

## **Using the Inter-island Ferries During the Coronavirus Pandemic Emergency**

Shetland Island Council (SIC) have introduced some changes to the normal Shetland Inter-island ferry timetables and method of payment due to the 2020 Coronavirus outbreak (effective from 6<sup>th</sup> April 2020). The following is a guide to using the ferries whilst the restrictions are in place.

### **Ferry Account Card**

No payment (including multi-journey tickets) will be taken on the ferry. Instead, you will need to register with SIC for an account card if you don't already have one in order to pay for your journey.

If you don't have an account card, you should apply for one as soon as you can. You can get one by downloading this [application form](#). Print it off, fill it in, and email a scanned copy [ferries.admin@shetland.gov.uk](mailto:ferries.admin@shetland.gov.uk). Alternatively, you can open the file and type your details into the required boxes, resave the file and email it as above.

Alternatively, print it off, fill it in and post it to Shetland Islands Council, Port Admin Building, Sella Ness, Sullom Voe, Shetland ZE2 9QR.

You can also contact the ferry booking office on (01595) 745804 to set one up.

### **Booking a Crossing**

**All crossings** (including the Bressay service) are to be booked in advance. This includes vehicle, foot passengers and freight. Bookings can be made in one of three ways.

1. You can book using the SIC ferry website (see later for information on how to use this)
2. You can book by phone, by contacting the booking office on (01595) 745804.
3. You can book by email by emailing the booking office at [ferry.booking@shetland.gov.uk](mailto:ferry.booking@shetland.gov.uk).

If you are going to be using phone or email, you will need the following information to hand to give to the operator or put in the email :-

- Your name
- Your address including post code
- Your email address
- Your SIC account number (if you have one)
- Your phone numbers
- The number of people travelling (adults, young people, children and infants)
- Vehicle type (if applicable)
- Vehicle height (if above 2.2 metres)
- Vehicle registration
- Vehicle make and model
- Your route (e.g. Bressay to Lerwick)
- Whether you want a single or return
- Your outbound sailing date

- Your outbound sailing time
- Your return sailing date
- Your return sailing time

### **Booking Online**

The website address for bookings is <https://ferry.shetland.gov.uk/booking/web100.asp>. You can use the site to book crossings to and from Bressay, Yell, Unst, Fetlar and Whalsay. Other routes need to be booked by phone.

If you don't have a booking account, you click the **Register** button and put in all the information necessary. You will need to have an email address and a password that you can remember. Once you have entered all the information and clicked **Finalise Registration** you will be sent an email which you will need to action in order to activate your account. Once you've done that, you can log in and make your booking.

Once logged in, the site is fairly easy to use. Bressay residents may be new to this, so you need to be aware that you will need to know the time of both your outbound and return journeys at time of booking. **No payment is taken at this stage**. If you have any problems using the site, the number to ring at SIC is (01595) 745804.

### **Boarding the Vessel**

When you board the vessel either on foot or by vehicle, the deckhand will have a list of the people and vehicles booked for that crossing, and your account card will be scanned to record your journey, which will lead to you being invoiced for the journey.

Note that our current information is that if you board the ferry and you haven't yet received your account card, you should inform the deckhand that you are awaiting your account card and give him/her your details and the journey will be added to your account balance once your account is set up.

### **Useful Links**

Further details may be found on the SIC web site at <https://www.shetland.gov.uk/ferries/covid19.asp>. This contains a list of frequently asked questions which may cover some of the topics not covered in this document.

The SIC ferry booking office can be reached on (01595) 745804.

To make a reservation by email, the address is [ferry.booking@shetland.gov.uk](mailto:ferry.booking@shetland.gov.uk).