This amendment provides the new address for CLIA UK & Ireland and the MCA. All other aspects of MGN 504 (M) remain unchanged.

1. Amendment to Address of CLIA UK & Ireland

1.1 Please note the new address of CLIA UK & Ireland in relation to complaints concerning cruise ships. The email address that complaints are to be sent remains unchanged.

CLIA UK & Ireland
Dowgate Hill House
14-16 Dowgate Hill
London
EC4R 2SU

E-mail: passegerrights@cruising.org
Web site: www.cruiseexperts.org/clia

2. Amendment to Address of National Enforcement Body

2.1 Please note the new address & telephone number of the NEB:

Maritime Passenger Rights National Enforcement Officer
Enforcement Unit – OCCE
Bay 3/23 Spring Place
105 Commercial Road
Southampton
SO15 1EG
Tel: 02380 397891 (voicemail)
Email: neb@mcga.gov.uk

More Information

Maritime Passenger Rights National Enforcement Officer
Enforcement Unit - OCCE
Maritime and Coastguard Agency
Bay 3/23
Spring Place
105 Commercial Road
Southampton
SO15 1EG

Tel: +44 (0) 203 8172241
e-mail: neb@mcga.gov.uk
Website Address: www.gov.uk/government/organisations/maritime-and-coastguard-agency

General Enquiries: infoline@mcga.gov.uk

File Ref: MS026/026/00061
Published: November 2017
Please note that all addresses and telephone numbers are correct at time of publishing

© Crown Copyright 2017

Safer Lives, Safer Ships, Cleaner Seas