

Frequent questions. Ferry

Answers General Info

Q. Are the ferries prepared for disabled passengers or those with reduced mobility? They could provide assistance during the trip boarding?

A. A number of ferries are adapted for access and use by disabled passengers or those with reduced mobility, although some carriers may not always offer facilities adapted. Services we quoted below are usually offered by all carriers, however, if you need them, should notify in advance or during check-in. We recommend that customers who need assistance during boarding, to make check-in as soon as possible.

Your vehicle will be located near the car park lift.

Use of wheelchair in the terminal and on the boat.

Adapted cabins on board. These must be booked in advance by calling us at + 34 972 249 449

Q. What is the minimum age for a child to travel alone?

A. It depends on the shipping company with which you want to travel. Normally the minimum with which it is allowed is 16 years, provided they carry a written authorization from their parents or legal guardians.

Q. Could you give us a crib for our cabin?

A. Most cruise lines provide cots use in cabin, but not all. Please contact us with your reservation number to arrange in advance.

Q. Who I can contact if I lose something onboard the ferry?

A. As we are a booking service, we have no access to lost items. Contact directly with the shipping company.

Q. Can you give me a receipt VAT for my ferry booking?

A. No. Ferry bookings, excluding freight, are not subject to VAT, so we can not issue VAT receipts. If you need an invoice, yes, contact us.

Q. I need to book a different number of passengers on the outward journey in the turn. How can I do it?

R. You will need to make 2 different reservations: one for each way, specifying the number of passengers on each occasion. For example, if you book 2 passengers in the first leg, and one passenger on the back, do the following:

1. First booking for 1 person round trip
2. Second booking for 1 person, one way

OR

1. First booking for 2 people, one way
2. Second booking for 1 person, selecting the return path

If you need assistance in your reservation, call us at: + 34972249449

Q. Should I include the driver in the total number of passengers to stay?

A. Of course. In his book, the number of passengers must be total, including it.

Q. When selecting a month, I see no dates or times available. What does this mean?

A. If this happens, it simply means that there is still no timetable available to book those dates. Always we synchronize calendars and schedules as soon as the shipping publish them, so try to book at an earlier date if at all possible, or back to visit again in a few days.

Q. Can I book a trip with open return?

A. Unfortunately it is not possible to book tickets with open return in all compañías

- Naviera Armas - FRS, you can make changes without cost date (subject to availability), valid for 1 year

Q. I would like to book without a vehicle. How can I do it?

A. To make a reservation passenger on foot, simply choose "Passenger walk" in the selection box vehicle. Note that not all routes allow foot passengers. If you want to travel on foot on a given route and does not find the "Passenger walk" option available, it is simply that the route does not support them. Please do not try to book vehicle if you intend to walk, since we can not guarantee reimbursement for such reservation.

Q. Is it cheaper to book online or by phone?

A. For telephone reservations apply exclusive discounts to our clients, if accurate assistance in completing your online reservation, call us at + 34 972249449.

Q. How do I can get the best possible price?

A. Our best ferry prices are all available online; online prices quoted are the lowest for the route, date and time you selected.

Most rates vary in relation to demand, so we recommend you book as far in advance as possible. Fares are encuetaras not hesitate to contact us.

Q. The price shown me is now more expensive than the last time I looked. What is this about?

A. The prices you get online are only valid for the time that you get. Since many carriers operating with prices in relation to demand, these may vary over time. Consequently, we recommend booking as soon as possible to get the cheapest possible price.

Q. Are included in the quoted price all taxes and fuel?

A. In most cases, all taxes and fees are included in the price you receive. However, there are specific cases where any shipping charge any additional fee at the port. If that were the case, you are informed in advance during the booking process.

Q. How do I know what I have booked shipping?

A. Once you have made your reservation, you will receive confirmation on screen and by email. Email confirmation includes the ferry shipping company, your reservation number, advance check-in and other essential information. In addition, if you look at the Terms and Conditions of your budget / booking you will see the shipping company you have chosen for your route.