

**Availability of Vehicle
Bookings on Outer Hebrides Ferry Services**

Final Report

To

HITRANS



February 2012

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EXECUTIVE SUMMARY

INTRODUCTION

Outer Hebrides Tourism Industry Association and Comhairle nan Eilean Siar monitored CalMac's online reservation system. They recorded which sailings were shown as fully booked for cars, and how far in advance of the day of sailing.

The OHTIA data were for 2011 bookings on Ullapool-Stornoway. The reservation system was queried daily between April 19th and August 31st.

The CnES data were for 2009 and 2010. They covered the services from each of the five Outer Hebrides ports which serve the mainland. The data encompassed mainly July and August. The system was queried less than daily and not always on a regular basis. Therefore, the CnES data *understate the number of fully booked sailings*.

No analysis was undertaken of the 2009 Ullapool-Stornoway data, or of the 2010 information for Lochboisdale and Castlebay. This is because the timetable and vessel deployment were not representative of the current services on these routes.

FINDINGS

Ullapool-Stornoway (2011)

- Between April 19th and August 31st 44% of all sailings were fully booked.
- Over 60% of all sailings in July and August were fully booked.
- 2010 carryings data show that only 56 sailings on the route actually sailed "full"-that is, with over 90% of deckspace utilised. If there was a similar number in 2011, then a large amount of sailings shown as fully booked in fact had car spaces available.
- Two thirds of sailings became fully booked less than one week before the day of departure.
- Sailings between Friday and Monday were the busiest. Commercial traffic will have contributed to capacity constraints on the Friday and Monday.

Uig-Tarbert (2009 and 2010)

- In 2010, 32% of the sailings between July 5th and August 31st were fully booked. Some 36% of all sailings in July were fully booked.
- The proportion of sailings that were fully booked appears to have increased between 2009 and 2010.
- Fully booked sailings were heavily concentrated in Saturdays.
- It is very unlikely that commercial traffic will have contributed to the capacity constraints on this route.

Uig-Lochmaddy (2009 and 2010)

- In 2010, 49% of sailings between July 5th and August 31st were fully booked. Some 62% of all sailings in July were fully booked.
- The proportion of sailings that were fully booked appears to have increased significantly between 2009 and 2010.

- The number of fully booked sailings was significant on Thursdays, as well as Fridays and Saturdays.
- Commercial traffic will have contributed to capacity constraints, particularly on sailings like the 0730 ex Lochmaddy.

Oban-Lochboisdale (2009)

- Between May 29th and August 31st 2009, 30% of all sailings were fully booked. Around half of all July sailings were fully booked.
- Two thirds of all fully booked sailings were on either Friday or Saturday.
- It is very unlikely that commercial traffic will have contributed to the capacity constraints on this route.

Oban-Castlebay (2009)

- Between May 29th and August 31st 2009 16% of all sailings were fully booked. The figure for July was 27%.
- Around three quarters of all fully booked sailings were on either Thursday or Friday.
- 80% of fully booked sailings were ones where a call at one or more other port was included.
- Commercial traffic may contribute to capacity constraints if it is concentrated on particular sailings.

RECOMMENDATIONS

The findings should be discussed with CalMac. This would help to understand:

- Why the online system shows many sailings as fully booked when-at least on Ullapool-Stornoway-very few actually sail with more than 90% of the deckspace utilised.
- Management of the block booking system for commercial vehicles, and how far this contributes to “full” sailings which actually have car spaces available.
- The amount of car capacity made available through the online booking system and how this is determined.
- How far capacity constraints are due to commercial traffic.

To help address capacity constraints the feasibility of revising summer timetables should be assessed, as follows:

- *Ullapool-Stornoway*-three return sailings on peak Saturdays, and an additional Sunday rotation.
- *Uig-Tarbert*-Sunday sailings.
- *Oban-Castlebay*-some earlier arrivals at Oban to spread traffic more evenly between sailings.

The feasibility of introducing variable pricing for car traffic should also be considered.

HITRANS should consider monitoring online bookings, on a daily basis, during summer 2012.

1 INTRODUCTION

This is the final report of an analysis of the availability of vehicle bookings on ferry services to/from the Outer Hebrides. The research was undertaken on behalf of HITRANS during January 2012.

1.1 RESEARCH OBJECTIVES

The research objectives were to:

- Analyse data for available vehicle capacity based on CalMac's online reservation system.
- Provide recommendations on how capacity constraints could be reduced.

1.2 STUDY METHOD

The work was desk-based. It comprised analysis of two datasets for the online availability of vehicle bookings on the relevant ferry services.

1.3 STRUCTURE OF THE REPORT

Chapter 2 Analyses the survey datasets.

Chapter 3 Contains a summary of findings and recommendations.

The **Appendix** contains timetables for the relevant ferry services.

2 ANALYSIS

2.1 INTRODUCTION

This Chapter analyses the availability of online bookings on the relevant ferry services. First, it describes the data that have been collected. Second, it provides a brief description of the ferry service timetables. It then reports the data analysis that was undertaken.

2.2 DATASETS

2.2.1 CnES: 2009 and 2010

Introduction

The data collected by CnES (Comhairle nan Eilean Siar) are for 2009 and 2010. They cover all four external ferry routes.

The 2009 data cover availability of car spaces on sailings that operated between Friday May 29th and Monday August 31st. The 2010 data cover sailings over a different (and slightly shorter) period: from Monday July 5th to Thursday September 30th.

In both years CnES examined the online availability of space on sailings on a number of specific days in advance of the sailing date. This is detailed at **Table 2.1**.

TABLE 2.1: CnES MONITORING ACTIVITY		
2009		
Date of Monitoring	Period Covered	
	From	To
May 29	May 29	June 30
June 8	July 1	July 31
June 30	July 1	August 31
July 6	July 6	August 31
July 13	July 13	August 31
July 21	July 21	August 31
August 11	August 11	August 31
August 18	August 18	August 31
2010		
Date of Monitoring	Period Covered	
	From	To
July 5	July 5	September 30
July 12	July 12	September 30
July 19	July 19	September 30
July 26	July 26	September 30
August 2	August 2	September 30
August 9	August 9	September 30
August 16	August 16	September 30

2009

In 2009 online monitoring was undertaken on eight separate days. The first monitoring session covered approximately the following month's sailings. The second session (on June 8th) covered the month of July. Thereafter each monitoring session covered sailings from the day of the session until the end of August.

We have not analysed the 2009 data for Ullapool-Stornoway. This is because the timetable changed in July of that year with the introduction of Sunday sailings. An analysis of booking availability in 2009 would not provide a representative picture of the position going forward from 2010 onwards, given the change to the timetable.

2010

The approach to monitoring changed in 2010. The monitoring did not begin until July, compared to late May in 2009. Each of the 2010 sessions covered sailings from the day of the session until the end of September.

However, we have not analysed the data for September. This is because they are unlikely to give a reasonably accurate picture of actual availability of space given that the last monitoring day was in mid-August.

We have not analysed the 2010 data for Lochboisdale and Castlebay. The data will not be representative due to the absence of the routes' main vessel for a significant period.

MV Clansman was out of operation for around six weeks from June 17 and broke down again when back in service. The result was a revised timetable and the use of smaller capacity vessels instead of MV Clansman. This will overstate the usual capacity constraints on the route during July, while the August data will have been affected by the vessel breaking down a second time.

Usefulness of Data

The CnES data are only of limited use. This is because monitoring was undertaken weekly rather than daily. This will understate the number of fully booked sailings. This is because monitoring on a Monday may show some sailings later that week with space available but they may, in fact subsequently become fully booked. For example, a Friday sailing may become fully booked on the Wednesday of that week.

2.2.2 OHTIA 2011

The OHTIA data (Outer Hebrides Tourism Industry Association) are for 2011. They are for only the Ullapool-Stornoway route.

The data were collected through querying CalMac's online booking system daily between April 19th and August 31st. This was by trying to make a booking for a car up to five months ahead.

Thus, the OHTIA approach differed from that of CnES. Monitoring was undertaken daily rather than on only some days. Further, the period covered was the same on each day (i.e. five months ahead) when monitoring was carried out, rather than to a fixed end date.

2.3 FERRY TIMETABLES

2.3.1 Uig Services

The relevant timetables are shown at the **Appendix**.

For both Uig services the 2009 and 2010 timetables are identical. **Uig-Tarbert** had 10 return sailings per week. Sailings operated daily apart from Sunday. **Uig-Lochmaddy** had 11 return sailings per week, with a daily operation.

The 2012 summer timetable on both services is almost the same as those for 2009 and 2010. The only change is that the main summer period-when there is an additional Uig-Tarbert return sailing-has been extended by two weeks. It is possible that Sunday sailings may be introduced between Uig and Tarbert. However, this is likely to require a reduced Sunday frequency between Uig and Lochmaddy.

2.3.2 Oban Services

In 2009 eight return sailings per week operated between **Oban and Castlebay**. These were on a daily basis-although there was no sailing from Castlebay to Oban on Saturdays.

Four of the return sailings did not include calls at other ports. The other four included a call at either Lochboisdale or Coll & Tiree. Indirect routing where more than one port is served places additional pressure on vessel capacity as traffic for more than one island has to be stowed and carried.

There were four return sailings per week between **Oban and Lochboisdale**. Most (three) included a call at Castlebay, with only one operating direct between Oban and Lochboisdale. Sailings operated daily, although on just one day (Saturday) was there a sailing both to and from Lochboisdale.

Bar some minor changes to arrival and departure times, the 2012 summer timetables on both routes are identical to those operated in 2009.

2.3.3 Ullapool-Stornoway

In 2010, 15 return sailings per week operated between **Ullapool and Stornoway** in the peak summer season , with 13 in the early and late summer. Sailings were daily.

The only changes in 2011 were some alterations to arrival and departure times in the peak summer season.

The 2012 timetable is quite similar to those in the two preceding years. The only difference is that the peak summer season, when two additional return sailings per week operate, has been extended by three weeks.

2.4 CnES DATA: 2009

2.4.1 Tarbert and Lochmaddy

All Sailings

Table 2.2, over, shows fully booked sailings from late May to the end of August 2009.

In total, 57 sailings between Uig and **Tarbert** were fully booked. They represent slightly over a fifth of all sailings. The percentage of sailings that were fully booked was highest (35%) in July. It was lowest (9%) in the period up to the end of June.

The number of fully booked sailings between Uig and **Lochmaddy** (58) was almost the same as for the Tarbert service. This means that 19% of all Uig-Lochmaddy sailings were fully booked. The proportion of sailings that were fully booked was highest (37%) in July. The proportions in the other two periods were much lower (both less than 15%).

Specific Sailings

Fully booked sailings on the **Tarbert** service were largely on Saturdays. This day of the week saw over half (53%) of all the fully booked sailings during the period. Every single 1150 Tarbert-Uig Saturday sailing was fully booked.

Monday was the second most popular day. It accounted for (16%) of all fully booked sailings. The 1400 Uig-Tarbert sailing tended to be the one that was fully booked on that day.

Most (28%) fully booked sailings on the **Lochmaddy** service were on Saturday. They tended to be the 0730 Lochmaddy-Uig sailings.

The other busiest day was Friday. This saw (22%) of the fully booked sailings. The 0940 Uig-Lochmaddy sailing was the one most likely to be fully booked.

2.4.2 Lochboisdale and Castlebay

All Sailings

Table 2.3, also over, shows the number of fully booked sailings from late May to the end of August 2009 on the Lochboisdale and Castlebay services.

Some 32 sailings on the **Lochboisdale** service were fully booked. They represent approaching one third (30%) of all the sailings that operated. Over half of all sailings in July and one third of those in August were fully booked. In contrast, very few between late May and the end of June were fully booked.

On the **Castlebay** service 35 sailings were fully booked-that is, around one sixth of the total number. The greatest proportion (27%) of sailings that were fully booked was in July.

TABLE 2.2: 2009: FULLY BOOKED SAILINGS: TARBERT AND LOCHMADDY SERVICES								
Month/Sailings	May 29-June 30		July		August		Total	
	Tar	Lma	Tar	Lma	Tar	Lma	Tar	Lma
Number Fully Booked	8	10	31	36	18	12	57	58
Total Number of Sailings	93	104	89	97	88	98	270	299
Share of Sailings Fully Booked	9%	10%	35%	37%	20%	12%	21%	19%

TABLE 2.3: 2009: FULLY BOOKED SAILINGS: LOCHBOISDALE AND CASTLEBAY SERVICES								
Month/Sailings	May 29-June 30		July		August		Total	
	Lbo	Cas	Lbo	Cas	Lbo	Cas	Lbo	Cas
Number Fully Booked	2	6	18	20	12	9	32	35
Total Number of Sailings	37	71	35	73	36	69	108	213
Share of Sailings Fully Booked	5%	8%	51%	27%	33%	13%	30%	16%

Specific Sailings

The fully booked sailings on the **Lochboisdale** service were heavily concentrated in Saturdays and Fridays. Most (44%) occurred on Saturdays, with a further 22% on Fridays.

Fully booked sailings on the **Castlebay** service were largely on either Thursdays or Fridays. Some 43% of all fully booked sailings were on Thursday. A further 31% were on the Friday, most being the 0700 Castlebay-Oban sailing.

Fully booked Oban-Castlebay sailings were very largely those that also included a call at either Lochboisdale or Coll & Tiree.

2.5 CnES DATA: 2010

2.5.1 Tarbert and Lochmaddy

All Sailings

Table 2.4 shows the number of fully booked sailings during July and August 2010.

TABLE 2.4: 2010: FULLY BOOKED SAILINGS: TARBERT AND LOCHMADDY SERVICES						
Month/Sailings	5-31 July		August		Total	
	Tar	Lma	Tar	Lma	Tar	Lma
Number Fully Booked	28	51	25	38	53	89
Total Number of Sailings	77	82	87	98	164	181
Share of Sailings Fully Booked	36%	62%	29%	39%	32%	49%

In total, 53 sailings between Uig and **Tarbert** were fully booked. They represent around one third of the total sailings during this period. The percentage of sailings that were fully booked was higher in July (36%) than in August (29%).

The number of fully booked sailings between Uig and **Lochmaddy** (89) was much greater than on the Tarbert service. Almost half of all Uig-Lochmaddy sailings were fully booked. The proportion of such sailings was much higher (62%) in July than in August (39%).

Specific Sailings

Fully booked sailings on the **Tarbert** service were mostly on Saturdays. This day of the week saw 42% of all such sailings during the period. Friday accounted for a further 19% of the fully booked sailings, most of which were the 1600 Tarbert-Uig.

The fully booked sailings on the **Lochmaddy** service were mostly on Thursdays, Friday and Saturdays. Each of these days had a similar number of such sailings.

2.5.2 Ullapool-Stornoway

All Sailings

Table 2.5, over, shows the number of fully booked sailings on Ullapool-Stornoway during July and August 2010.

TABLE 2.5: 2010: FULLY BOOKED SAILINGS: ULLAPOOL-STORNOWAY			
Month/Sailings	5-31 July	August	Total
Number Fully Booked	64	45	109
Total Number of Sailings	118	130	248
Share of Sailings Fully Booked	54%	35%	44%

In total, 109 Ullapool-Stornoway sailings were fully booked. They represent 44% of all sailings during this period. The percentage of sailings that were fully booked was higher in July (54%) than in August (35%).

Specific Sailings

The largest number of fully booked sailings was on Saturday. This saw 22% of all such sailings during the period.

Throughout the week as a whole it was the second sailings of the day from each of Ullapool and Stornoway were the most likely to be fully booked.

2.6 OHTIA DATA: 2011

2.6.1 Overall and Monthly Totals

Between April 19th and August 31st 2011 a total of 239 Ullapool-Stornoway sailings were fully booked. Some 548 sailings took place during that period. Thus, 44% of all sailings were fully booked. Variation by month is shown at **Table 2.6**.

TABLE 2.6: 2011: FULLY BOOKED SAILINGS: ULLAPOOL-STORNOWAY						
Month/Sailings	April 19-30	May	June	July	August	Total
Number Fully Booked	2	35	38	82	82	239
Total Number of Sailings	46	114	120	134	134	548
Share of Sailings Fully Booked	4%	31%	32%	61%	61%	44%

The greatest number of fully booked sailings was in July and August. In both months 82 sailings were fully booked, accounting for more than 60% of all sailings. Around 30% of all sailings in both May and June were fully booked.

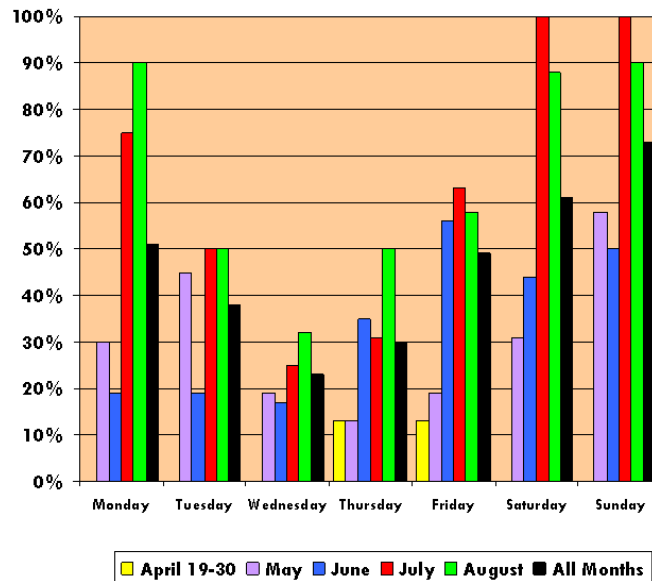
2.6.2 Day of the Week

Figure 2.1, over, describes fully booked sailings by day of the week.

Throughout the period as a whole the busiest sailings were at the weekend. Over 70% of Sunday sailings and around 60% of Saturday sailings were fully booked. The other busiest days were around the weekend, with half of all Friday and Monday sailings fully booked.

In July all Saturday and Sunday sailings were fully booked, as were three quarters of those on a Monday. In August around 90% of sailings on each of these three days were fully booked.

Figure 2.1: 2011: Ullapool-Stornoway:
Percentage of Total Sailings That Were Fully Booked



The picture was different in the other months. In June, the highest proportion of sailings (56%) that were fully booked was on a Friday, with relatively few such sailings on a Monday. In May, Tuesday was one of the busiest days, when 45% of sailings were fully booked. In contrast, many Sunday sailings were fully booked throughout the period.

2.6.3 Individual Sailings

Throughout the period as a whole the most commonly fully booked sailing was the first sailing of the day from Ullapool. This was fully booked on 71 occasions. The other three core sailings (first and second from Stornoway and second from Ullapool) were fully booked to a similar extent (between 51-57 occasions).

The most commonly fully booked individual sailings were, in descending order of frequency:

- 1025 ex Ullapool on Saturday.
- 1815 ex Ullapool on Sunday.
- 1430 ex Stornoway on Sunday.
- 1735 ex Ullapool on Monday.
- 1430 ex Stornoway on Saturday.
- Second sailing ex Stornoway (at either 1300 or 1350) on Friday.

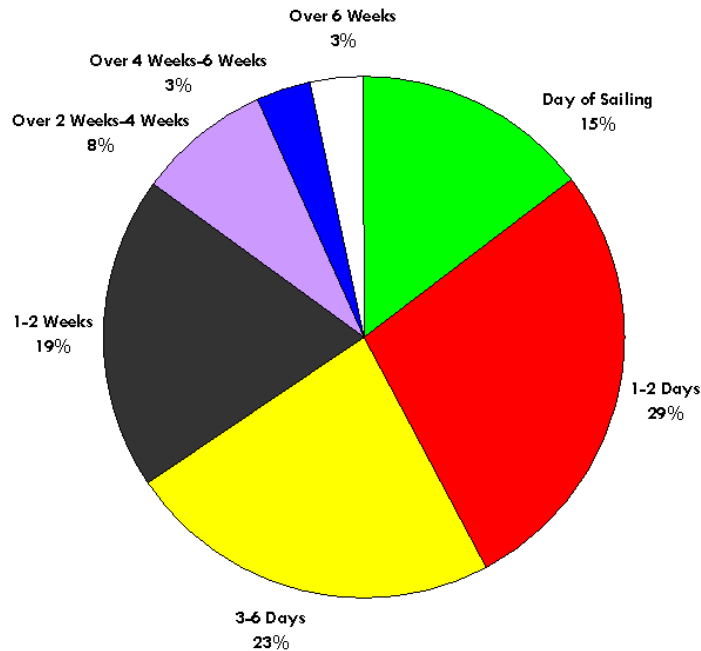
Very few of the fifth and sixth sailings on Wednesdays and Fridays, which operate in the summer peak, were fully booked.

2.6.4 How Far In Advance Sailings Became Fully Booked

Entire Period

Throughout the period as a whole, most (67%) sailings became fully booked less than one week before the day of sailing. The average (median) was three days in advance. The overall picture is shown at **Figure 2.2**.

Figure 2.2: 2011: Ullapool-Stornoway: How Far in Advance Sailings Became Fully Booked: Entire Period



Most (29%) sailings that became fully booked did so 1-2 days before the day of the sailing. A further 23% were fully booked some 3-6 days in advance, while 15% became fully booked only on the actual day of sailing.

This leaves around one in three fully booked sailings booked up at least 1 week in advance. In most instances the period was 1-2 weeks in advance.

By Month

The average (median) number of days in advance when a sailing was fully booked was highest in July (8 days). In that month 23% of all fully booked sailings were booked up at least 2 weeks in advance.

The average (median) number of days in advance in August was three. In that month 20% of all fully booked sailings were booked up at least two weeks in advance.

The average (median) number of days in advance was one day in each of April, May and June.

3 SUMMARY AND RECOMMENDATIONS

3.1 SUMMARY

3.1.1 Ullapool-Stornoway

- The data for this route are the most recent (2011) and the most representative of fully booked sailings.
- Between April 19th and August 31st 2011 44% (239) of all sailings were fully booked.
- Over 60% of all sailings in July and August were fully booked.
- 2010 carryings data show that only 56 sailings on the route actually sailed “full”-that is, with over 90% of deckspace utilised. If there was a similar number in 2011, then a large number of sailings shown as fully booked in fact had car spaces available on the day of sailing.
- Most (two thirds) sailings became fully booked less than one week before the day of sailing.
- The sailings between Friday and Monday were the busiest. Some 56% of these were fully booked during the period that was monitored.
- Generally, the first ex Ullapool sailing of the day was the most likely to be fully booked. However, the data for 2010 suggest that the specific sailings that are the busiest may vary from year to year.
- Ullapool-Stornoway has the highest CV carryings of all CalMac’s routes. Commercial traffic will contribute to capacity constraints-particularly on Mondays and Fridays.

3.1.2 Uig-Tarbert

- The usefulness of the data (which are for 2009 and 2010) are limited by the use of weekly rather than daily monitoring. This will understate the number of fully booked sailings.
- In 2010, 53 (32%) sailings between July 5th and August 31st were fully booked. Some 36% of all sailings in July were fully booked.
- A comparison to the 2009 data suggests that the proportion of sailings that were fully booked increased in 2010.
- Fully booked sailings were heavily concentrated in Saturdays. They accounted for over 40% of all such sailings in 2010.
- No data are available on the number of sailings on the route that actually sailed “full”-that is, with over 90% of deckspace utilised.
- This service has very low CV volumes. Commercial traffic is very unlikely to contribute to the capacity constraints on the route.

3.1.3 Uig-Lochmaddy

- The usefulness of the data (which are for 2009 and 2010) are limited by the use of weekly rather than daily monitoring. This will understate the number of fully booked sailings.
- In 2010, 89 (49%) sailings between July 5th and August 31st were fully booked. Some 62% of all sailings in July were fully booked.

- A comparison to 2009 suggests that the proportion of sailings that were fully booked increased significantly in 2010. The number of fully booked sailings was significant on Thursdays, as well as Fridays and Saturdays.
- Sunday sailings provide additional capacity but were very rarely fully booked.
- No data are available on the number of sailings on the route that actually sailed “full”-that is, with over 90% of deckspace utilised.
- CV volumes on Uig-Lochmaddy are significant. They greatly exceed those on the Tarbert service. They will add to capacity constraints, particularly on specific sailings such as the 0730 ex Lochmaddy.

3.1.4 Oban-Lochboisdale

- The usefulness of the data (which are for 2009) are limited by the use of weekly rather than daily monitoring. This will understate the number of fully booked sailings.
- Between May 29th and August 31st 2009, 32 sailings were fully booked. These represented 30% of all sailings during this period. 51% of all sailings in July were fully booked.
- 66% of all fully booked sailings were on either Friday or Saturday.
- No data are available on the number of sailings on the route that actually sailed “full”-that is, with over 90% of deckspace utilised.
- Oban-Lochboisdale CV volumes are very low. It is very unlikely that commercial traffic will contribute to capacity constraints.

3.1.5 Oban-Castlebay

- The usefulness of the data (which are for 2009) are limited by the use of weekly rather than daily monitoring. This will understate the number of fully booked sailings.
- Between May 29th and August 31st 2009, 35 sailings were fully booked. These represented 16% of all sailings during this period. 27% of all sailings in July were fully booked.
- The absolute number of fully booked sailings was similar to that for Oban-Lochboisdale. However, the *proportion* was lower because of the greater number of sailings on the Castlebay service.
- 74% of all fully booked sailings were on either Thursday or Friday. There were few fully booked sailings on some other days. This could reflect the unattractiveness of sailings that arrive in Oban at 2200 or later and the lack of an ex Castlebay sailing on Saturday.
- 80% of fully booked sailings were ones where a call at one or more other ports was included.
- No data are available on the number of sailings on the route that actually sailed “full”-that is, with over 90% of deckspace utilised.
- CV volumes are higher than on Oban-Lochboisdale, but are still low in absolute terms. However, commercial traffic may contribute to capacity constraints if it is concentrated on particular sailings.

3.2 RECOMMENDATIONS

3.2.1 Need for Further Information

The findings should be discussed with CalMac. In particular, why their system shows many sailings as fully booked when, at least on Ullapool-Stornoway, very few actually sail with more than 90% of the deckspace utilised. There is also a need to understand how the block booking system for commercial vehicles is managed and how far this contributes to “full” sailings taking place with car spaces actually available.

Other issues to be covered with CalMac are:

- The amount of capacity that is made available on the online car booking system and how this is determined.
- When CV block bookings are cancelled, whether the freed up space is added back into the capacity that is made available online.

The composition of traffic on the busiest sailings should be analysed. This would show how far capacity constraints are due to lorries (and coaches) rather than simply cars.

3.2.2 Possible Measures to Address Capacity Constraints

Table 3.1, over, describes the strengths and weaknesses of possible measures to address capacity constraints. Other measures may come out of the discussions with CalMac-e.g. changes to the CV block booking system.

3.2.3 Context of Recommendations

We recognise that the current position will change in the future. For example, through:

- The revised CV fares proposed by Scottish Government.
- A new vessel on Ullapool-Stornoway.
- Possibly, the introduction of summer Sunday sailings to Tarbert.

3.2.4 Recommendations

1. Discussions with CalMac as described at **3.2.1**. Depending on the outcome, consideration of monitoring of fully booked sailings, on a daily basis, during summer 2012.
2. Assess the feasibility of the suggested timetable revisions.
3. Assess the feasibility of variable pricing for car traffic.

We are not convinced that variable pricing for freight traffic would be effective. This is because freight is generally less able than car traffic to switch sailings. However, any decision should take into account the analysis of how far capacity constraints are due to lorries. On routes where this is the case, discussions should be held with hauliers on the level of discount required to move freight to quieter sailings.

We do not believe that moving the changeover day for self-catering providers would be beneficial. This reflects the weaknesses shown at **Table 3.1**.

TABLE 3.1: POSSIBLE MEASURES TO ADDRESS CAPACITY CONSTRAINTS: STRENGTHS AND WEAKNESSES		
Measure	Strengths	Weaknesses
Lower fares on quieter sailings-freight	<ul style="list-style-type: none"> ○ Could move some freight from most popular to quieter sailings ○ Availability of Ullapool-Stornoway overnight service as an alternative to daytime sailings 	<ul style="list-style-type: none"> ○ Limited number of sailings means that quieter sailings are not close substitutes for the busiest ones-reduces attraction of switching ○ Ability to switch sailings constrained by drivers' hours, need to maximise use of equipment and specific delivery times ○ May require quite deep discounting and reduced revenues from freight that currently uses quieter sailings ○ Fares may increase on the busiest sailings, penalising the freight that has to travel at that time ○ 10% discount already offered on Ullapool-Stornoway overnight service-and its main attraction is timings rather than lower fares ○ Some perceive Ullapool-Stornoway freight boat as unreliable ○ CV traffic may not be a major contributor to capacity constraints on some of the busiest sailings (e.g. on Saturdays and Sundays)-especially on the Tarbert and Lochboisdale services ○ Against RET principles
Lower fares on quieter sailings-cars	<ul style="list-style-type: none"> ○ More price sensitive customers could move to quieter sailings ○ Car traffic likely to have greater travel flexibility than freight 	<ul style="list-style-type: none"> ○ Limited number of sailings means that quieter sailings are not close substitutes for the busiest ones-reduces attraction of switching ○ Some traffic unwilling/unable to switch-e.g. want to travel outside working hours, attend meetings ○ Likely to be unpopular if fares are increased on the busiest sailings, given previous reactions to peak pricing ○ Uncertain revenue impacts for CalMac ○ Against RET principles
Revised timetables	<ul style="list-style-type: none"> ○ Provide greater capacity at times of higher demand or move demand from the busiest sailings: <ol style="list-style-type: none"> 1. <i>Ullapool-Stornoway</i>-three return sailings per day on peak Saturdays, rather than Wednesday or Friday; additional Sunday rotation 2. <i>Uig-Tarbert</i>-Sunday sailings to reduce pressure on Saturdays 3. <i>Oban-Castlebay</i>-some earlier arrivals at Oban to make quieter sailings more attractive 	<ul style="list-style-type: none"> ○ Possible resistance from CalMac due to crew hours of work regulations ○ Changes to Ullapool-Stornoway Saturday times may not suit all markets-e.g. residents returning to Stornoway ○ Reduction in Lochmaddy service capacity by removing one of its Sunday sailings
Move "changeover" day for self-caterers from Saturday to another day	<ul style="list-style-type: none"> ○ Help reduce competition between visitor and resident traffic for space on Saturday sailings ○ Effectively in operation on some other islands-e.g. Colonsay, Barra 	<ul style="list-style-type: none"> ○ Potential loss of trade if visitors opt to go to destinations with a Saturday changeover ○ Could simply move the problem to Friday or Sunday sailings-which are already very busy on some of the routes ○ Cannot be enforced-would all self-catering businesses comply?

Appendix: Ferry Timetables



BARRA

Check in closes - vehicles Oban 45 minutes, other ports 30 minutes.
Passengers check in 30 minutes prior to departure

OBAN – CASTLEBAY

Table 20A

TEXT CODE 20										
	Glasgow Queen Street	OBAN	LOCHBOISDALE	LOCHBOISDALE	CASTLEBAY	CASTLEBAY	LOCHBOISDALE	LOCHBOISDALE	OBAN	Glasgow Queen Street
	Depart	Depart	Arrive	Depart	Arrive	Depart	Arrive	Depart	Arrive	Arrive
MON	–	–	–	0730	0900	0920	–	–	–	2129
MON	1221	1540	–	–	2030	–	–	–	–	–
TUE	–	–	–	–	–	0920	–	–	1410	2129
TUE	1221	1540	2100	2110	2300	–	–	–	–	–
WED	–	–	–	–	–	0700	0850	0900	1420	2129
WED	0821	1340	–	–	1830	1850	–	–	2340	–
THU	–	0830 A	–	–	1515 A	1530 A	–	–	2215 A	–
THU	1221	1540	2100	2110	2300	–	–	–	–	–
FRI	–	–	–	–	–	0700	0850	0900	1420	2129
FRI	0821	1340	–	–	1830	1850	–	–	2340	–
SAT	1221	1540	–	–	2030	–	–	–	–	–
SUN	–	–	–	–	–	0920	–	–	1410	2127 a
SUN	1220	1540	–	–	2030	2050	2220	–	–	–

CODE

A Denotes sailing to Barra via Coll and Tiree. Departs Oban 0830, arrives Coll 1110, departs Coll 1120, arrives Tiree 1215, departs Tiree 1230, arrives Barra 1515, departs Barra 1530, arrives Tiree 1815, departs Tiree 1830, arrives Coll 1925 departs Coll 1935, arrives Oban 2215. See page 10 for Oban – Castlebay via Coll/Tiree Island Hopscotch® fares.

a Arrives 1918 from 17 May until 27 September.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Oban tel: 01631 566688 or Castlebay tel: 01871 810306 or Lochboisdales tel: 01878 700288.

For details of bus services contact Scottish Citylink Coaches before travelling. Tel: 08705 505050.

FARES: OBAN – CASTLEBAY

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£10.95	£21.90
Car or 4x4 (each)		£48.50	£97.00
Motorhome	up to 5m	£48.50	£97.00
	up to 8m	£73.00	£146.00
	up to 10m	£97.00	£194.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£24.25	£48.50
	up to 5m	£48.50	£97.00
	up to 8m	£73.00	£146.00
Bicycle Free	Motorcycle	£24.25	£48.50

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

FARES: CASTLEBAY – LOCHBOISDALE (not valid via Oban or Tiree)

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£6.40	£12.80
Car or 4x4 (each)		£18.75	£37.50
Motorhome	up to 5m	£18.75	£37.50
	up to 8m	£28.50	£57.00
	up to 10m	£37.50	£75.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£9.40	£18.80
	up to 5m	£18.75	£37.50
	up to 8m	£28.50	£57.00
Bicycle Free	Motorcycle	£9.40	£18.80

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

FARES: COLL/TIREE – CASTLEBAY

All tickets must be purchased before boarding vessel		SINGLE
Driver/Passenger (each)		£6.80
Car or 4x4 (each)		£33.80
Motorhome	up to 5m	£33.80
	up to 8m	£51.00
	up to 10m	£67.60
Caravan, Boat/Baggage Trailer	up to 2.5m	£16.90
	up to 5m	£33.80
	up to 8m	£51.00
Bicycle Free	Motorcycle	£16.90

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.



SOUTH UIST

Check in closes - vehicles Oban 45 minutes, other ports 30 minutes. Passengers check in 30 minutes prior to departure

OBAN – LOCHBOISDALE

Table 20B

TEXT CODE 20	Glasgow Queen Street	OBAN	CASTLEBAY	CASTLEBAY	LOCHBOISDALE	LOCHBOISDALE	CASTLEBAY	CASTLEBAY	OBAN	Glasgow Queen Street
	Depart	Depart	Arrive	Depart	Arrive	Depart	Arrive	Depart	Arrive	Arrive
MON	–	–	–	–	–	0730	0900	0920	1410	2129
TUE	1221	1540	–	–	2100	2110	2300	–	–	–
WED	–	–	–	0700	0850	0900	–	–	1420	2129
THU	1221	1540	–	–	2100	2110	2300	–	–	–
FRI	–	–	–	0700	0850	0900	–	–	1420	2129
SAT	–	0815	–	–	1335	1350	–	–	1910	–
SUN	1220	1540	2030	2050	2220	–	–	–	–	–

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a valid ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Oban tel: 01631 566688 or Castlebay tel: 01871 810306 or Lochboisdale tel: 01878 700288.

For details of bus services contact Scottish Citylink Coaches before travelling. Tel: 08705 505050.

FARES: OBAN – LOCHBOISDALE

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£10.95	£21.90
Car or 4x4 (each)		£48.50	£97.00
Motorhome	up to 5m	£48.50	£97.00
	up to 8m	£73.00	£146.00
	up to 10m	£97.00	£194.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£24.25	£48.50
	up to 5m	£48.50	£97.00
	up to 8m	£73.00	£146.00
Bicycle Free	Motorcycle	£24.25	£48.50

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

FARES: LOCHBOISDALE - CASTLEBAY (not valid via Oban)

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£6.40	£12.80
Car or 4x4 (each)		£18.75	£37.50
Motorhome	up to 5m	£18.75	£37.50
	up to 8m	£28.50	£57.00
	up to 10m	£37.50	£75.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£9.40	£18.80
	up to 5m	£18.75	£37.50
	up to 8m	£28.50	£57.00
Bicycle Free	Motorcycle	£9.40	£18.80

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Island Hopscotch® Tickets – Travelling on several routes? Island Hopscotch® could save you money.



NORTH UIST

Check in closes - vehicles 30 minutes, passengers 30 minutes prior to departure

UIG – LOCHMADDY

Table 22

TEXT CODE 22	UIG	LOCHMADDY	LOCHMADDY	UIG
	Depart	Arrive	Depart	Arrive
MON	–	–	0530 A	0910 A
	0940	1125	1150	1335
	1800	1945	–	–
TUE	–	–	0730	0915
	1400	1545	1600	1745
WED	0940	1125	1150	1335
	1900	2045	–	–
THU	–	–	0730	0915
	1400	1545	1600	1745
FRI	0940	1125	1150	1335
	1800	1945	–	–
SAT	–	–	0730	0915
	1400	1545	1600	1745
	1800 B	2145 B	–	–
SUN	0915 C	1100 C	1115	1300
	1415	1600	1615 C	1800 C

CODE	
A	Operates until 11 May and from 14 September and goes via Tarbert.
B	Operates until 9 May and from 12 September and goes via Tarbert.
C	Operates on Sundays from 17 May to 6 September.

NOTE
To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a ticket at least 10 minutes before sailing time.
R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Uig tel: 01470 542219 or Lochmaddy tel: 01876 500337.
For details of bus services contact Scottish Citylink Coaches tel: 08705 505050 or traveline tel: 0871 200 22 33.

FARES: UIG – LOCHMADDY

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£4.90	£9.80
Car or 4x4 (each)		£22.40	£44.80
Motorhome	up to 5m	£22.40	£44.80
	up to 8m	£34.00	£68.00
	up to 10m	£44.80	£89.60
Caravan, Boat/Baggage Trailer	up to 2.5m	£11.20	£22.40
	up to 5m	£22.40	£44.80
	up to 8m	£34.00	£68.00
Bicycle Free	Motorcycle	£11.20	£22.40

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.

FARES: TARBERT – LOCHMADDY

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£6.00	£12.00
Car or 4x4 (each)		£27.00	£54.00
Motorhome	up to 5m	£27.00	£54.00
	up to 8m	£40.50	£81.00
	up to 10m	£54.00	£108.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£13.50	£27.00
	up to 5m	£27.00	£54.00
	up to 8m	£40.50	£81.00
Bicycle Free	Motorcycle	£13.50	£27.00

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.



HARRIS

Check in closes - vehicles 30 minutes, passengers 30 minutes prior to departure

UIG – TARBERT

Table 24

TEXT CODE 24	UIG	TARBERT	TARBERT	UIG
	Depart	Arrive	Depart	Arrive
MON	0530 A	0710 A	0730	0910
	1400	1540	1600	1740
TUE	0940	1120	1150	1330
	1800	1940	–	–
WED	–	–	0730	0910
	1400	1540	1600	1740
THU	0940	1120	1150	1330
	1800	1940	–	–
FRI	–	–	0730	0910
	1400	1540	1600	1740
SAT	0940	1120	1150	1330
	1800	1940	2000 B	2140 B

CODE

A Mondays only from 18 May to 7 September.

B Saturdays only from 16 May to 5 September.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Uig tel: 01470 542219 or Tarbert tel: 01859 502444.

For details of bus services contact Scottish Citylink Coaches tel: 08705 505050.

FARES: UIG – TARBERT

All tickets must be purchased before boarding vessel

SINGLE

RETURN

Driver/Passenger (each)		£4.90	£9.80
Car or 4x4 (each)		£22.40	£44.80
Motorhome	up to 5m	£22.40	£44.80
	up to 8m	£34.00	£68.00
	up to 10m	£44.80	£89.60
Caravan, Boat/Baggage Trailer	up to 2.5m	£11.20	£22.40
	up to 5m	£22.40	£44.80
	up to 8m	£34.00	£68.00
Bicycle Free			
Motorcycle		£11.20	£22.40

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.

Island Hopsotch® Tickets – Travelling on several routes? Island Hopsotch® could save you money.

NORTH UIST

Check in closes - vehicles 30 minutes, passengers 30 minutes prior to departure

UIG – LOCHMADDY

Table 22

TEXT CODE 22	UIG	LOCHMADDY	LOCHMADDY	UIG
	Depart	Arrive	Depart	Arrive
MON	-	-	0530 A	0910 A
	0940	1125	1150	1335
	1800	1945	-	-
TUE	-	-	0730	0915
	1400	1545	1600	1745
WED	0940	1125	1150	1335
	1900	2045	-	-
THU	-	-	0730	0915
	1400	1545	1600	1745
FRI	0940	1125	1150	1335
	1800	1945	-	-
SAT	-	-	0730	0915
	1400	1545	1600	1745
	1800 B	2145 B	-	-
SUN	0915 C	1100 C	1115	1300
	1415	1600	1615 C	1800 C

CODE

- A** Operates until 10 May and from 13 September and goes via Tarbert.
- B** Operates until 8 May and from 11 September and goes via Tarbert.
- C** Operates on Sundays from 16 May to 5 September.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Uig tel: 01470 542219 or Lochmaddy tel: 01876 500337.

For details of bus services contact Scottish Citylink Coaches tel: 08705 505050 or **traveline** tel: 0871 200 22 33.

FARES: UIG – LOCHMADDY

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£5.05	£10.10
Car or 4x4 (each)		£22.90	£45.80
Motorhome	up to 5m	£22.90	£45.80
	up to 8m	£34.50	£69.00
	up to 10m	£45.80	£91.60
Caravan, Boat/Baggage Trailer	up to 2.5m	£11.45	£22.90
	up to 5m	£22.90	£45.80
	up to 8m	£34.50	£69.00
Pedal cycles FREE	Motorcycle	£11.45	£22.90
Children under 5 FREE, 5-15 half the adult fare.			
Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.			
Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.			

FARES: TARBERT – LOCHMADDY

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£6.15	£12.30
Car or 4x4 (each)		£28.00	£56.00
Motorhome	up to 5m	£28.00	£56.00
	up to 8m	£42.00	£84.00
	up to 10m	£56.00	£112.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£14.00	£28.00
	up to 5m	£28.00	£56.00
	up to 8m	£42.00	£84.00
Pedal cycles FREE	Motorcycle	£14.00	£28.00
Children under 5 FREE, 5-15 half the adult fare.			
Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.			
Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.			

HARRIS

Check in closes - vehicles 30 minutes,
passengers 30 minutes prior to departure

UIG – TARBERT

Table 24

TEXT CODE 24				
	UIG	TARBERT	TARBERT	UIG
	Depart	Arrive	Depart	Arrive
MON	0530 A	0710 A	0730	0910
	1400	1540	1600	1740
TUE	0940	1120	1150	1330
	1800	1940	–	–
WED	–	–	0730	0910
	1400	1540	1600	1740
THU	0940	1120	1150	1330
	1800	1940	–	–
FRI	–	–	0730	0910
	1400	1540	1600	1740
SAT	0940	1120	1150	1330
	1800	1940	2000 B	2140 B

CODE

A Mondays only from 17 May to 6 September.

B Saturdays only from 15 May to 4 September.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Uig tel: 01470 542219 or Tarbert tel: 01859 502444.

For details of bus services contact Scottish Citylink Coaches tel: 08705 505050.

FARES: UIG – TARBERT

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£5.05	£10.10
Car or 4x4 (each)		£22.90	£45.80
Motorhome	up to 5m	£22.90	£45.80
	up to 8m	£34.50	£69.00
	up to 10m	£45.80	£91.60
Caravan, Boat/Baggage Trailer	up to 2.5m	£11.45	£22.90
	up to 5m	£22.90	£45.80
	up to 8m	£34.50	£69.00
Pedal cycles FREE	Motorcycle	£11.45	£22.90

Children under 5 FREE, 5-15 half the adult fare

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.

Island Hopscotch® Tickets – Travelling on several routes? Island Hopscotch® could save you money.



LEWIS

Check in closes - vehicles 45 minutes,
passengers 30 minutes prior to departure

STORNOWAY – ULLAPOOL

Table 25

TEXT CODE 25	STORNOWAY	ULLAPOOL	ULLAPOOL	STORNOWAY
FRI 26 MARCH - SUN 20 JUNE				
MON 30 AUG - SAT 23 OCT	Depart	Arrive	Depart	Arrive
MON - FRI	0700	0945	1025	1310
	1350	1635	1735	2020
SAT	0700	0945	1025	1310
	1430	1715	1815	2100
SUN	1430	1715	1815	2100
MON 21 JUN - SUN 29 AUG				
MON/TUE/THURS	Depart	Arrive	Depart	Arrive
	0700	0945	1025	1310
	1350	1635	1735	2020
WED/FRI	0615	0900	0930	1215
	1240	1525	1550	1835
	1900	2145	2200 A	0045 A
SAT	0700	0945	1025	1310
	1430	1715	1815	2100
SUN	1430	1715	1815	2100

CODE

A Arrives following morning.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a valid ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose "Option 2". Contact Ullapool tel: 01854 612358 or Stornoway tel: 01851 702361.

For details of bus services contact Scottish Citylink Coaches tel: 08705 505050 or **traveline** tel: 0871 200 22 33.

FARES: STORNOWAY – ULLAPOOL

All tickets must be purchased before boarding vessel		SINGLE	RETURN
Driver/Passenger (each)		£7.45	£14.90
Car or 4x4 (each)		£37.25	£74.50
Motorhome	up to 5m	£37.25	£74.50
	up to 8m	£56.00	£112.00
	up to 10m	£74.50	£149.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£18.65	£37.30
	up to 5m	£37.25	£74.50
	up to 8m	£56.00	£112.00
Pedal cycles FREE	Motorcycle	£18.65	£37.30

Children under 5 FREE, 5-15 half the adult fare

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.

Valid from 25 March - 22 October 2011



LEWIS

Check in closes - vehicles 45 minutes, passengers 30 minutes prior to departure

STORNOWAY – ULLAPOOL

Table 25

TEXT CODE 25	STORNOWAY	ULLAPOOL	ULLAPOOL	STORNOWAY
FRI 25 MARCH - SUN 19 JUNE				
MON 29 AUG - SAT 22 OCT	Depart	Arrive	Depart	Arrive
MON - FRI	0700	0945	1025	1310
	1350	1635	1735	2020
SAT	0700	0945	1025	1310
	1430	1715	1815	2100
SUN	1430	1715	1815	2100
MON 20 JUN - SUN 28 AUG	Depart	Arrive	Depart	Arrive
MON/TUE/THURS	0700	0945	1025	1310
	1350	1635	1735	2020
WED/FRI	0600	0845	0930	1215
	1300	1545	1630	1915
	1945	2230	2300 A	0145 A
SAT	0700	0945	1025	1310
	1430	1715	1815	2100
SUN	1430	1715	1815	2100

CODE

A Arrives following morning.

NOTE

To enable safety, check in and registration procedures to be carried out, passengers must be on board and in possession of a valid ticket at least 10 minutes before sailing time.

R Commercial Vehicle bookings are made at individual ports. When calling your selected port for commercial vehicle bookings, ensure that you choose Option 2. Contact Ullapool tel: 01854 612358 or Stornoway tel: 01851 702361.

For details of bus services contact Scottish Citylink Coaches tel: 0871 266 3333 or **traveline** tel: 0871 200 22 33.

FARES: STORNOWAY – ULLAPOOL

All tickets must be purchased before boarding vessel	SINGLE	RETURN
Driver/Passenger (each)	£7.85	£15.70
Car or 4x4 (each)	£39.50	£79.00
Motorhome	up to 5m	£39.50
	up to 8m	£60.00
	up to 10m	£79.00
Caravan, Boat/Baggage Trailer	up to 2.5m	£19.75
	up to 5m	£39.50
	up to 8m	£60.00
Pedal cycles FREE	Motorcycle	£19.75
		£39.50

Children under 5 FREE, 5-15 half the adult fare

Light Vans exceeding 5m in length or 3.5 T, or 3m height, or 2.3m in width are charged at the commercial vehicle rate.

Pier dues are payable to third parties for this route, and have been included in the fares shown. Details are available on request.