

norfolkline



PASSENGER SERVICES 2009

DIRECT TO THE CONTINENT

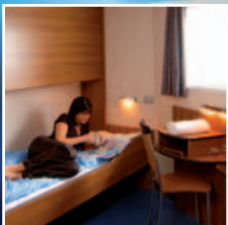


Rosyth / Zeebrugge

The new direct line from Scotland to Europe

INCLUDED IN THIS BROCHURE

- **Fares**
- **Timetables**
- **What's onboard**



Winner

theguardian

TheObserver

guardian.co.uk

Travel Awards 2008



norfolkline.com

A NEW LINE A NEW SHIP

FOR TRAVELLERS BY CAR & MOTORCYCLE



Welcome onboard

NORFOLKLINE HAS MANY YEARS OF EXPERIENCE OPERATING FERRY SERVICES IN FRANCE, ENGLAND AND IRELAND. TRAVELLING WITH NORFOLKLINE, YOU CAN BE SURE THAT OUR STAFF ARE COMMITTED TO ENSURING YOU HAVE A COMFORTABLE AND PLEASANT TRIP!



In spring 2009 a new ferry service will commence between Scotland and Belgium. The newly built ferry will sail between Rosyth and Zeebrugge - right next to Bruges - three times per week in both directions. This modern ship provides comfort and reliability all year round. Onboard facilities include children's play area, large screen cinema, fully equipped ensuite cabins, that will make your journey a pleasure.

We welcome you onboard and wish you a pleasant journey.



A handwritten signature in black ink, which appears to be 'Kell Robdrup'.

Kell Robdrup
Managing Director
Ferry Division



Beautiful Bruges by night

BEST FARES
ARE ALWAYS
ONLINE AT
norfolkline.com

The main road to the Continent

TRAVEL WITH NORFOLKLINE TO THE CONTINENT - THE GATEWAY OF EUROPE WITH EASY MOTORWAY ACCESS FOR YOUR ONWARD JOURNEY

On the ship, there are a total of 107 spacious inside and seaview cabins, each equipped with shower and toilet facilities. Following an aperitif in the bar, a buffet meal and a film in the cinema, your fully equipped ensuite cabin awaits you. You can finish off the evening with a stroll around the deck under a starlit sky.

After a good night's sleep, you will see the coastline of Belgium, the wide beaches and the sand dunes. And on the horizon you will see the medieval towers of Bruges.

Before you know it, you are in Zeebrugge, the gateway to Europe. You will feel refreshed and relaxed, and in front of you lie hundreds of possible routes to holiday destinations.

FOR FURTHER INFORMATION
BOOK ONLINE AT:

www.norfolkline.com

OR ALTERNATIVELY
PLEASE CALL:

0844 499 0007





Travel information

APPROXIMATE DISTANCES FROM ZEEBRUGGE TO:

Bruges:	10 km / 6.2 miles	Berlin:	822 km / 511 miles
Brussels:	110 km / 68 miles	Milan:	1024 km / 636 miles
Cologne:	300 km / 186 miles	Frankfurt:	492 km / 306 miles
Paris:	310 km / 192 miles	Marseille:	1088 km / 676 miles
Düsseldorf:	296 km / 184 miles	Prague:	1007 km / 625 miles
Bordeaux:	885 km / 550 miles	Innsbruck:	1040 km / 646 miles
Munich:	875 km / 543 miles		



SAILING SCHEDULE
SCOTLAND / BELGIUM
Rosyth to Zeebrugge

TUES	THURS	SAT	DEPARTURE (Rosyth)	17.00
			ARRIVAL (Zeebrugge)	14.00

All departure and arrival times stated are local times to that country.



SAILING SCHEDULE
BELGIUM / SCOTLAND
Zeebrugge to Rosyth

MON	WED	FRI	DEPARTURE (Zeebrugge)	18.00
			ARRIVAL (Rosyth)	13.00

Fares

STERLING CONSUMER RATES FOR ROSYTH - ZEEBRUGGE (BRUGES)
2009 SERVICE BASED ON SINGLE FARE, RETURN FARE AND MINI-BREAKS



Single Fare

	LOW	SHOULDER	HIGH
4-BERTH INSIDE EN-SUITE CABIN - UP TO 4 PASSENGERS +			
Passenger Vehicle (up to 6m long & under 2.4m in height)	£280	£350	£425
Passenger Vehicle (up to 6m long & over 2.4m in height)	£300	£380	£460
Car + Trailer (total length up to 11m long)	£380	£480	£570
Car + Caravan (total length up to 11m long)	£380	£480	£570
Extra 4-Berth Inside en-suite Cabin (fits up to 4 persons)			
Outside Cabin Supplement	£10	£15	£20
Motorbike			
Bicycles	£10	£10	£10
Extra Passenger Vehicle (up to 6m long & under 2.4m in height)	£80	£100	£125
Extra Passenger Vehicle (up to 6m long & over 2.4m in height)	£100	£130	£160
For Passenger Vehicle: every extra metre or part thereof in length			
	£15	£15	£15

Return Fare

	LOW	SHOULDER	HIGH
4-BERTH INSIDE EN-SUITE CABIN - UP TO 4 PASSENGERS +			
Passenger Vehicle (up to 6m long & under 2.4m in height)	£450	£570	£680
Passenger Vehicle (up to 6m long & over 2.4m in height)	£490	£610	£730
Car + Trailer (total length up to 11m long)	£610	£760	£910
Car + Caravan (total length up to 11m long)	£610	£760	£910
Extra 4-Berth Inside en-suite Cabin (fits up to 4 persons)			
Outside Cabin Supplement	£20	£30	£40
Motorbike			
Bicycles	£10	£20	£20
Extra Passenger Vehicle (up to 6m long & under 2.4m in height)	£130	£165	£190
Extra Passenger Vehicle (up to 6m long & over 2.4m in height)	£170	£205	£240
For Passenger Vehicle: every extra metre or part thereof in length			
	£30	£30	£30

Season Dates

LOW SEASON

1 Nov 09 - 18 Dec 09

SHOULDER SEASON

1 May 09 - 24 Jun 09
7 Sept 09 - 31 Oct 09
19 Dec 09 - 6 Jan 10

HIGH SEASON

25 Jun 09 - 6 Sept 09

Mini-Break*

LOW	SHOULDER
£370	£460
£395	£490
£495	£620
£495	£620
Extra 4-Berth Inside en-suite Cabin (fits up to 4 persons)	
£260	£330
£20	£30
Motorbike	
£35	£40
£10	£15
£110	£130
£135	£160
For Passenger Vehicle: every extra metre or part thereof in length	
£30	£30

IMPORTANT INFORMATION

- Contracts are subject to Norfolkline Terms & Conditions.
- Foot passengers are not permitted onboard.
- Mini-break*: 2 nights onboard & up to 3 nights in Scotland / on the Continent.
- If the outbound falls in one Season & inbound falls under another Season, the fare is the average of the fares of the two Seasons in question.
- All fares are subject to a fuel surcharge per person per single journey. Norfolkline shall continuously monitor fuel prices & reserve the right to amend the surcharge. Fuel surcharge & conditions for application are published on www.norfolkline.com
- Weekend Supplement of £50 per cabin per single journey is applied to any departure on Friday or Saturday.
- All cabins have en-suite shower, toilet & air conditioning facilities.
- Cabin accommodation is compulsory on all sailings, maximum 4 people sharing.
- A passenger aged over 2 must be allocated a berth in a cabin.
- Meals are not included in fares.
- Fares subject to changes. Please visit www.norfolkline.com for the most updated fares.
- 'Passenger Vehicle' refers to any car, minibus or motorhome for non-commercial use. All fares shown are NOT for freight purposes.
- A Passenger must inform Norfolkline at the time of booking if their Passenger Vehicle is over 4.8m in height.
- Cabins for people with disabilities are available but need to be booked through the call centre in advance. Cost for using the call centre will be waived.
- Booking placed via the call centre costs £10 per booking.



Brandenburg Gate, Berlin

From Zeebrugge, Belgium, to France, Germany... & beyond!

FROM THE PORT OF ZEEBRUGGE YOU CAN EASILY TRAVEL TO MANY HOLIDAY DESTINATIONS ON THE CONTINENT. THE MODERN PORT FACILITIES PROVIDE A SMOOTH AND EFFICIENT DISEMBARKATION. YOU DRIVE STRAIGHT OFF THE FERRY AND A FEW MINUTES LATER YOU ARE UNDERWAY:

“WELCOME TO BELGIUM, PLEASE DRIVE ON THE RIGHT”.



In Zeebrugge/Bruges you can connect to the European motorway network to head for Germany, France, the Netherlands, Luxembourg, Switzerland, Italy, Spain and many other countries. Zeebrugge is centrally located on the coast of the Continent, just 10 kilometres from Bruges, one of the most beautiful historic cities in Europe.

Informative websites:

www.brugge.be/toerisme
www.visitflanders.com
www.franceguide.com
www.germany-tourism.de
www.luxembourg.co.uk



By taking the night ferry from Rosyth, you will be in Belgium at 2 pm (local time) ready to continue your journey the very same day.



“In Flanders Fields the Poppies blow”

Travel with Norfolkline to the battlefields of the Yser. Experience the austere silence of the vast plains around the battlefield town of Ypres. After paying your respects, take some fresh air on the broad beaches and high sand dunes of the Belgian coast, enjoy a Trappist beer in the Abbey of Westvleteren or cross the border into Lille, the bustling capital of northern France.

Ypres is 82 km – 51 miles from Zeebrugge



In the steps of Cézanne and Van Gogh

Travel with Norfolkline to Provence, to Avignon, Nîmes and Arles. Discover the unique colours of the South of France and the picturesque corners which Paul Cézanne and Vincent Van Gogh immortalised on canvas. Provence is nothing but fragrant smells and colours, from the lavender covered hills to the azure of the Mediterranean.

Avignon is 1001 km – 622 miles from Zeebrugge



Ski in the Alps

Strap your skis to your car and sail with Norfolkline to Zeebrugge from where you can drive to the south, to the ski slopes of the Alps. Today Scotland, tomorrow the slopes of Zermatt, Chamonix and Innsbruck.

*Zeebrugge is 911 km – 566 miles from Chamonix,
914 km – 568 miles from Zermatt,
1040 km – 646 miles from Innsbruck*



Romance on the Rhine

Travel with Norfolkline to the banks of the Rhine and enjoy the romantic and picturesque wine growing villages. Wander between ruined castles and taste the sparkling Rhine and Mosel wines in the atmospheric wine cellars.

*Rüdesheim, Cochem, Bernkastel and
other wine growing villages are approx.
400 km – 248 miles from Zeebrugge*



IMPORTANT NOTICE

These Operational Passenger Terms & Conditions shall apply to your booking of **Norfolkline Zeebrugge-Rosyth Services** in addition to the Norfolkline Ferry Passenger Terms & Conditions and the Athens Convention 1974. These Operational Passenger Terms & Conditions cover more practical issues. Both the Athens Convention 1974 and The Ferry Passenger Terms & Conditions include limitations and exclusions in respect of our liability for death, personal injury, financial loss and damage to property, even if caused by our negligence. You and all others included within your party must consult and familiarise yourselves with these provisions before you confirm your booking. These Operational Passenger Terms & Conditions shall not operate to limit or deprive Norfolkline of any right, liberty, immunity, defence, exemption or limitation of liability provided for by any relevant international convention, statute or other mandatory provision. The Definitions contained in clause 1 of the Norfolkline Ferry Passenger Terms & Conditions apply to these Operational Terms & Conditions, if applicable.

1. TIMINGS

1.1 Any and all references to times or timings referred to in the Sailing Schedules and/or other notices and/or literature produced by Norfolkline are expressed in local time, unless otherwise stated.

2. VEHICLE DECK

2.1 Unauthorised access, remaining in vehicles or attendance on the vehicle deck is prohibited during the crossing. You are advised to take any belongings and Luggage that you may need during the crossing with you before the commencement of the voyage.

2.2 During the crossing your vehicle must be left in gear or in the park (P) position in the case of automatic transmission. The handbrake must be applied. The vehicle must be locked. Any vehicle alarm or movement sensor must be disabled.

2.3 Vehicle heaters powered by diesel fuel or LPG must be switched off during the crossing. LPG powered vehicles must be shut off at the fuel cock.

2.4 The driver and/or owner of a motorbike is responsible for securing the motorbike to his own satisfaction, using the materials provided by Norfolkline.

3. PAYMENT

3.1 Payment is due at the time of booking.

3.2 Norfolkline accepts payment by major credit card, debit card or personal cheque (supported by a valid cheque guarantee card when made in person). Payment made by credit card will be subject to a booking fee. For payments by personal cheque, Norfolkline must be in receipt of the cheque no later than 21 days before the date of travel.

3.3 Bookings made on the day of departure may be subject to the payment of a surcharge.

3.4 Norfolkline will charge GBP 10 / EUR 13 per booking when a booking is made by telephone via the Call Centre or in person at the terminal.

3.5 Booking fee in 3.4 will be subject to change from time to time. Notice of any change will be communicated to you by Norfolkline at the time of your request for booking.

4. FUEL SURCHARGE

4.1 A fuel surcharge may apply and be payable by you at the time of booking and/or at any time between the date of booking and the date of travel.

4.2 Notice of the terms and amount of any fuel surcharge will be communicated to you by Norfolkline at the time of booking and/or at any time prior to the date of travel.

5. PASSENGERS WITH DISABILITIES

5.1 Passengers with disabilities who require assistance must notify Norfolkline at the time of booking and during check-in.

6. ANIMALS

6.1 Norfolkline will carry Animals subject to the approval of licence or/and permit by relevant authorities.

6.2 'Animals' mean any animal or pet owned or accompanied by a Passenger or in the possession, custody or control of a Passenger, but excluding livestock.

6.3 A number of pet kennels are available and must be booked in advance.

6.4 Pet charges are published on www.norfolkline.com.

6.5 Passengers with Animals must carry the necessary certification and/or licence and/or identification document for the Animals. Norfolkline shall refuse the carriage of an animal should laws and regulations forbid.

7. NO SMOKING

7.1 Smoking is prohibited on board the Ship except in outdoor designated smoking areas.

8. CHECK-IN/TICKETS

8.1 Passengers are advised to obtain the latest sailing information by checking www.norfolkline.com or calling the relevant Call Centre number listed below, prior to commencing your journey to the port of departure.

8.2 Vehicles and Passengers must be checked-in not later than one hour and no more than two hours before the scheduled departure time.

8.3 Norfolkline DO NOT issue tickets. Upon arrival at the departure terminal, you must proceed directly to check-in with your booking reference.

9. WEATHER

9.1 Severe weather or sea conditions may lead to the cancellation or delay of services. We use our best endeavours to advise Passengers of any cancellation, but do not accept any liability whatsoever.

10. NO SHOW / LATE ARRIVAL

10.1 Check-in desks will close one hour before the departure of the Ship. Passengers who arrive after this time may not be permitted to board the Ship and may forfeit their ticket and may not be entitled to any refund or free transfer.

11. UNUSED BOOKINGS AND REFUNDS

11.1 In the event that a Passenger is unable to confirm his booking reference at check-in, then a new booking must be made and purchased. If the original booking reference is subsequently advised to Norfolkline, then Norfolkline may, in its absolute discretion, agree to refund the original fare.

11.2 Promotional offers or bookings are non-refundable in the event of cancellation.

11.3 Passengers may be entitled to a refund in whole or in part in the event that a non-promotional standard fare (including Mini-break) booking is cancelled by the Passenger prior to the date of departure, subject to the following cancellation charges:

Period of Time prior to Departure	Cancellation Charge
Up to 8 weeks prior to departure	Zero
8 to 4 weeks prior to departure	25% of the total fare
4 to 2 weeks prior to departure	50% of the total fare
Less than 2 weeks prior to departure	100% of the total fare

11.4 Applications for refund should be sent to the Norfolkline office or agent where the booking was made or in the event of an electronic booking over the internet, to any Norfolkline office no later than two weeks following the intended date of departure. All claims must be accompanied by the booking reference.

12. AMENDMENT FEES

12.1 Bookings can be amended subject to availability. Please note that an amendment fee will apply, unless otherwise stated in the promotional offer. Charges are as follows:

Amendment fee on promotional fares e.g. 'special offers' is GBP 25 / EUR 31.

Amendment fee on non-promotional standard fares is free for the first amendment and GBP 25 / EUR 31 for each further amendment for the same booking.

12.2 Amendment fees will be subject to change from time to time. Notice of any change will be communicated to you by Norfolkline at the time of your request for amendment.

12.3 Travelling at a different time or date may result in a surcharge, if the fare for the amended journey is higher than the fare of the original journey.

13. PRIVATE VEHICLE RESTRICTIONS

13.1 In the event that the total height of your Private Vehicle, including roof racks and objects loaded thereon, exceeds 4.8m, you must advise Norfolkline at the time of booking. Booking acceptance is subject to the safety restriction on the Ship.

13.2 If not advised, Norfolkline reserves the right to refuse to carry any Private Vehicle exceeding this height or to impose a surcharge for the carriage of such Vehicle.

14. CABINS / PULLMAN SEATS

14.1 Accommodation or seating is compulsory on all sailings appropriate to the number of Passengers travelling.

14.2 A Passenger aged over 2 must be allocated a berth in a cabin or a Pullman seat.

15. MINI-BREAK

15.1 All Mini-break fares are subject to availability and cannot be used in conjunction with any other offer.

15.2 Any date changes to Mini-break bookings may result in standard fares being charged instead of Mini-break fares.

15.3 All travel must be completed by dates shown on the booking form.

15.4 All Mini-break fares are on a return basis only.

15.5 No refunds will apply to incomplete journeys.

16. UNACCOMPANIED CHILDREN

16.1 Children under the age of 16 must be accompanied by a responsible adult, parent or guardian.

16.2 Unaccompanied children between the ages of 16 and 18 may be required to carry a letter of authority from their parents or guardian. We recommend that you take advice from the appropriate authority prior to making arrangements.

17. IDENTIFICATION

17.1 Norfolkline reserves the right to refuse to carry any Passenger that does not have the necessary travel, identification and visa documents on all routes.

17.2 All Passengers must produce a valid passport or valid photographic EU national identity card to Norfolkline at check-in.

18. LUGGAGE

18.1 In the interest of safety and comfort, Passengers are advised that a Luggage allowance of two pieces of Luggage per person is permitted in the designated Passenger accommodations.

18.2 Passengers are responsible for carrying and moving their own Luggage on and off the Ship and for its safety on board and any unattended Luggage on board may be treated as a security risk and dealt with accordingly.

19. RIGHT TO REFUSE CARRIAGE

19.1 The company reserves the right to refuse any customer who they believe is intoxicated, abusive or could be a threat to other Passengers or staff either in a safety issue or the comfort of the journey.

20. SECURITY / SEARCH

20.1 Private Vehicles and Luggage are subject to search for and seizure of prohibited material or substances. Passengers refusing such a search will not be permitted to travel. Private Vehicles and Luggage are also subject to search by the authorities in harbour areas. Norfolkline shall not be liable if Passengers or Luggage are prevented from travelling as a result of these searches.

21. WEAPONS

21.1 Passengers must declare their intention to carry Weapons (including replicas) and ammunition at the time of booking, confirm with the Call Centre at least 24 hours in advance of departure and must inform Norfolkline during check-in.

21.2 The carriage of Weapons is subject to the conditions set out at clause 10.5 of the Norfolkline Ferry Passenger Terms & Conditions.

22. HAZARDOUS AND DANGEROUS ITEMS

22.1 Passengers must declare all inflammable, explosive or other hazardous substances at check-in. Fuel tanks should not be filled to capacity, no fuel cans are permitted and will be confiscated at check-in. Gas bottles must be turned off. The maximum possible amount of Propane / Butane which can be carried is 47Kgs. Oxygen / Acetylene gases may be carried only if carried for maintenance work. One acetylene or propane/butane cylinder up to 35Kg gross mass and one oxygen cylinder up to 40Kg gross mass may be carried but the cylinders should be less than 1m in height and disconnected from any equipment prior to boarding the vessel. No other class 2 or 3 flammable gases or liquids are permitted in the same vehicle.

23. INCORRECT INFORMATION

23.1 Incorrect or inaccurate information submitted to Norfolkline at the time of booking relating but not limited to the identification of vehicle type, Passenger details, Passenger numbers and any other information required or requested by Norfolkline during the booking process, may result in the payment of a surcharge.

24. FREIGHT

24.1 Commercial Vehicles shall attract additional or different fares and/or surcharges.

25. CHRISTMAS SAILING SCHEDULE

25.1 During the Christmas Season, Norfolkline will amend the timetables. Please check the revised schedule before making a booking.

Passenger Reservations

Book online at www.norfolkline.com

or call 0844 499 0007

