



Department  
for Transport

# Your rights when you travel by sea



**Easy read booklet**  
**2021**

# What this booklet is about



This booklet is about your rights when you travel by sea. **Rights** are laws that protect people and make sure they are treated well.



This booklet will help you understand your rights. It will also tell you about the help you can get while travelling.



This booklet is a summary. It does not contain the complete information or tell you about all of the laws.



You can read more information online at [gov.uk](https://www.gov.uk)

# Introduction



There are laws in the UK that give rights to disabled people when you travel by sea. This includes people who cannot walk easily.



You have a right to be treated equally.



You have a right to get help if you need it.



In some situations you have a right to get some money back if your travel is late or cancelled.

# Your rights if you are disabled



## Your right to assistance

**Assistance** means extra help because you are disabled. You can have assistance on the ship and at the port. The **port** is where you go to get on the ship.



You can have assistance to help you in the port, to get on or off the ship, find your seat, move your bags, or to go to the toilet.



If you need assistance you must tell the company that runs the ship or the port. You must tell them at least 2 days before you travel. You must tell them what sort of help you need.



Sometimes you will be told that you must take someone with you to help you. This person can travel for free on a ferry but not on a cruise. This person will have a seat next to you if possible.



If you don't tell the company that you need assistance at least 2 days before you travel, they will still try to give you assistance. But the assistance might not be as good as usual.



If you need assistance you must get to the port at least 1 hour before your ship will leave.



## Your right to safe travel

The way that a ship or port is made might mean that it is not safe for some disabled people.



If the ship or port is not safe for you, you might be asked to travel on a different ship. If this is not possible you will get your money back.



The company that runs the ship must make sure that you are safe. You can ask them to explain any decisions they make.



## Your right to equipment

You can take any equipment with you that helps you move around, like a wheelchair. If your equipment is big or heavy you must check that it will fit on your ship.



If any of your equipment is lost or damaged, you will get some money back to fix it or to buy new equipment.



## Your right to travel with a dog

You can travel with an assistance dog. An **assistance dog** is a dog that helps someone because of a disability. The dog must be trained by a well-known organisation.



If you travel to another country there might be extra laws you have to follow before you can take a dog in and out of that country.



## Your right to information

You can get information about your journey in other formats like easy read.

# Your rights if your ship is late or is cancelled



## Your right to food, drink and a bed

If your ship is cancelled, or if it is more than 90 minutes late to leave, you can get

- free food and drink. How much you get depends on how long you have to wait.
- a free room with a bed. This might be on the ship or on land. If it is on land the maximum paid for a room will be £70 for each night for 3 nights.

## Your right to a new journey

If your ship is cancelled, or if it is more than 90 minutes late to leave, you can choose

- either a new ticket to the place you were going. This will leave as soon as possible. It will be a similar type of travel and will not cost extra.
- or to get your money back for your ticket. If you were on your way back you will also be taken back to where you started.



## Your right to get money back

You can get some money back if your ship is more than 1 hour late. How much you get depends on how long the journey is and how late it is.



## When you don't have these rights

You will not get any money back if

- you were told that the ship would be late before you bought your ticket.
- it was your fault that the ship was late or cancelled.
- bad weather made it unsafe for the ship to travel.
- something else made it unsafe for the ship to travel.
- your ticket does not have a time for leaving.



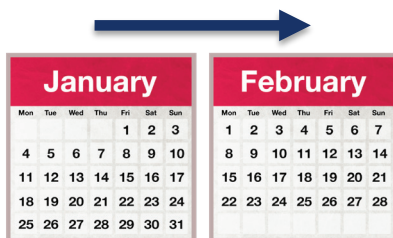
The laws that give you the rights in this booklet do not apply in certain situations. This includes for very small ships or very short journeys.



# If you want to complain



If you are not happy with your travel, you can complain to the company where you bought your ticket.



You must do this less than 2 months after your travel date. And you must then wait up to 2 months for them to send you a full reply.



If you are not happy with the reply you can contact 1 of these companies:



**For England and Wales cruises**  
CLIA UK and Ireland  
[passengerrights@cruising.org](mailto:passengerrights@cruising.org)  
Telephone 020 3903 5450



### **For England and Wales ferries**

ABTA Ltd

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

Telephone 020 3117 0599



### **For London**

London Travel Watch

[enquiries@londontravelwatch.org.uk](mailto:enquiries@londontravelwatch.org.uk)

[www.londontravelwatch.org.uk](http://www.londontravelwatch.org.uk)



### **For Scotland**

Transport for Scotland

[MPRAppeals@transport.gov.scot](mailto:MPRAppeals@transport.gov.scot)

[www.transport.gov.scot](http://www.transport.gov.scot)



### **For Northern Ireland**

Consumer Council for Northern Ireland

[contact@consumercouncil.org.uk](mailto:contact@consumercouncil.org.uk)

Telephone 0800 121 6022



Maritime &  
Coastguard  
Agency

### **For more information**

Maritime Coastguard Agency

[neb@mcga.gov.uk](mailto:neb@mcga.gov.uk)

Telephone 020 3817 2580