



Customer Feedback

All customer feedback is welcome. If you have a complaint it will be fully investigated and resolved promptly.

Should you wish to make a comment or complaint you can do so by contacting us on:

Rathlin Island Ferry Ltd.
Ballycastle Ferry Terminal
18 Bayview Road,
Ballycastle,
County Antrim,
BT54 6BT



Tel: 00 44 (0)28 2076 9299

E: info@rathlinballycastleferry.com

We will respond to any complaint within seven working days.

Service Information

Up-to-date timetables and ticketing information is available at www.rathlinballycastleferry.com or by

Telephone on 028-207-69299. Bookings taken after 2pm

During the summer season booking is essential!



**RATHLIN ISLAND
 FERRY LTD**

**PASSENGER
 CHARTER
 2009/2010**

Company Commitment

RIFL are committed to providing a community focused ferry service between Rathlin Island and Ballycastle. We are committed to providing a quality, safe, clean and reliable service every day of the year.

The Company will provide a quality ferry service to enable the island residents and visitors to maximise their travel opportunities.

Reliability Standard

We have 33 scheduled sailings per week in the winter and 68 per week in the summer. We aim to sail at least 100% of these scheduled sailings weather permitting.

Punctuality Standard

Any sailing which does not sail within 30 minutes after the scheduled sailing time is deemed a delayed sailing. Service punctuality is not to be less than 100%.



Performance Results

The performance results measured against this passenger charter will be published every quarter and displayed on-board, on-shore and online.

User Consultation

We take our role within the local community very seriously and are committed to re-investing our financial resources through local employment and purchasing, particularly in support of sustainability of the Rathlin population.

We aim to hold annual consultation meetings with the Rathlin Development Community Association and Moyle District Council to discuss the ferry operation and ways to improve the efficiency and standard of the service provided.

Passengers Requiring Assistance

We are committed to providing an accessible service to all. If you need help when travelling on our service, please inform a member of staff on-shore at the time of booking.