

Shetland Council of Social Service



Guide to Travel Concessions 2009 – 28th Publication



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For any queries relating to the information contained in this leaflet, please telephone the contact numbers provided or contact your local travel agent.

(Timetables, charges, fares or tariffs quoted in this leaflet are correct at time of going to press – March 2009.)

TRAVEL CONCESSIONS WITHIN SHETLAND

A. Inter Island Vehicle Ferry Service (Bressay, Yell, Unst, Fetlar & Whalsay)

- (a) **Passengers** Adult return £3.40. Discount tickets (10 journeys) are available for £16.20.
(b) **Children** 0 - 4 years travel free. 5 - 16 years (inclusive) 40p per return journey. 20 journey tickets are available for £3.00.
(c) **Senior Citizens** Shetland Islands Council have extended the Scotland-wide free bus travel scheme to include inter-island ferry services to Shetland residents holding a National Entitlement Card.
Shetland residents holding a National Entitlement Card and a Blue Badge Parking Entitlement will be exempt from the vehicle tariff on inter-island ferries. **Both cards must be valid and handed to ferry staff for checking and recording.** Application forms for the National Entitlement Card are available from Shetland Islands Council: Tel 01595 744886 or 744868

(d) **Vehicle Tariffs** (Return Fares) Charge based on length of vehicle

Mainland to Whalsay, Yell or Bressay	£	Yell to Unst or Fetlar
Up to and including 5.5m*	8.00	At the present time
5.51m to 8.00m	19.20	there is no charge for
8.01m to 12.00m	37.00	passengers or vehicles
12.01m to 18.00m	51.70	on these services.

* Discount Tickets (10 journeys) are available for £63.60, vehicles up to 5.5m only.

NOTE: the tariffs quoted above include VAT where appropriate and a charge for the vehicle driver (VAT is charged on vehicles over 5.5m in length)

- (e) **Vehicle trailers:** are charged at the same rate as above.
(f) **Fuel tankers, caravans, plant items, vehicles over 32 tons gross weight:** are charged at a higher rate. **Apply to Ferries Booking Office, Burravoe (01957) 722259 for details.**
(g) **Private Hire of Ferries** (when available). Charges for return trip for each crossing are based on full cost recovery and may vary according to circumstances - contact appropriate booking office for details.
(h) **Pedal cycles and perambulators** are not charged but there is a standard charge of £6.20 (return) on all Ro-Ro ferries for motor cycles. (This charge includes tariff for driver).
(i) **Current information on ferry services is available on VOICEBANK by calling 01595 743971 (Unst and Fetlar), 01595 743974 (Bressay), 01595 743978 (Fair Isle), 01595 743976 (Foula), 01595 743977 (Papa Stour), 01595 743975 (Skerries), 01595 743973 (Whalsay), 01595 743972 (Yell).**
(j) **Public participation:** The public can assist to improve the booking service by informing the booking office of any change of intention if a journey has been previously booked.

NOTE: Vehicle bookings can be made up to three days in advance – contact Burravoe (01957) 722259 for bookings to Yell, Unst and Fetlar; Symbister (01806) 566259 for Whalsay; 01957 722259 for Papa Stour.

B. Other Ferries (Foula, Fair Isle, Skerries and Papa Stour)

- (a) **Passengers:** The concessions for passengers are the same as for the Inter Island Vehicle Ferries except that the adult single passenger fare is £3.20. A 20 journey ticket is £32.40.
(b) **Vehicles:** Skerries & Papa Stour: vehicles up to 10m contact booking office for charges. Foula and Fair Isle: vehicles by special arrangement only.
(c) **Private Hire of Ferries (when available):** Contact SIC Ferry Services, Sella Ness, Tel 01806 244200 for details.

Fares applicable from 1st April 2009

C. Local Bus Services

Anyone aged 60 years and over and eligible disabled people are entitled to free bus travel anywhere in Scotland provided they have applied for, and received, the National Entitlement Card.

In addition, Shetland residents will receive two free return journeys to Aberdeen each year on NorthLink Ferries.

For further information and application form, contact Shetland Islands Council, Transport Services at 20 Commercial Road, Lerwick, Tel 01595 744868.

Shetland Islands Council provides blind and visually impaired residents who are in receipt of a National Entitlement Card to one free return journey per annum by air to Aberdeen, Edinburgh and Glasgow.

Bookings and further information through local travel agents.

Regular commuters on mainline local bus services can purchase a top up card which offer 20% discount on normal adult fares.

Young people: aged 16-18 years and full time volunteers up to the age of 25 years who have applied for, and received, the National Entitlement Card are entitled to one-third off the adult single fare on all scheduled local registered bus services available to the general public.

In addition young people resident in Shetland will receive two free return journeys to Aberdeen each year on NorthLink Ferries. If they reside on Shetland's islands they will also receive vouchers for the inter-island journey to access Lerwick Ferry Terminal.

For further information and application form for the young persons concessionary travel scheme contact Shetland Islands Council, Transport Services at 20 Commercial Road, Lerwick, Tel 01595 744868.

Children: up to five years, travel free; aged five and up to 16 years, half normal adult fare.

Dial-A-Ride Shetland Islands Council provides an extensive range of dial-a-ride transport services throughout Shetland for elderly and disabled persons. These transport services provide a convenient and inclusive service to enable access for service users otherwise isolated through age, disability or other health conditions to shop/or local Doctors/Surgery. The services are currently provided in the following areas: Unst, North Roe, Eshaness and Hillswick, Ollaberry, Collafirth, Sullom, Muckle Roe, Brae, Mossbank, Voe, Gruting and Selivoe, Aith, Lerwick, Cunningsburgh, Sandwick, Levenwick, Bigton, Toab, Quendale. For further details on these services or to book ANY service telephone 01595 745745.

All local bus services arrive/depart from the Viking Bus Station which incorporates the rural freight centre (**Tel. Lerwick 694100**). In addition to providing travel information, full waiting facilities for passengers and luggage, toilets, (including a toilet for the disabled and baby changing room) are available.

D. Air Services – Inter Island Services (Fair Isle, Foula, Skerries, Papa Stour)

- (a) **Children (up to 2 years):** travel free if not occupying a seat. This concession is limited to one child per adult passenger.
- (b) **Children (2 to 11 years):** travel at 50% of full adult fare.
- (c) **Young persons (12 to 21 years):** travel at 75% of full adult fare (proof of age is necessary).
- (d) **Senior Citizens Fare:** 50% of normal adult fare, National Entitlement Card holders. Reservations to be made and tickets issued no more than one day before departure
- (e) Discounted return fares are available for island residents on Foula, Fair Isle, Skerries and Papa Stour.
- (f) Children between the ages of 6 and 15 (inclusive) may travel unaccompanied if prior notice has been given.

Operated by Directflight Ltd., Tingwall, Tel 01595 840246.

E. Taxis and Private Hire Cars

All taxis and private hire cars operating in Shetland are licensed by the Shetland Islands Council. Taxi fares are currently under review. Any change to undernoted charges will be applicable as from 01 July 2009

- Taxis**

Rate I	Rate II	
(0600 - 2400)	(0001 - 0559)	
£2.80	£3.00	For the first three quarters of a mile or part thereof.
£0.35	£0.40	For each additional quarter mile or part thereof.

(For each hire on 25th and 26th December and 1st and 2nd January a surcharge of 100% will apply).
Taxis must display the current charges set by the Shetland Islands Council in the vehicle.
- Private Hire Cars.** Private hire cars are free to set their own charges but the driver must tell the prospective passenger the fare for an intended journey or the method of its calculation prior to the commencement of that journey.

Any comments or complaints regarding taxis or private hire cars should be made to the SIC Infrastructure Services – Transport, at 20 Commercial Road, Lerwick, Tel 01595 744868, in the first instance.

F. Parking

A number of sites throughout Shetland are designated as parking for disabled persons vehicles. Details of the 'Blue Badge' scheme are available from **SIC Infrastructure Service – Transport, 20 Commercial Road, Lerwick, Tel 01595 744868.**

G. Other Services

- Scottish Ambulance Service – Patient Transport Service (PTS) Non Emergency Service**

The Scottish Ambulance Service provides a transport service to patients with a clinical need. This is arranged in the first instance by **Health Centres**, and thereafter by **Hospital clinics**.

The Patient Transport Service (PTS) transports a range of patients, including:

- Day Hospital patients
- Out patients
- Routine discharges and admissions
- Non-urgent inter hospital transfers

PTS ambulances are manned by Ambulance Care Assistants who are trained in the particular needs of these patients, as well as in comprehensive first aid, specialist driving skills, patient moving and handling techniques, basic life support and patient care skills.

- Red Cross Car Service**

This is a service provided for pensioners living in Lerwick only who have no other means of transport to convey them to the Health Centre, Gilbert Bain Hospital, Optician or Dentist.

It is not a 'hands on service' – the clients must be reasonably independent.

To book tel: 07880 750445

NOTE: The phone is switched on 4pm-6pm Monday to Friday. It is not a same day service. Calls can be made to the answering machine at any time and will be listened to at 4pm Monday to Friday.

- WRVS Shetland Community Transport Service**

WRVS provides door-to-door transport which allows access for service users otherwise isolated through age, disability, other health condition or infirmity. This services enables people, who reside in areas not covered by Public Transport on the mainland and the island of Whalsay and without access to private transport, to remain independent.

For further information, or to book the WRVS Community Transport Service, please call WRVS Shetland; tel: 01595 743915; write to:

The Administration Officer, WRVS Shetland, Market House, **14 Market Street, Shetland, ZE1 0JP**; or e-mail: **Shetland.Admin@wrvs.org.uk**

TRAVEL CONCESSIONS TO AND FROM SHETLAND

1. Shipping Services

Island residents holding a Scottish Executive **National Entitlement Card** (application forms are available from Shetland Islands Council: Tel 01595 744886 or 744866), will receive 4 ferry vouchers providing two free return trips to the mainland (includes berth) Details of cabin/berth allocation is as follows

- 1 Cabins will only be allocated on overnight services
- 2 Single Concession Holder: will be able to access at no charge a berth in a same sex cabin, either two or four berth. Cabin allocation would always be at the operator's discretion although concession holders can request a lower berth if available. A single passenger can opt for exclusive use of a cabin but would be required to pay the difference in cost.
- 3 A single concession holder travelling with non concession holder: any additional costs relating to the non concession holder's travel such as berths or exclusive use will be met by the non concession holder.
- 4 Two concession holders travelling together and wishing to share a cabin will receive exclusive use of a cabin. Again allocation will be at the discretion of the operator, although primarily they would be offered a twin berth cabin
- 5 Concession Card holders have the option to upgrade to premium cabins although any additional charges would be met by the card holder.

2009 Islander Fares

TARIFF 2009 (All fares single passage)		Aberdeen – Lerwick			Lerwick – Kirkwall		
		Low	Mid	Peak	Low	Mid	Peak
PASSENGERS	Adult Single	15.47	19.67	23.73	10.08	11.90	14.28
	Child Single (age 5-15 yrs)	7.77	9.87	11.90	5.04	5.95	7.14
	Infant (age 0-4 yrs)	FREE	FREE	FREE	FREE	FREE	FREE
VEHICLES	Car (<6m)	63.07	80.29	84.70	36.19	52.43	59.22
	Motorhome (<6m)	63.07	80.29	84.70	36.19	52.43	59.22
	Long and Towed Vehicles (>6m) (supplement per m)	6.86	8.47	10.08	6.09	7.28	8.05
	Bicycle	FREE	FREE	FREE	FREE	FREE	FREE
	Motorcycles/Scooters	13.30	14.49	16.10	10.50	12.11	13.65
CABINS	Per cabin, Per journey						
	Premium Outer 2 berth	82.60	105.60	114.70	82.60	105.60	114.70
	Executive	82.60	105.60	114.70	82.60	105.60	114.70
	Outer 2 berth	59.70	82.60	91.80	59.70	82.60	91.80
	Inner 4 berth TV/DVD	67.40	90.30	99.50	67.40	90.30	99.50
	Inner 4 berth	57.40	80.30	89.50	57.40	80.30	89.50
	Outer 4 berth	-	-	-	-	-	-
Daytime Cabins	-	-	-	-	-	-	
CABIN SHARE SCHEME	Berth in outer 2	29.90	41.30	45.90	29.90	41.30	45.50
	Berth in inner 4	19.50	27.60	29.90	19.50	27.60	29.90

Concessions: 25% discount available on islander passenger, cabin and vehicle fares to senior citizens, those in full-time education and disabled passengers.

Private light goods vehicles or car derived vans carrying goods, tools or equipment for commercial use must contact 0845 6060 449 for enquiries and bookings. **Coaches** price on application.

Checking in for the ferry: During 2008 Northlink introduced a new policy which requires all passengers aged 16 years and over to be in possession of photographic ID. Examples of acceptable ID include passport, photo driving licence, national identity card or Northlink photo ID card.

Parking: NorthLink does not offer secured long-term parking. In Orkney and Shetland parking associated with the ferry terminals are operated by the local harbour authority. In Aberdeen, there are a number of car parks close to the terminal.

Low Season
January, February, March, November,
December (excluding 19th Dec to 8th Jan)

Mid Season
April, May, June, September, October,
19th Dec to 8th Jan (to include
Christmas and New Year period)

Peak Season
July, August

2. AIR SERVICES

The Air Discount Scheme (ADS) provides a discount of 40% on the core fare on eligible routes.

This applies to scheduled air services to and from any airport within the eligible geographical area, i.e. Western Isles, Orkney, Shetland, Islay, Jura, Caithness to one of four main population centres within Scotland – Aberdeen, Inverness, Glasgow and Edinburgh.

To be eligible for membership you will need to fill in an application form (available from Sumburgh Airport, Travel Agents or SIC Transport Office at 20 Commercial Road, Lerwick).

There are no restrictions on the number of trips per eligible person.

The discount is available for both single and return journeys.

Bookings can be made through www.flybe.com/ads or at any travel agent or any participating airlines. You must provide your ADS card number and Personal Identification Number (PIN) at the time of booking. For more information on ADS please visit www.airdiscountscheme.com

A. Operated by Loganair Ltd on behalf of Flybe

- (a) **Children**
 - (i) One infant under 2 years accompanied by an adult passenger (but not occupying a seat to the exclusion of a fare paying passenger) pay airport tax charge only where applicable.
 - (ii) Infants under 2 years in excess of (i) above: pay child fare depending on route/airline.
 - (iii) Children 2 and under 12 years: pay 67% of adult fare.
- (b) **Blind Persons:** On production of appropriate certificate a 50% reduction on the full adult fare is allowed for a blind person and an attendant. (This applies to business, medical, training, educational or rehabilitation purposes). An appropriate certificate, available from Travel Agents, which must be countersigned by a doctor, DSS or organisation for the blind, is necessary at time of booking. There is no charge for a properly harnessed and trained guide dog if it is accompanied by the blind person. In addition, Shetland Islands Council provides Shetland residents holding a Scottish Blind Persons Travel Card to one free return journey by air to Aberdeen in any 12 month period. **Bookings and further details through local travel agents.**
- (c) **Hospital Visitors' Fare:** A near relative or next of kin of a Shetland resident who is receiving in-patient treatment at a hospital on the mainland of Scotland is eligible for a reduced return fare. A voucher available from your doctor is required to purchase the ticket. Tickets are booked through your local travel agent.
- (d) **Student Fares:** Discounted one way or return fares are available. Subject to availability. A matriculation student number is required on booking. This concession is restricted to travel between home and place of education. Flybe operate a student fare to Aberdeen, Edinburgh, Inverness and Glasgow. Some conditions apply.
- (e) There are a wide range of different fares available depending on when you wish to travel and airline operators fare rules. Bookings and further details through local travel agents or online at www.flybe.com/ads
- (f) **Overbooking:** EU legislation introduced on 17th February, 2005, requires airlines to provide compensation and assistance in the event of denied boarding and of cancellation or long delay of flights. Passenger rights apply to scheduled and charter flights, both domestic and international, and to all types of airline, full service and low fare. For further information contact the relevant airline or travel agent.
- (g) **Sumburgh – Bergen Flights for Summer 2009** Loganair will introduce three weekly flights between Shetland and Norway in June. The new route, which will be introduced on June 2, 2009, will run through to August 29. For flight information and booking visit local travel agents or online at www.flybe.com



Shetland Council of Social Service

Your Local Council of Voluntary Service

Provide a wide range of services to Voluntary Organisations such as:

- ✓ Disclosures
- ✓ Setting up Meetings
- ✓ Training
- ✓ Comment on strategies and forward plans in partnership with Local Authority and other organisations
- ✓ Advice on charitable status, good practice and governance
- ✓ Advice on committee structure
- ✓ Provide funding advice including the use of Funder Finder software
- ✓ Work in partnership between voluntary sector and statutory bodies
- ✓ Payroll services
- ✓ Local Area Distributor for Children in Need
- ✓ Providing a voice for the voluntary sector
- ✓ Support and Development

For more information you can:

- Speak to a member of staff
- Call 01595 743900
- Visit us at Market House, 14 Market Street, Lerwick
- Email: scss@shetland.org
- Or visit our website: www.shetlandcss.co.uk

MARKET HOUSE RESIDENT ORGANISATIONS

DISABILITY SHETLAND	01595 743920
RELATIONSHIPS SCOTLAND	
COUPLE COUNSELLING SHETLAND	01595 692719
WRVS	01595 743915
ADVOCACY SHETLAND	01595 743929
CROSSROADS SHETLAND	01595 743931
SHET ASSOC PRE-SCHOOL PLAY	01595 743918
ART PSYCHOTHERAPY AND COUNSELLING	01595 743916
VOLUNTEER CENTRE SHETLAND	01595 743909
SHETLAND BEFRIENDING	01595 743907
ASSOCIATION OF SHETLAND COMMUNITY COUNCILS	01595 743906
CADSS TEAM MANAGER	01595 743925
COMMUNITY MEDIATION TEAM	01595 743934
SHETLAND ISLANDS CAB	01595 694696
MOVING ON EMPLOYMENT PROJECT	01595 743926
SHETLAND BEREAVEMENT SUPPORT SERVICE	01595 743933
FAMILY MEDIATION	01595 743859

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