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MAERSK

PASSENGER SERVICES 2009
Belfast / Dublin / Liverpool

Winner

[theguardian](http://theguardian.com)

[TheObserver](http://TheObserver.com)


Travel Awards 2008

guardian.co.uk

Welcome Aboard



In 2008 Norfolkline was awarded the 'Best Ferry Company' at the Guardian, Observer and guardian.co.uk Travel Awards. Winning such a prestigious award comes with obligations for 2009. Being customer-focused must remain high on our agenda. Maintaining our 2008 standards is not an option, we must further improve. I am pleased that in 2009 even more product offerings are available to our customers. It is our ambition to offer you a second-to-none travel experience at an affordable cost.

We look forward to welcoming you onboard.

Poul Woodall

Route Director,
Norfolkline Irish Sea

Sail & Save with AnchorClub

Rewarding frequent travellers

*Are you a frequent traveller with our Irish Sea services?
Then why not join our loyalty scheme Anchor Club?*

The Anchor Club offers valuable savings for passengers who travel 6 times a year. When you join our Anchor Club, you will receive your Club Passport to travel. This Club Passport will keep a record of each crossing you have made to qualify for your free trip. It is important that you keep your Club Passport safe so that your crossings can be accounted for.

Each time you travel on any of our Irish Sea services present your Club Passport to reception staff onboard. Staff will validate your Club Passport per single trip and when complete it can be exchanged for one single trip. **Please note if club passport is not validated at time of travel we are unable to backdate.*

To find out more email anchorclub@norfolkline.com

Club Class

We are pleased to announce we will be offering all our passengers the opportunity to upgrade to Club Class for only £25/€31 per passenger single leg.

Club Class benefits include:

- table service in the restaurant
- 1 carafe of red or white house wine with evening meal
- window seat for dinner and breakfast
- complimentary fruit and water in cabin
- 20% discount off all products in our onboard shop
- complimentary passes for onboard facilities

Norfolkline to Europe



Beautiful Paris at night

Our ferry services provide an attractive option for travel between UK and continental Europe.



Both our ferry crossings take you to the gateway of Europe with easy motorway access for your onward journey.

Dover to Dunkerque provides a fast efficient service across the English channel to France. The crossing takes approximately 1 hour 45 minutes. Offers are available on most sailings!
www.ot-dunkerque.fr

Take a ferry to **Belgium from Scotland** - The new Rosyth to Zeebrugge route will come into operation Spring 2009, with 3 departures from each port each week.

www.visitbelgium.com
www.visitflanders.com

For more information on these routes please visit www.norfolkline.com



Belfast/Dublin to Liverpool

Belfast Sailing Schedule

Outward: Ex Belfast
Mon 22.00 only
Tue to Sun 10.30 + 22.30

Return: Ex Liverpool
Mon 22.00 only
Tue to Sun 10.30 + 22.30

Dublin Sailing Schedule

Outward: Ex Dublin
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Return: Ex Liverpool
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Websites to visit

www.visitliverpool.com
www.albertdock.com
www.visitbritain.com
www.visitenglandsnorthwest.com
www.visitblackpool.com

**REMEMBER, BEST FARES
ARE ALWAYS ONLINE AT:**

norfolkline.com

Merseyside Maritime Museum, Albert Dock, Liverpool, L3



Liverpool is diverse, energetic and exciting: from celebrating its 800th birthday in 2007 to being the European Capital of Culture in 2008.

The city boasts two world-class football clubs, Liverpool and Everton, and fans can explore the grounds of their favourite teams. There is also plenty of Beatlemania to satisfy fans, with several Beatles-related museums and points of interest.

The historical Albert Dock is now one of the city's most popular attractions, housing chic restaurants, bars, shops and museums, including the Merseyside Maritime Museum and the Tate Liverpool.

City centre Liverpool boasts some of the largest big-name High Street stores in the country and is home to a whole host of designer outlets.

Just eight miles from Liverpool centre is Knowsley, famous for its safari park and for more family fun, Blackpool is just a short drive away.

Liverpool is certainly a world in one city with something that would appeal to everyone.

Liverpool to Belfast/ Dublin

Belfast Sailing Schedule

Outward: Ex Liverpool
Mon 22.00 only
Tue to Sun 10.30 + 22.30

Return: Ex Belfast
Mon 22.00 only
Tue to Sun 10.30 + 22.30

Dublin Sailing Schedule

Outward: Ex Liverpool
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Return: Ex Dublin
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Websites to visit

www.discoverireland.com
www.ireland.ie
www.visitdublin.com
www.gotobelfast.com
www.tourismireland.com
www.discovernorthernireland.com

**REMEMBER, BEST FARES
ARE ALWAYS ONLINE AT:**

norfolkline.com

Giant's Causeway, Causeway Road, Bushmills, Co. Antrim BT57 8SU

From cottages to castles, vibrant cities to charming villages, relax, unwind, enjoy, discover... the island of Ireland!

Northern Ireland is a unique location... with spectacular landscapes, sweeping glens and rugged coastlines it's simply stunning. Belfast is richly endowed with architecture, shops bistros and cafes, a vibrant nightlife and attractions to suit all tastes from young to old!

An hour's drive from Belfast, you will find the magnificent attractions such as the Giant's Causeway, breathtaking Carrick-a-rede rope bridge and the beautiful Glens of Antrim. Whatever kind of experience you are looking for, you'll find mystery and magic here.

Dublin is one of Europe's oldest cities. As well as retaining its historical and cultural charms,

Dublin offers trendy bars, elegant restaurants and stylish, cosmopolitan shops and hotels. For the sports enthusiast Dublin is renowned for its gaelic games, horse racing, rugby or choose from one of the 60 magnificent golf courses.

For those who prefer outdoor pursuits, Dublin has a lot to offer. The magnificent coastline and mountains, just minutes away from the city centre, provide a variety of activities including sailing, fishing, windsurfing, cycling and walking.

There's plenty to do and see for all the family!



Day fares

Economy Sailing - Cabin, food and drink are optional extras

Belfast Sailings: Tuesday-Sunday
Dublin Sailings: Tuesday-Saturday



STANDARD SINGLE

5 DAY RETURN

MOTORIST FARES (and up to 2 passengers)

		LOW	STANDARD	PEAK	LOW	STANDARD	PEAK
Cars, Mpvs & 4x4s	Up to 5m long and under 2.4m high	£99 / €125	£120 / €150	£170 / €210	£150 / €185	£170 / €210	£210 / €260
	Plus Trailer - Total length up to 8m with no height restriction	£125 / €155	£150 / €185	£210 / €260	£200 / €250	£230 / €285	£290 / €360
	Plus Caravan - Total length up to 11m with no height restriction	£150 / €185	£180 / €225	£250 / €310	£250 / €315	£290 / €360	£370 / €460
Small Vans & Minibuses	Up to 7m long and under 2.4m high	£120 / €150	£130 / €160	£175 / €220	£170 / €210	£190 / €235	£230 / €285
Motorhomes, Vans & Minibuses	Up to 7m long with no height restriction	£140 / €175	£150 / €185	£195 / €245	£200 / €250	£220 / €275	£260 / €325
	Plus Trailer - Total length 10m with no height restriction	£165 / €205	£180 / €225	£235 / €295	£250 / €310	£280 / €345	£340 / €425
	Plus Caravan - Total length 13m with no height restriction	£190 / €235	£210 / €260	£275 / €345	£300 / €375	£340 / €425	£420 / €525
Motorbikes	Motorbike and 2 passengers	£99 / €125	£110 / €135	£130 / €160	£130 / €160	£135 / €165	£170 / €210
Additional Metres, Passengers & Cabins	Each additional metre or part there after	£21 / €25	£21 / €25	£21 / €25	£35 / €45	£35 / €45	£35 / €45
	Additional Passengers	£15 / €20	£15 / €20	£15 / €20	£25 / €30	£25 / €30	£25 / €30
	Cabins	Priced as per individual types below			Priced as per individual types below		

CABIN FARES

Inside Cabin	£20 / €25	£20 / €25	£20 / €25	£40 / €50	£40 / €50	£40 / €50
Outside cabin	£40 / €50	£40 / €50	£40 / €50	£80 / €100	£80 / €100	£80 / €100
Family cabin	£50 / €55	£50 / €55	£50 / €55	£100 / €140	£100 / €140	£100 / €140
Deluxe cabin (Dublin only)	£50 / €55	£50 / €55	£50 / €55	£100 / €140	£100 / €140	£100 / €140

FOOT PASSENGERS FARES

Adults	£20 / €25	£25 / €30	£30 / €40	£30 / €35	£40 / €50	£50 / €60
Children (4 - 16 years)	£15 / €20	£15 / €20	£15 / €20	£30 / €40	£30 / €40	£30 / €40
Children under 4yrs travel free	FREE	FREE	FREE	FREE	FREE	FREE
Foot Passenger with bicycle	£30 / €40	£35 / €45	£40 / €50	£50 / €60	£60 / €75	£70 / €85



SAILING SCHEDULES

BELFAST SAILING

Outward: Ex Belfast
Mon 22.00 only
Tue to Sun 10.30 + 22.30

Return: Ex Liverpool
Mon 22.00 only
Tue to Sun 10.30 + 22.30

DUBLIN SAILING

Outward: Ex Dublin
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Return: Ex Liverpool
Sun and Mon 22.00 only
Tue to Sat 10.00 + 22.00

Night fares

Premium Sailing - Includes inside cabin, dinner and breakfast *Foot passengers cabin not included

Belfast Sailings: Monday-Sunday
Dublin Sailings: Monday-Saturday



STANDARD SINGLE

5 DAY RETURN

MOTORIST FARES (and up to 2 passengers)		LOW	STANDARD	PEAK	LOW	STANDARD	PEAK
Cars, Mpvs & 4x4s	Up to 5m long and under 2.4m high	£170 / €215	£210 / €260	£265 / €330	£230 / €285	£295 / €370	£400 / €500
	Plus Trailer - Total length up to 8m with no height restriction	£225 / €280	£270 / €335	£330 / €410	£335 / €420	£410 / €515	£525 / €655
	Plus Caravan - Total length up to 11m with no height restriction	£275 / €345	£325 / €405	£385 / €480	£440 / €550	£525 / €655	£640 / €800
Small Vans & Minibuses	Up to 7m long and under 2.4m high	£200 / €250	£235 / €295	£305 / €380	£250 / €310	£315 / €395	£420 / €525
Motorhomes, Vans & Minibuses	Up to 7m long with no height restriction	£220 / €275	£255 / €320	£325 / €405	£280 / €350	£345 / €430	£450 / €560
	Plus Trailer - Total length 10m with no height restriction	£275 / €345	£315 / €395	£390 / €485	£385 / €480	£460 / €575	£575 / €720
	Plus Caravan - Total length 13m with no height restriction	£325 / €405	£370 / €460	£445 / €555	£490 / €615	£575 / €720	£690 / €860
Motorbikes	Motorbike and 2 passengers	£140 / €175	£155 / €195	£165 / €205	£200 / €250	£220 / €275	£240 / €300
Cabin Upgrades from Inside Cabin	to Outside cabin	£20 / €25	£20 / €25	£20 / €25	£40 / €50	£40 / €50	£40 / €50
	to Family cabin	£30 / €35	£30 / €35	£30 / €35	£60 / €70	£60 / €70	£60 / €70
	to Deluxe cabin (Dublin only)	£30 / €35	£30 / €35	£30 / €35	£60 / €70	£60 / €70	£60 / €70
Additional Metres, Passengers & Cabins	Each additional metre or part there after	£21 / €25	£21 / €25	£21 / €25	£35 / €45	£35 / €45	£35 / €45
	Additional Passengers	£15 / €20	£15 / €20	£15 / €20	£25 / €30	£25 / €30	£25 / €30
	Cabins	Priced as per individual types below			Priced as per individual types below		
ADDITIONAL CABIN FARES							
	Inside Cabin	£50 / €60	£50 / €60	£50 / €60	£100 / €120	£100 / €120	£100 / €120
	Outside cabin	£70 / €85	£70 / €85	£70 / €85	£140 / €170	£140 / €170	£140 / €170
	Family cabin	£80 / €95	£80 / €95	£80 / €95	£160 / €190	£160 / €190	£160 / €190
	Deluxe cabin (Dublin only)	£80 / €95	£80 / €95	£80 / €95	£160 / €190	£160 / €190	£160 / €190
FOOT PASSENGERS FARES (CABIN NOT INCLUDED)							
	Adults	£40 / €50	£45 / €55	£50 / €60	£70 / €85	£80 / €100	£90 / €110
	Children (4 - 16 years)	£20 / €25	£20 / €25	£20 / €25	£35 / €45	£35 / €45	£35 / €45
	Children under 4yrs travel free	FREE	FREE	FREE	FREE	FREE	FREE
	Foot Passenger with bicycle	£50 / €60	£55 / €70	£60 / €75	£90 / €110	£100 / €125	£110 / €135

IMPORTANT INFORMATION

All fares are subject to a fuel surcharge per adult per single journey. All passengers over 18 years of age must have valid photographic ID when travelling on Irish Sea routes.

If you make a booking by telephone or in person, we will charge you a £10/€15 booking fee. This fee is charged per booking **so book online and save!**

SEASON DATES

LOW

5 Jan - 5 Apr
1 Nov - 18 Dec

STANDARD

20 Apr - 30 June
1 Sept - 31 Oct
19 Dec - 4 Jan

PEAK

6 Apr - 19 Apr
1 Jul - 31 Aug

*Dublin route cars must be under 1.75m in height

Terms & conditions

IMPORTANT NOTICE

These Operational Passenger Terms & Conditions will apply to your booking in addition to the Norfolkline Ferry Passenger Terms & Conditions and the Athens Convention 1974. These Operational Passenger Terms & Conditions cover more practical issues, including but not limited to checking-in procedures, our disabled Passenger and no smoking policies etc. 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, as applicable.

1. TIMINGS

1.1 Any and all references to times or timings referred to in the Sailing Schedules and/or other notices 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; and 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 will be subject to the payment of a surcharge.

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. DISABLED PASSENGERS

5.1 Disabled Passengers that require assistance must notify Norfolkline at the time of booking and during check-in.

6. ANIMALS

6.1 Animals other than guide dogs and disability assistance dogs are not permitted in the Passenger areas on board Ship and must remain in the vehicle during the crossing.

6.2 Foot passengers are unable to travel with animals.

6.3 A number of dog kennels are available and are on a first come first served basis.

7. NO SMOKING

7.1 Smoking is prohibited onboard Ship except in outdoor designated smoking areas.

8. CHECK-IN/TICKETS

8.1 Passengers are advised to obtain the latest sailing information by 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 / MECHANICAL PROBLEMS

9.1 Severe weather, sea conditions or mechanical problems 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 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.

12.1.2 Irish Sea only:

- amendment fee on offers indicated as 'special offers' is GBP 25 / EUR 31.

- amendment fee on standard fares is free for the 1st 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 car, including roof racks etc, exceeds 2.4m on Belfast route and 1.75m on Dublin route then you must advise Norfolkline at the time of booking.

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

14. CABINS

14.1 Standard 4 berth cabins are included in the vehicle fare on a night crossing only (excludes Foot Passenger fares) and are subject to availability. If a cabin is not available there will be no reduction in fare and no refund applicable. Superior cabins are available at a supplement. Maximum of 5 people sharing per cabin.

15. 5 DAY RETURN FARES for Irish Sea services only

15.1 All 5 day return fares are subject to availability & cannot be used in conjunction with any other offer.

15.2 Any date changes to excursion bookings may result in standard fares being charged instead of 5 day return fares.

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

15.4 All 5 day return fares on offer are on a return basis only.

15.5 No refunds will apply to incomplete journeys.

15.6 GBP 25/EUR 31 amendment fee applies.

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 both Irish Sea and Channel Routes.

17.2 Irish Sea only. All Passengers aged 18 or over must produce photographic identification in the form of a valid passport or valid photographic EU national identity card or valid photographic driving license or valid police warrant card/badge or Citizen Card or a valid Government-issued identity card at Norfolkline 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 onboard and any unattended luggage onboard 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 Passenger 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. Passenger vehicles and luggage are also subject to search by the authorities in harbour areas. Norfolkline Irish Sea Ferry Services shall not be liable if passengers or luggage are prevented from travelling as a result of these searches.

21. WEAPONS

21.1 Car passengers must declare their intention to carry Weapons (including replicas) at the time of booking and at least 24 hours in advance of departure and must inform Norfolkline during check-in.

21.2 Foot passengers are not permitted to carry weapons onboard.

21.3 Ammunition of any kind is not permitted.

21.4 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, will result in the payment of a surcharge.

24. FREIGHT

24.1 Commercial Vehicles will 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

United Kingdom: 0844 499 0007

Republic of Ireland: 01 819 2999