

# GENERAL INFORMATION

Below you will find links to useful information relevant to travelling with DFDS Seaways.

## Passenger Rights

Where your ferry or cruise ship departure has been cancelled or delayed you have the right to be notified as soon as possible but no later than 30 minutes after the schedule time of departure as to the estimated departure and estimated arrival time.

### **Passenger Rights under EU Regulation 1177/2010 when travelling by sea and inland waterway**

Under EU Regulation 1177/2010 you have the following rights:

Where your ferry or cruise ship has been cancelled or delayed in departure for more than 90 minutes beyond its schedule time of departure you have the right free of charge to snacks, meals or refreshments reasonable to the waiting time provided they are available or can reasonably be supplied.

Where your ferry or cruise ship has been cancelled or delayed in departure and overnight accommodation is required you have the right to be offered free of charge adequate accommodation on board or ashore if necessary and transport to and from the port terminal to your accommodation ashore. The cost of the accommodation is limited to a maximum of Euro 80 per night per passenger for up to three nights.

Where you are travelling by ferry and its expected that your ferry service will be cancelled or delayed in departure from a port terminal for more than 90 minutes you should be immediately offered by the carrier the choice between:

- a) re-routing to your final destination, under comparable conditions as set out in your transport contract at the earliest opportunity at no extra cost to you;
- b) re-imburement of the ticket price and where relevant a return service free of charge to the first point of departure as set out in your transport contract at the earliest opportunity.

Your payment of the reimbursement should be made within 7 days, in cash, by electronic bank transfer, bank order or bank cheque, of the full cost of the ticket at the price at which it was purchased, for the parts or parts of the journey not made, and for the part or parts already made where the journey no longer serves any purpose in relation to your original travel plans.

Where your ferry is delayed in arrival at the final destination as set out in your transport contract you have the right in addition to your transport to 25% compensation of the ticket price where the delay is at least:

- (a) 1 hour in the case of a scheduled journey of up to 4 hours;
  - (b) 2 hours in the case of a scheduled journey of more than 4 hours, but not exceeding 8 hours;
  - (c) 3 hours in the case of a scheduled journey of more than 8 hours, but not exceeding 24 hours;
- or
- (d) 6 hours in the case of a scheduled journey of more than 24 hours.

If the delay exceeds double the time set out in points (a) to (d), the compensation shall be 50% of the ticket price.

Compensation shall be calculated in relation to the price which you actually paid for your delayed ferry service. Where the transport is for a return journey, compensation for delay in arrival on either the outward or the return leg shall be calculated in relation to half of the price paid for the transport by that passenger service.

You will not be entitled to any assistance or compensation if you were informed of the cancellation or delay before the purchase of your ticket or if the cancellation or delay is caused by your own fault.

You will not be entitled to any overnight accommodation where the cancellation or delay is caused by weather conditions endangering the safe operation of the ship.

You will not be entitled to any compensation where the cancellation or delay is caused by weather conditions endangering the safe operation of the ship or by extraordinary circumstances hindering the performance of your ferry service which could not have been avoided even if all reasonable measures had been taken.

If you are a passenger with an open ticket where the time of departure is not specified you will not be entitled to assistance in the event of cancelled or delayed departure, re-routing and reimbursement in the event of cancelled or delayed departures or compensation of the ticket price in the event of delay in arrival.

If you are a disabled person or a person with reduced mobility you have the right to assistance in ports and on board ships. You should notify the carrier or the terminal operator at the time of booking or at least 48 before the assistance is required. If less than 48 hour notice is provided (unless this has been previously agreed with the carrier or terminal operator) then although the carrier and terminal operator shall endeavour to make all reasonable efforts to provide the assistance required to embark, disembark and travel on the ship, any such assistance, however, cannot be guaranteed.

If you are a disabled person or a person with reduced mobility and you hold a reservation or have a ticket for a ferry or a cruise ship and you notified the carrier at the time of reservation or advance purchase of your ticket of your specific needs with regards to accommodation, seating or services required or that you needed to bring medical equipment on board. However, you were denied embarkation on the basis of this Regulation then you and any accompanying person who was required to travel with you because of your disability or reduced mobility shall be offered the choice between the right to reimbursement and re-routing as provided for in Annex I of the Regulation.

If you are a disabled person or a person with reduced mobility and your mobility equipment has been damaged by the carrier or terminal operator due to the fault or neglect of the carrier or terminal operator you have the right to the cost of the equipment being repaired or replaced. You also have the right in the interim to be given temporary replacement equipment which is a suitable alternative.

The above rights are subject to certain exceptions under EU Regulation 1177/2010 when travelling by sea and inland waterways full details of which can be obtained from the carrier or terminal operator.

## **Process for Refunds and Claims for Costs Incurred**

Application for reimbursement of the cost of travel, or any other costs incurred, should be made in writing to DFDS SEAWAYS within 2 months from the date on which the service was performed or when the services should have been performed. These applications should relate to bookings made directly with DFDS SEAWAYS or via a travel agent or tour operator. In the case of coach passengers, any claims should be addressed to the coach operator. You should ensure that you include copies of any ticket purchased and copies of all receipts for any expenses claimed e.g. accommodation.

Contact us via email: [travel.sales@dfds.com](mailto:travel.sales@dfds.com), or by post:

DFDS SEAWAYS Newcastle Ltd.  
Customer Services  
International Passenger Terminal  
Royal Quays  
North Shields  
Tyne & Wear  
NE29 6EE

### **Application and response**

The Customer Relations Team will be working towards contacting you within a week of receiving your application. Within 1 month of you receiving acknowledgment of the application, we shall give notice to you that your application has been substantiated, rejected or is still being considered. We'll email you if you have provided us with your email address, or we'll write to you.

### **If you remain dissatisfied**

If you are not satisfied with our response, you can ask for us to reconsider the issue. You have the option to discuss the issue with a Customer Service Team Leader and if still unresolved a Manager.

You can send your complaint to our customer service via email: [uk.customercare@dfds.com](mailto:uk.customercare@dfds.com).

When submitting your complaint you must write your booking confirmation number in the subject line of the email and advise us of your day and evening telephone numbers. In this way we are able to investigate the matter fully and give you a proper reply as soon as possible.

### **Complaint handling**

Within the UK, if despite our best efforts and having followed the above procedure for reporting and resolving your complaint, you feel that it has not been satisfactorily settled or if DFDS SEAWAYS has not provided a final reply to you within 2 months from the receipt of the complaint, the complaint may then be referred to the appropriate voluntary Complaint Handling Body (CHB). Voluntary Complaint Handling Body from 1 January 2014 is:

ABTA Ltd

E-mail: [consumer.affairs@abta.co.uk](mailto:consumer.affairs@abta.co.uk)

Website: [www.abta.com](http://www.abta.com)

Address: 31 Park Street

London

SE1 9EQ

Tel: +44 (0) 20 3117 0599

It is anticipated most complaints will be resolved at one of these stages. However, if this is not possible, the complaint may then be investigated by the National Enforcement Body (NEB), who will consider whether there has been a breach of the EU Regulation. The Maritime and Coastguard

Agency (MCA) will operate as the National Enforcement Body for the whole of the UK. All complaints that are upheld by the CHB involving a breach of the Regulation are to be reported to the NEB.

### **National Enforcement Body**

The MCA is responsible for investigating whether there has been a breach of the EU Regulation in individual cases, and is required to take the measures necessary to ensure compliance with the EU Regulation. The MCA will not act on individual claims for compensation or act as an appeals body. Any passenger complaints received directly from a passenger or passenger group under this Regulation must be referred to the operator involved in the first instance through their internal complaint procedure, unless a serious breach of the regulation is identified.

National Enforcement Body Officer, Technical Performance Section, Directorate of Maritime Safety & Standards, Maritime and Coastguard Agency,

Tel: +44 (0) 23 8032 9315.

Fax: +44 (0) 23 8032 9251.

E-mail: [neb@mca.gov.uk](mailto:neb@mca.gov.uk)

General Inquiries: [infoline@mca.gov.uk](mailto:infoline@mca.gov.uk)

MCA Website Address: [www.dft.gov.uk/mca](http://www.dft.gov.uk/mca)

Note:

We hope that you'll never have reason to complain about any aspect of our services. However, if there is something that you're not happy with during your holiday, whilst travelling on one of our ships or other services related there to which you have purchased via DFDS SEAWAYS, you must report it to us or to our supplier immediately.

### Reduced Mobility

If you, or someone you are booking for, is disabled or has reduced mobility, we welcome you as our customer and will offer whatever assistance we can to make your journey as comfortable as possible.

To minimise any problems and to make sure that we can meet your requirements, please tell us about your disability and specify what type of assistance you are likely to need while embarking, disembarking and onboard ship when you book your ticket and not later than 48 hours before departure.

Disabled or reduced mobility passengers are requested to check-in 90 minutes prior to departure.

Our facilities for passengers with reduced mobility include:

- Fully equipped disabled cabins (reservations by telephone only).
- Wheelchairs on ships and in terminals for emergency use.
- Disabled toilets on ships and in our terminals.
- Easy-access car parking next to lift or ramp (must be requested at time of reservation and is subject to operational constraints).
- Registered guide dogs allowed to travel on passenger decks.
- Before booking, we must ask you to carefully read our Terms and Conditions.

### **Onboard our ships**

The ships have the following facilities for disabled passengers and passengers with limited mobility. Please note that you can only book disabled cabins, over the phone due to their limited availability.

#### **Dover-Calais route**

Calais Seaways

- One passenger lift measuring 190cm x 220cm . Entrance door width 120cm.
- One wheelchair-accessible public toilets.
- Bathroom equipped with shower, wash basin, WC & hand rails.

Malo Seaways

- One passenger lift measuring (width 78 cm X long 160 CM).
- One wheelchair-accessible public toilets.
- All of our catering wheelchair space accessible.

#### **Dover–Dunkirk route**

- Dover Seaways/Delft Seaways/Dunkerque Seaways
- Three passenger lifts measuring 100cm x 138cm . Entrance door width 90cm.
- Two wheelchair-accessible public toilets: decks 6 and 7.

#### **Newcastle–Amsterdam route**

Below you will find information on the facilities onboard each ship. You may also need to make special arrangement at your destinations, the coaches in Amsterdam are not suitable for wheelchairs.

King Seaways

- Disabled Cabins: 4 Outside cabins and 2 inside cabins
- Lifts: Suitable for normal sized wheelchairs
- Disabled Toilet Facilities: In cabins and on Deck 8
- Restricted Areas: Deck 5 has no lift access
- Assistance available: Yes from the Guest Service Centre
- Disabled access on/off ship: Yes

Princess Seaways

- Disabled Cabins: 2 Outside cabins and 1 Inside cabins

- Lifts: Suitable for normal sized wheelchairs
- Disabled Toilet Facilities: In wheelchair accessible cabins
- Restricted Areas: Deck 4 has no lift access
- Assistance available: Yes from the Guest Service Centre
- Disabled access on/off ship: Yes

### **Newhaven-Dieppe route**

Cote D'albatre/Seven Sisters

- Two passenger lifts measuring 130 x 140cm. Entrance door width 90cm.
- Two wheelchair-accessible public toilets.
- Two-berth disabled cabin with telephone/alarm: berths at ground level. Cabin door width 90cm.
- Bathroom equipped with shower, wash basin, WC & hand rails.

### **Copenhagen-Oslo route**

Crown Seaways

- Disabled Cabins: 2 Outside cabins and 2 inside cabins
- Lifts: Suitable for normal sized wheelchairs
- Disabled Toilet Facilities: In cabins and on Deck 7 and 8
- Restricted Areas: No
- Assistance available: Yes from the Guest Service Centre
- Disabled access on/off ship: Yes

Pearl Seaways

- Disabled Cabins: 2 Outside cabins and 4 inside cabins
- Lifts: Suitable for normal sized wheelchairs
- Disabled Toilet Facilities: In cabins
- Restricted Areas: No - cinema is wheelchair friendly
- Assistance available: Yes from the Guest Service Centre
- Disabled access on/off ship: Yes but there is a step to the lift, will require assistance

### **Mobility and wheelchair assistance**

Please tell us what you need both when you book your ticket and when you check in at the port, so that we can help wherever possible. Our terminals are disabled friendly with accessible parking

but, for safety reasons, we can only cater for up to five wheelchair passengers at any one time. If you use a wheelchair, please bring it with you for your journey, but ports and ships have a limited number of wheelchairs for emergency use only.

### **Hearing impairment**

If you or a member of your party has a hearing impairment, please mention this when booking your ticket and report to the Information Desk when you board the ship. The crew will make sure that you receive any important messages which are broadcast during the crossing.

### **Assistance Dogs**

Please notify us when booking your ticket if you are travelling with an assistance dog. Your pet must comply with Pet Travel regulations and you must carry proof that your animal is an assistance dog.

### **Visual impairment**

If you or a member of your party has a visual impairment please mention this when booking your ticket and report to the Guest Service Centre when you board the ship. On arrival, our staff will help you to locate the passenger areas and assist wherever possible.

## **Fuel, Gas and Air Cylinders**

Goods or luggage which might cause considerable inconvenience to the other passengers or the crew, or endanger the safety or security of the ship, human beings or goods, must not be brought aboard.

It is therefore not permitted to carry dangerous or offensive weapons, explosives or drugs, spare cans of fuel (petrol/diesel-cans) or similar items. Paint, chemicals and related products are also considered dangerous goods and are not allowed on board DFDS Seaways' ships.

If your vehicle is fitted with gas cylinders, up to 3 gas cylinders may be carried. The quantity of gas you are permitted to carry is limited to 47kg, excluding the weight of the receptacle's. All cylinders must be adequately secured against movement of the ship with the supply disconnected and turned off. Any gas cylinders to be carried must be declared at the time of booking and accessible by staff to carry out checks at port.

Any motor vehicles propelled by liquefied petroleum gas (LPG) or natural gas, compressed or refrigerated (LNG) will only be accepted if the vehicle is a recognised manufactured model with standard specification; and electric cars are not allowed to be connected to the ship's electrical system for charging.

## **Guns and Weapons**

All guns and weapons must be declared at the time of booking and not later than 24 hours before departure. You can take ammunition, but this must be kept to a minimum and wherever possible, stored separately.

The weapons(s) must remain inside the vehicle and wherever practicable, the bolt, magazine or other vital operating parts should be separated from the gun and either carried on the person, secured or hidden in the vehicle, or kept in a locked container, ideally secured to the vehicle. Any weapon must also be obscured from view, under a cover or inside a container. Once onboard, the ships loading officer will be discretely aware of you and will ask you to surrender your car keys for

the duration of the crossing. The vehicle must remain locked and alarmed, if fitted. On arrival, the keys will be given back to you.

Once you have informed us of all the details, we must pass the information to other interested parties. All vehicles are subject to searching at both ports and this will avoid any misunderstanding. However, you should still discretely confirm to the check in operator that you are carrying such.

Even if your gun is only for display, the requirements are exactly the same.

## Travelling with Horses

If you intend travelling with horses you cannot book a passenger fare. You must make your booking via our freight department. Please visit Freight Support (all DFDS Seaways Freight Operations across Europe)

However if you are just bringing an empty horse trailer you may book a passenger fare.

## Travelling with Pets

Take your furry friend along for the ride and avoid costly kennel fees whilst enjoying an exciting trip abroad. Your pet must comply with Pet Travel regulations: [visit Pet Travel for more information](#) on our pet travel scheme.

## Types of Vehicles

DFDS Seaways carries all types of passenger vehicles.

Please ensure that you select the correct vehicle size (including all appendages such as bicycle racks, tow bars roof racks) as we need to know the amount of space to set aside for you on the car deck. Vehicles declared incorrectly at the time of booking risk being refused boarding or may be subject to additional charges at the port. [Click here for more information](#)

## Cots

DFDS Seaways does not provide cots on our long sea routes, bed rails can be requested from the Guest Services Centre onboard the vessel.