

Poole Harbour Commissioners (PHC) Charter - Passengers with Reduced Mobility



Regulation EU No 1177/2010 concerning the rights of passengers when travelling by sea and inland waterway

Rights of Disabled Persons and Persons with Reduced Mobility

EU Regulation 1177/2010 became applicable on December 18th, 2012. This Regulation aims to provide disabled persons and persons with reduced mobility (PRM's) the same opportunities to travel by water as they have in other transport sectors across the EU. This document outlines your rights, the responsibility of the terminal operator and how complaints should be handled under the Regulation. Further detailed guidance on EU Regulation - Chapter II can be found in the form of guidance documents at the following websites:

GB: Department for Transport (DfT) www.gov.uk/dft

Right to Transport and Assistance

Your request to travel cannot be refused solely on the grounds of a disability, or reduced mobility, and you are entitled to travel at no extra cost, under the same conditions that apply to all other passengers.

You are entitled to certain assistance both in port and on-board ship. This includes assistance boarding and/or leaving the ship, assistance with baggage and/or any specific medical equipment that you may be carrying, and assistance in making your way to toilet facilities. Where a passenger has notified their carrier of the need for assistance, they will receive a confirmation by e-mail that such assistance is in place.

Notice of booking requests

To ensure that all of your requirements can be met, and that there are no travel restrictions that may affect you, you should make all booking requests as early as possible but **at the very least 48 hours before** you are due to travel. You should notify your Ferry Operator of the nature of your disability and of any specific requirements that you may have e.g., seating or accommodation, adapted facilities, carriage of specific medical equipment. It must be noted that there may be restrictions on carrying certain equipment e.g., medical oxygen, mattresses, electrical equipment which should be pre-cleared with your Ferry Operator at the time of booking.

After assessing your specific requirements, your ferry operator may require that you are accompanied by an individual that can assist you during the journey. For ferry passengers, the accompanying person may travel free of charge.

Exceptions

Whilst every effort will be made to confirm a booking, a request to travel can be refused by the ferry operator on the grounds of safety. This will usually relate to the legal requirement that all passengers can be evacuated from a vessel in under 30 minutes, though it may also be where the design of the ship, or port infrastructure, makes it impossible to carry you in a safe or operationally feasible manner.

Loss or Damage of Mobility Equipment

If damage is caused to mobility or other specific equipment, used by a disabled person or person with reduced mobility, as a result of proven fault or neglect by the Terminal/Ferry Operator then the operator is liable for the cost of repair or replacement. We should also make reasonable efforts to provide a temporary suitable replacement.

Complaint handling

Any complaints to be made under the Regulation should be directed, in the first instance, to Terminal/Ferry Operator (staff at the terminals or the crew on board). A complaint must be submitted within 2 months of the scheduled date of the service to Terminal/Ferry Operator (Contact details below). The operator must notify the passenger within 1 month of receipt whether the complaint is substantiated, rejected or still under consideration with a final reply and decision within 2 months.

If a complaint cannot be resolved to the satisfaction of the passenger, then it may be referred to the complaint handling body. In GB the Passenger Shipping Association (PSA) has been appointed to act as the Complaints Handling Body under the Regulations. This body will provide an evidence-based response to a complaint within a reasonable period of time but will only consider a complaint that has already been through the operator's own complaint handling process.

Contact Details:

Passenger Shipping Association
First Floor
41-42 Eastcastle Street
London
W1W 8DU
United Kingdom

Poole Harbour Commissioners
Harbour Office
20 New Quay Road
Poole
Dorset
BH15 4AF

Tel: +44 20 7436 2449
E-mail: info@psa-ace.org

Tel: 01202 440200
E-Mail: pooleharbourcommissioners@phc.co.uk

Note: complaints /concerns should be brought immediately to the attention of staff at the ports or crew on board.