



Dudley
House

Red Funnel Ferry Travel

The Process

1. Fill in the booking form
2. We provide you with a quote
3. You accept and send us the money
4. We buy the tickets and email them to you

Booking Terms and Conditions

1. The current arrangements are renewed annually
2. Only available as a combined Dudley House booking and travel arrangement with Red Funnel
3. There are a restricted number of tickets available under this arrangement
4. All bookings are subject to the Red Funnel conditions of carriage. For full conditions of carriage please refer to their web site www.redfunnel.co.uk
5. It is possible to add tickets to the key Isle of Wight attractions when making a ferry booking.
6. Bookings made via us can only be amended by us and not directly with Red Funnel. Amendments will attract a £5 admin charge by us and you will also be responsible for any increase in the fare arising from the change.
7. Your eTicket will initially be issued to us and we shall forward it onto you.
8. No charge will be made for cancelled bookings, providing we are able to inform the Red Funnel Travel Centre at least 7 days prior to the date of departure. No refund will be given for cancelled bookings on "Peak Dates" within 7 days of departure. For all other cancelled bookings made within 7 days of departure, a cancellation fee will be charged to you by Red Funnel via us.
9. We reserve the right to deduct any charges to your deposit / security deposit and account to you for the balance.

At Check-In

1. Red Funnel operates a check-in system which validates every ticket produced by their reservation system.
2. Should there be a situation where you have booked a short break, but stayed for a longer period without advising us, you will be required to pay a supplement on your return journey.
3. Similarly, if the number of adults/children booked does not correspond with the number of people travelling in the vehicle, i.e. more than 6 persons, the appropriate additional adult or child rate will be applied, and you will have to pay the additional cost before travelling.
4. If you are travelling with a larger vehicle, you will be charged a supplement at check-in