



Ferry Services Shetland Islands Council

Return to:

Ferry Services
Shetland islands Council
Port Administration Bldg
Sella Ness
Sullom Voe
ZE2 9QR

2021/2022

Season Ticket Account Application Form

Ferry Services can now offer you three new ticket types, for regular travellers on the Bressay Ferry Service:

Monthly Direct Debit			
£54.00 (for 11 months, with 12 th month free - £ 581.80 per annum)	Unlimited Foot Travel Bressay Service	All other travel (e.g. by car, or on other ferry routes) will be charged at the Multi-Journey Rate on a quarterly basis*	
£114.50 (for 11 months, with 12 th month free - £1246.60 per annum)	Up to 15 'Free' Foot Passenger Journeys per month Bressay Service	Up to 10 'Free' Car Journeys per month Bressay Service	All other travel (e.g. by car, or on other ferry routes) will be charged at the Multi-Journey Rate on a quarterly basis*
£151.70 (for 11 months, with 12 th month free £1662.10 per annum)	Unlimited Foot Travel Bressay Service	Up to 20 'Free' Car Journeys per month Bressay Service	All other travel (e.g. by car, or on other ferry routes) will be charged at the Multi-Journey Rate on a quarterly basis*
Note: Unused sailings cannot be carried forward to following calendar months			

These products are available to individuals, business users or to families, groups or those car sharing.

Individuals may only subscribe to one product.

Business users, families, groups and those car sharing may select a combination of products to suit their anticipated needs, with a minimum of one product per person. The benefits of the products will be shared across all cards in the Group Account

Account Holders and Group Account Members will receive a swipe card, which they must present to the fare collector in order to be eligible for travel under the scheme.

For full terms & conditions, see pages 5 & 6.

*We can charge extra travel out with Season Tickets monthly, depending on level of use and account holder preference. Our default and suggested invoicing period for extra travel is quarterly.

Please complete the following:		Tick boxes as appropriate	
I wish to apply for an Individual Account	☐	I wish to apply for a Group Account	☐
I wish to pay for the fixed monthly amount by Direct Debit	☐	I wish to pay for the fixed monthly amount by Invoice	☐
I wish to pay for any extra travel out with the terms of the product purchased by Direct Debit	☐	I wish to pay for any extra travel out with the terms of the product purchased by Invoice	☐
I wish to receive monthly and quarterly	☐	I wish to receive monthly and quarterly	☐

statements by email		statements by mail	
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Note: Invoices can be paid online at <http://www.shetland.gov.uk/payments/>

Please select your preferred products:	
For Individual Account Holders only: Tick one of the three boxes below	For Group Accounts only: Enter the number you require of each product***
£ 54.00 /Month – Unlimited Foot Travel (All other travel e.g. by car, or on other ferry routes at current Multi-Journey Rate) ☐	£ 54.00 /Month – Unlimited Foot Travel (All other travel e.g. by car, or on other ferry routes at current Multi-Journey Rate) ☐
£ 114.50– 15 Return Foot Passenger Plus 10 Return Car Journeys (All other travel e.g. by foot or car, or on other ferry routes at current Multi-Journey Rate) ☐	£ 114.50 /Month – 15 Return Foot Passenger Plus 10 Return Car Journeys (All other travel e.g. by foot or car, or on other ferry routes at current Multi-Journey Rate) ☐
£ 151.70 – Unlimited Foot Travel Plus 20 Return Car Journeys (All other travel e.g. by car, or on other ferry routes at current Multi-Journey Rate) ☐	£ 151.70 /Month – Unlimited Foot Travel Plus 20 Return Car Journeys (All other travel e.g. by car, or on other ferry routes at current Multi-Journey Rate) ☐

Note: It is unlikely that the £140.50 product will be of interest to Groups ***Minimum of one product per person

For Group Accounts only: Select an Account Name and enter the names of everyone who is to be issued with a card Use an additional sheet if required			
Account Name e.g. Your business, family name, house name, group name etc. As you wish it to appear on Statements and Swipe Cards		Enter Account Name in this box	
Card 1	Enter the 1st person's name in this box	Card 4	
Card 2	Enter the 2nd person's name in this box	Card 5	
Card 3		Card 6	

About You: As Account Holder (For Groups, this is the person who will be charged via direct debit/invoiced)	Instruction to your Bank or Building Society to pay by Direct Debit		 Originator's Identification Number 3 8 8 3 9 8
Name	Name(s) of Account Holder(s)		
Address	Bank/Building Society Account Number 	Branch Sort Code 	
	To: The Manager Name and full postal address of your Bank or Building Society		
	Address		
Post Code	Please pay Shetland Islands Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Shetland Islands Council and if so, details will be passed electronically to my Bank / Building Society.		
Designated Route for this Account is: BRESSAY	Banks and Building Societies may not accept Direct Debit Instructions from some types of accounts		
Phone	Your Signature(s)		
Mobile	Your Signature(s)		
Email	Date		
	The guarantee below should be detached and retained by the Payer		
	Reference (Office Use) 		

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits

If there are any changes to the amount, date or frequency of your Direct Debit the Shetland Islands Council will notify you at least 10 working days in advance of your account being debited or as otherwise agreed. If you request the Shetland Islands Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request

If an error is made in the payment of your Direct Debit by the Shetland Islands Council or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society - If you receive a refund you are not entitled to, you must pay it back when the Shetland Islands Council asks you to

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us in writing.

Some facts about the scheme:

- You don't have to live on Bressay to have a card
- You pay for 11 months and get the 12th month free – this helps to take into account holidays and the fact that some months have five weeks in them.
- You need to figure out which product suits you best, as any unused sailings cannot be carried forward to following months.
- You can switch between products, changes will occur at the start of the following month, providing you give us at least 15 days notice.

What if you use the ferry more than is allowed as part of the Season Ticket terms?

- For example:
 - Assume you subscribe to the £144.70 per month product, which provides 20 “free” return car journeys.
 - At the end of the month, you have made 25 car journeys
 - The first 20 will be included as part of the £144.70 monthly fee
 - The last 5 journeys will be charged at the multi-journey ticket rate
 - These extra 5 sailings will be Direct Debited/invoiced quarterly
 - The Multi-Journey Rate is calculated as one-tenth of the price of a Multi-Journey Ticket

Are Season Tickets for you?

These three products are designed for regular ferry users. As such, you need to do a little work to see if they can benefit you. We suggest you:

- Calculate how often you use the ferry:
 - On a monthly and on an annual basis
 - As a foot passenger and by car
- Compare the three products we have on offer against your current usage with Multi-Journey Tickets
- Decide which option suits you – Individual or group account
- Group accounts can purchase any combination of products, with a minimum of one product per person.
- Decide how you wish to receive your monthly usage statements and quarterly statement of usage, including ‘extras’ out with the terms of the scheme.
 - You can receive details via email or in the post.
- Do you wish to pay by Direct Debit or via invoice?
 - We can do either, although Direct Debit is more convenient for everyone.
- Complete the application form, which are also available onboard and are online at <http://www.shetland.gov.uk/ferries/SeasonTickets-InformationandApplications.asp>

Other Benefits

- You may pay for other people or other vehicles on your card.
 - e.g. if you travel every day, you may wish to apply for the £144.70/month product.
 - If your partner and children are travelling with you, you can charge their journeys to your account, at the Multi-Journey rates as ‘extras’ – Which will be charged to you quarterly.
- You may also use your card on other routes, although you will be charged at the Multi-Journey rate – The Season Ticket is route specific.

This means that you need never buy Multi-Journey Tickets again.

NOTE:

- You may only use one 'season ticket' per sailing, all other tickets will be charged at the appropriate Multi-Journey.
- Where Multi-Journey tickets are not available (e.g. parcels, Commercial Vehicles) the cash rate will apply.

For further details of this scheme, including monthly and annual billing, please call Ferry Operations on 01595 744200 or email ferries.admin@shetland.gov.uk

Following Your Application

- You will receive a bar coded swipe card, details of which are set out below
- You must have this card with you in order to pay for your journey as a Season Ticket account holder.
- When you are on the ferry, you must present this card upon demand from the fare collector.
- The card will be swiped and your passage will be set against your account.
- **If you do not have your card, you will have to pay by another means and no refund will be given.**

This is an example of what a typical Individual Account holder's card will look like.

The swipe card is credit card sized and comes with a front livery, which is red, in order to distinguish it from blue coloured Ferry Services Business Account Card.

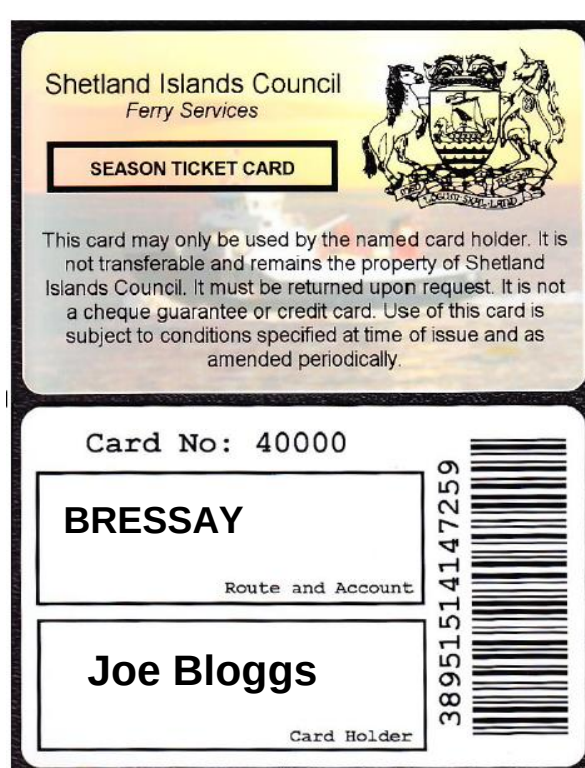
On the back is the card number. There is a 5-digit number, which is unique to your card and can be manually entered into the ticket machine, should the bar code become worn.

For an Individual Account, the top box only contains the route to which the Season Ticket Account is valid.

The lower box has the account holder's name.

Note 1: The card may only be used by the person whose name is on the card.
It cannot be transferred to a third party.

Note 2: While the cardholder may use the card to pay for third parties and/or on other ferry routes. The cardholder may only have one ticket as a Season Ticket per sailing, and only when on the designated route.

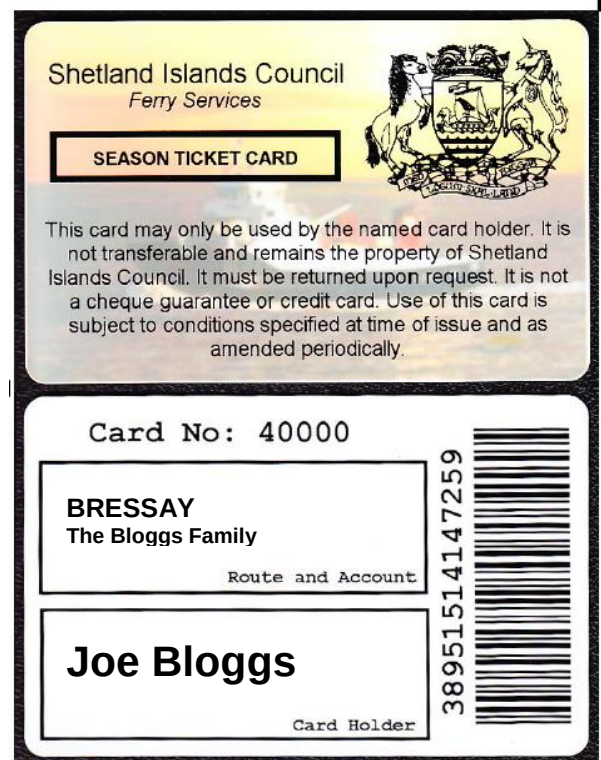


This is an example of what a typical Group Account holder's card will look like.

For a Group Account, the top box contains the route to which the Season Ticket Account is valid and the name of the Account to which the card belongs.

You may nominate any name for your Group Account

The lower box has the account holder's name.



Eligibility and Scheme Notes:

Season Ticket Accounts are open to all ferry users in accordance with the following provisions.

Extract from Ferry Services' Terms and Conditions of Carriage, October 2009:

- (1) Applications for Season Ticket Accounts must be made in writing using the appropriate application forms, which are
 - i. Available online at <http://www.shetland.gov.uk/ferries/SeasonTickets-InformationandApplications.asp>
 - ii. Paper copies available upon request from Ferry Operations.
- (2) Applications may be made for individuals, or for groups/families
- (3) For individuals, applications must provide details of the applicant's name, address, postcode, contact phone/fax/email and be signed.
 - i. The individual will also be required to provide bank details to set up direct debit payments
- (4) For groups or families, applications must provide details of the applicant group/family's name, address, postcode, contact phone/fax/email and be signed by an authorised signatory.
 - i. The group/family must nominate an authorised signatory and provide bank details for direct debit payments
- (5) Applications will be credit checked prior to approval
- (6) Three product types are available:
 - i. Unlimited foot travel for a fixed lower monthly fee
 1. Available to anyone over 18 and under 60
 - ii. 10 return car journeys, plus 15 foot passenger journeys for a fixed medium monthly fee
 1. Available to anyone over 19
 - iii. 20 return car journeys, plus unlimited foot travel for a fixed higher monthly fee
 1. Available to anyone over 19
- (7) For current fare levels see Council Approved fare tables.
- (8) All products as described in Clause (6) of this part are sold via Direct Debit or via monthly invoice.
- (9) Direct Debit payments for products sold as described in Clause (6) of this part shall be drawn from accounts on the 15th of the month.

- (10) All products described in Clause (6) of this part shall be sold in eleven-monthly instalments, with the twelve month bearing no charge
- i. The Carrier reserves the right to designate the twelve month
- (11) Only one Season Ticket may be charged to a swipe card per sailing.
- (12) Additional Travel for Account holders (and third parties charged to the account) out with the terms of Sub-Clauses i., ii., and iii. of Clause (6) of this part shall be charged at one-tenth of the contemporary published Multi-Journey Ticket rate if appropriate and at the cash fare for all other ticket types.
- (13) Additional Travel, as described in Clause (12) of this part shall be charged quarterly
- (14) Payment terms for additional travel, as described in Clause (12) of this part, will be thirty days from invoice date
- i. Additional travel may be charged by invoice or by direct debit
- (15) Failure to pay fixed monthly instalments or quarterly additional travel invoices may result in suspension or cancellation of account.
- (16) Fares may only be charged to the credit account upon validation with swipe card
- i. Where no card is presented, the passenger will be expected to pay using cash or multi-journey tickets, and be bound by these Terms and Conditions.
- (17) The request of Season Ticket Account Facilities is deemed as acceptance of these Terms and Conditions of Carriage, or as periodically amended.
- (18) The carrier may cancel this scheme with a minimum of 60 days notice, or may extend the scope of the scheme to include additional routes
- i. In any event, the carrier shall notify the account holder prior to opening the account of the routes to which Season Ticket is valid. E.g. On Bressay Route only.
 - ii. Where the Season Ticket is restricted to one route, such as Bressay, all other routes shall demand fare payments of cash or Multi-Journey Portions.
- (19) Swipe cards shall be issued to account holders free of charge, in the first instance.
- (20) The carrier reserves the right to charge a reasonable sum for any re-issue to cover admin, the card and delivery, regardless of the reason for the re-issue
- (21) It is the responsibility of the Account Customer to ensure the security of their card
- (22) The card remains the property of the Shetland Islands Council.
- (23) A card may be returned or withdrawn at any time.
- (24) An account may be suspended, or cancelled at any time.
- (25) Individuals may subscribe to any of the three products described in Clause (6) of this part
- (26) Groups or families may subscribe to any number and/or combinations of products which best suit their travel patterns and needs, at a rate of one product per person.
- (27) Individuals and groups/families may change, add or delete products with a minimum of 15 working days notice.
- i. Changes to products within accounts will take place on the 1st of a calendar month and with at least 15 working days notice
 - ii. Each account must contain at least one product to remain open.
- (28) An account may be closed at anytime by the account holder, however:
- i. The account will be charged by the month, or part thereof and at least 15 working days notice must be given.
- (29) The carrier reserves the right to charge a reasonable sum for any re-opening of an account which has been closed by either the account holder, or by the carrier, regardless of the reason for the re-opening
- (30) Monthly statements shall be sent to each account – by post or via email attachment
- (31) The passenger may only use one monthly ticket per card per sailing
- (32) No refunds will be given for any usage which is less than that quoted for any product of Clause (6) of this Part
- (33) Unused journeys by foot or by car, as described in Clause (32) of this part, may be carried over in to following months.
- i. Unused journeys are lost.

- (34) Car journeys are not restricted to any particular vehicle
- (35) Any card within a family/group/car share account can be utilised for any vehicle
- (36) Where an account holder charges two or more fares to their account, the carrier shall assume that the fare with the highest cash value shall be the designated Season Ticket sale and will charge the remaining tickets as additional travel, as described in Clause (6) of this part.
- (37) In this Section –
 - a. Foot Passenger Fare is deemed to refer to any adult passenger less than 60 who is not entitled to any concessionary fare and would normally pay the full cash passenger rate.
 - b. Car Fare is deemed to refer to a vehicle of less than 5.5 metres, with the driver travelling free, where the driver is not entitled to any car related concessionary fare and would normally expect to pay the full cash vehicle less than 5.5m fare.