

Accessibility Quality Standards

Helping passengers with accessibility needs travel with confidence

Our commitment

We want everyone to be able to travel with confidence, comfort, and dignity. These standards explain the assistance you can expect from us before, during and after your journey.

Alternative formats

This information is available in alternative formats on request. Please use the accessibility contact details published on the Red Funnel website.

What these standards cover

- Planning and booking your journey
- Arriving at the terminal
- Boarding and leaving the vessel
- Support during your crossing
- Delays, cancellations and disruption
- Staff training, equipment and continuous improvement

These standards apply whether your disability or access need is visible or non-visible, permanent or temporary. They also apply where reduced mobility arises because of age or another individual circumstance.

Legal and regulatory framework

These standards support Red Funnel's duties under the Merchant Shipping (Passengers' Rights) framework, including Articles 9 to 14 and Annexes II, III and IV of Regulation (EU) No 1177/2010 as retained and amended in UK law. They also sit alongside applicable safety requirements and the Equality Act 2010. Assistance described in these standards is provided without an additional charge.

1. Before you travel

We aim to give you the information you need to make an informed choice and plan your journey.

- Provide practical accessibility information about our terminals, vessels, routes, boarding arrangements and available facilities.
- Explain known barriers or restrictions that may affect your journey.
- Provide key information in an alternative format on request.
- Offer a way for you, or someone supporting you, to tell us what assistance you need.

2. Requesting assistance

We recommend telling us about your assistance needs at least 48 hours before you travel. Advance notice helps us understand your needs and make suitable arrangements.

- Tell us your journey date, sailing, and route.
- Describe the help you need. You do not need to rely only on the name of a medical condition.
- Tell us about any wheelchair, mobility scooter, medical equipment or assistance dog that will travel with you.
- Let us know your preferred way to receive information or communicate with our team.

Helpful information to share

Tell us what assistance would make your journey easier. Our team will focus on your individual needs rather than make assumptions.

3. If you have not booked assistance in advance

You can still ask for help when you arrive. We will make all reasonable efforts to assist you, although the support available may depend on safety, the vessel, equipment availability, and the operational circumstances at the time.

4. Arriving at the terminal

We will provide clear information about where to go and how to let us know that you have arrived.

- Provide an identified point where you can ask for assistance.
- Offer reasonable help to move through the terminal and reach the boarding area.
- Keep accessible routes, priority seating and accessible facilities available wherever practicable.
- Explain any temporary change, obstruction, or equipment problem that may affect your journey.

5. Boarding and leaving the vessel

We will support you to board and leave the vessel safely and with dignity.

- Use appropriate boarding arrangements and available mobility equipment where needed.
- Coordinate pre-arranged assistance between terminal and vessel teams.
- Support vehicle passengers who have told us about an access need, including consideration of deck positioning, space and access to lifts where operationally possible.
- Explain any safety or operational restrictions and, where practicable, discuss a suitable alternative.

6. During your crossing

Our teams will provide reasonable support so you can use the facilities and services available on your sailing.

- Help you reach suitable seating and accessible toilets.
- Provide practical service assistance where a counter, layout, or other physical features creates a barrier.
- Welcome assistance dogs.
- Support passengers with visible and non-visible disabilities respectfully and without requesting unnecessary personal information.
- Provide important travel or safety information in an accessible way wherever practicable.

7. Delays, cancellations and disruption

Accessibility remains part of our response when a sailing is delayed, changed or cancelled.

- Provide clear and timely updates through available communication channels.
- Explain how the disruption affects any assistance you have arranged.
- Identify where you can get further support.
- Provide information about available alternatives where possible.

8. Safety and emergencies

Your safety is our priority. Our teams will consider access and communication needs when providing emergency information or assistance.

- Provide direct information where you may not be able to receive a general announcement.
- Use the emergency arrangements and assistance equipment provided for the terminal or vessel.
- Apply a safety restriction only where required by applicable safety rules or operational conditions.

Important

The Master and operational teams may need to make decisions based on marine safety, weather, vessel design, or conditions on the day. We will explain the position and consider a suitable alternative where practicable.

9. Our people

Relevant customer-facing colleagues receive accessibility and disability-awareness training appropriate to their role.

- Respectful and inclusive communication
- Visible and non-visible disabilities
- Sensory, cognitive and mobility access needs
- Mobility equipment and assistance dogs
- Practical passenger assistance and local facilities
- Safety, manual handling and emergency awareness where relevant to the role

10. Equipment and accessible facilities

We inspect and maintain the equipment and facilities used to support accessible travel.

- Passenger lifts and boarding equipment
- Wheelchairs and other mobility assistance equipment
- Accessible toilets and priority seating
- Hearing assistance systems and assistance points
- Terminal and vessel accessibility features

11. How we check our standards

We use a range of information to understand whether our accessibility service is working well and where it needs to improve.

- Passenger feedback, compliments and complaints
- Accessibility checks and audits
- Staff training records
- Equipment inspections and defect reports
- Reviews following disruption, incidents or missed assistance
- Engagement with disabled passengers and representative organisations

12. Listening and improving

We want passengers with accessibility needs and people with lived experience to help shape our service. We use feedback to identify barriers, improve information, develop training and prioritise improvements.

- Review recurring feedback themes
- Record and track agreed improvement actions
- Update information when facilities or arrangements change
- Review these standards at least annually and following a significant change

13. Feedback and complaints

We welcome feedback about accessibility. You can contact us through the customer contact routes published on the Red Funnel website or speak to a member of our team.

- Tell us what happened and which journey or location was involved.
- Let us know what outcome or support you are seeking.
- Ask for a response in an alternative format if required.

Our promise

We will listen respectfully, explain what happened, consider appropriate service recovery where our service falls below these standards, and use the learning to improve.

14. Our quality standards at a glance

Area	What you can expect
Information	Clear, practical and accessible journey information.

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Assistance	Reasonable support before travel, at the terminal, when boarding, on board and when leaving the vessel.
Communication	Respectful communication that reflects your individual needs and preferences.
Disruption	Accessible updates and continued consideration of pre-arranged assistance.
People	Role-appropriate disability awareness and practical assistance training.
Facilities	Routine checks, maintenance and escalation of accessibility defects.
Improvement	Regular review using feedback, checks, training records and operational learning.

15. Passenger rights and scope

These standards support our responsibilities under applicable passenger-rights, equality and maritime-safety requirements. Assistance is provided without an additional charge. These standards do not replace live safety instructions, booking terms, conditions of carriage or vessel-specific operating arrangements.

16. Keeping this information up to date

This document will be reviewed every two years, or sooner if required, to ensure that the information remains accurate, relevant and up to date.

Reviews will take place sooner where there is a significant legal, operational or service change, a serious accessibility incident, or material feedback from passengers. Before publication, Red Funnel will check all website links, contact details and current descriptions of vessels, terminals and facilities.

Version 1.0 | Public website version | September 2026