ie/faqs">https://www.stenaline.ie/faqs</a>

Irish Ferries

<i>Great Britain / Ireland Routes</i>	With coach - 1 hours before departure
	On foot or cycling - 30 minutes before departure
	Any other vehicle type - 30 minutes before departure
<i>France / Ireland Routes</i>	With coach - 2 hours before departure
	With motorcycle - 1 hour 30 minutes before departure
	On foot or cycling - 1 hour before departure
	Any other vehicle type - 1 hour before departure
<i>FAQ section</i>	<a href="https://www.irishferries.com/ie-en/frequently-asked-questions/">https://www.irishferries.com/ie-en/frequently-asked-questions/</a>

P&O Ferries

<i>Hull – Rotterdam/ Zeebrugge</i>	90 mins before departure
<i>Dover – Calais // Cairnryan - Larne</i>	Vehicles: 45 mins before departure Foot pax: 60 mins before departure
<i>Dublin - Liverpool</i>	60 mins before departure, 75 mins recommended
<i>FAQ section</i>	<a href="http://www.poferries.com/eu/faqs">http://www.poferries.com/eu/faqs</a>

## Passenger lists

<N:\Groups - 1st Floor\Operations Department\Shared Information\Passenger Lists for Ferries>

STE003 Stena Line	min. 14 days prior to departure Voucher to supplier
IRI045 Irish Ferries	Min. 28 days prior to departure, guide needs to present passenger manifest on arrival at port Voucher to supplier, passenger manifest to supplier + guide
POE500 P&O Ferries	Passenger list + voucher min 28 days before departure, guide needs to present passenger list on arrival at port. Voucher to supplier + guide

## General notes for bookings

- Always send from Tourplan, not via email
- Always insert both the sailing time and arrival time at destination into pickup/ dropoff! Ensure to change date in dropoff for overnight sailings.
- Ensure no driver is manually overridden in foot passenger lines.
- Insert all required lines (foot pax or incl coach + driver, required cabins etc.)
- Any additional information (cabin breakdown, meals required, special requirements etc.) into supplier message, NOT pickup/dropoff
- Ferry companies' reference numbers to be given on all correspondence at all times
- Account numbers + contracts:
- STE003 Stena Line - A/C no. 917 - [Ireland Contracting](#)
- POE500 P&O Ferries - A/C no. 94927 - [UK Contracting](#)
- IRI045 Irish Ferries - no A/C no. - [Ireland Contracting](#) or Public Outlook folder for Contracts

## Empty legs

- Customer Care to advise if empty leg to be booked by Operations as some coach companies arrange sailings themselves, or have specific requests for routes/ timings
- Please ensure correct pax breakdown is given in service line - for empty coaches, no passengers to be in the line!

## CAL528 Caledonian MacBrayne

### *Which lines to use/ what to watch out for*

Select the appropriate line depending on destination, this supplier has recently been cleaned up so TP should be up to date.

Please note that the *coach and driver (if applicable) need to be entered in the cost line* under the correct coach size (14 metres, 13 metres etc.) This is very important otherwise the request will only include foot passengers, and driver and coach will not be booked. More information please see the following link: <N:\Product\Supplier information\Cal Mac\New booking procedure for Caledonian Macbrayne.docx>

### *How to book/ who books this (Ireland + UK)*

UK Operations will send the request to the supplier, the code to use is FESR. Please note that bulk bookings (FEBR) should be avoided as this causes confusion for the supplier and lead to delays in response. Please ensure when sending the request that correct passenger numbers and coach + driver has been included. Responses from the supplier will come into the dedicated ferry inbox, which can be accessed by the Operations team. Calmac will send a confirmation back with their own reference number which must be entered in the booking line on TP. Any amendments/cancellations or other communication with the supplier must include the Calmac reference number. Guide to present voucher at the ferry port.

### *Check-in times /ferry times*

Check in normally 30 minutes before departure. Please see Calmac website for the different timetables. <https://www.calmac.co.uk/calmac-summer-timetables> and <https://www.calmac.co.uk/calmac-summer-timetables>

### *Any additional information*

Please beware that Calmac may often cancel or amend sailings due to different reasons including adverse weather conditions, please check the ferry inbox and supplier website for regular updates.