



Isle of Lewis & Harris Ferry Guide

OutlandishScotland.com

A Novel Holiday Travel Guidebook

Outlandish Scotland Journey Isle of Lewis & Harris Ferry Guide



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The Caledonian MacBrayne Ferries

<https://www.calmac.co.uk>

If you want to visit the Callanish Stones—and won't be *flying* to the island—you'll need to journey on a Caledonian Mac Brayne ("Calmac") ferry from the Scottish mainland to the Isle of Lewis/Harris, and back again.

The Calmac Website is Impressive—*Very Impressive*.

Practically every question anyone might have is answered *somewhere* on the site. In fact, there is so much information on their website, it can seem daunting.

In addition to the many website navigation tabs, the main Frequently Asked Questions link is a directory containing six *categories*. Each category opens a page that offers links to several FAQs specifically related to that subject.

<https://www.calmac.co.uk/faqs>

The "On the Ferry" FAQ page, for instance, offers links to pages that answer **16** important questions, such as:

- I've never driven a vehicle on to a ferry before. What do I do?
- Can I bring my pet on the ferry?
- I get seasick, where is the best place to sit?

<https://www.calmac.co.uk/faqs/on-the-ferry>

At the end of each subject's FAQ list you'll often find:

- "I have a question that's not answered here. What should I do?"

That page provides a link for contacting the company via email, as well as an international number to call.

Although there is often a bit of a wait before reaching a representative (sometimes as long as 15 minutes), we prefer calling them. Their answering system periodically lets you know how many others are ahead of you: “Your call is currently seventh in the cue” ... “Your call is currently fifth in the cue” ... and so on. Happily, you can put your phone in speaker mode, set it down, and busy yourself with other things while waiting to reach an operator.

Calmac phone lines are answered:

- Monday to Friday: 7am to 9pm (UK time)
- Saturday and Sunday: 8am to 8pm (UK time)

If you’ve never traveled on a ferry, you’ll want to spend an hour or two exploring the Calmac website. To minimize the amount of surfing you’ll need to do, we’ve collected the most important Ferry links related to visiting the Callanish Stones, and listed them below. They are presented in order of Outlanderites traveling from the Inverness area to Callanish, then returning to the mainland via Uig, and heading to the next site in our travel guidebook. The links provided, however, will help you with any direction of travel, on either of these ferry routes.

Following the Stornoway/Ullapool and Tarbert/Uig ferry sections, we provide a collection of **General Information** links pertaining to traveling on *any* Calmac Ferry. You’ll find terminology clarifications helpful to non-UK Outlanderites throughout this PDF.

*A red asterisk identifies particularly important info.



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Stornoway/Ullapool Ferry

The *Loch Seaforth* is the ferry that serves the Stornoway/Ullapool route. In good weather, this crossing takes 2 hours and 30 minutes, one-way. Learn about the Loch Seaforth facilities and amenities that can be enjoyed during the crossing at the link below.

<https://www.calmac.co.uk/fleet/mv-loch-seaforth>

Undiscovered Scotland's website offers photos of Loch Seaforth's facilities and amenities, as well as the Ullapool and Stornoway terminals.

<http://www.undiscoveredscotland.co.uk/lewis/ferry/>

The summer schedule for this route:

<https://www.calmac.co.uk/stornoway-ullapool-lewis-ferry-summer-timetable>

Please Note: The statement, "Operates Sundays only from 25 June to 3 September," does not mean that the Monday through Saturday schedules cease to be available. They remain the same as from March 31st to October 22nd, 2017. Between June 25th and September 3rd, the Sunday schedule switches from what is seen above the statement (only one full ferry circuit) to the two full ferry circuits listed below it.

The winter schedule for this route:

<https://www.calmac.co.uk/stornoway-ullapool-lewis-ferry-winter-timetable>

2017 Stornoway/Ullapool Ferry Fares

- **Adult:**

£9.20 Single ("One-Way")

£18.40 Return ("Round-Trip")

* There is no "Concession" discount for any Calmac ferries. If you are over 60 or a student, you'll be charged the full Adult fare.

- **Child aged 5 to 15:**

£4.60 Single

£9.20 Return

Children under 5 travel free with an Adult who has paid a fare.

- **Car:**

£49.50 Single

£99.00 Return

* Yes. If you bring your car on the ferry, you still have to purchase a ticket for yourself, as will each of your passengers. Traveling *in* the car is not an option.

Additionally, be sure to remove anything that you'll need during the ferry trip from your car before leaving the car deck. Passengers are not permitted to access the car deck while the vessel is at sea.



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Tarbert/Uig Ferry

The ferry that serves the Tarbert/Uig route is the *Hebrides*. In good weather, this crossing takes 1 hour and 45 minutes, one-way. Learn about the facilities and amenities that can be enjoyed on the Hebrides at the link below.

<https://www.calmac.co.uk/fleet/mv-hebrides>

Undiscovered Scotland's website offers photos of the Hebrides' facilities, the Tarbert and Uig terminals—as well as information about the Lochmaddy route you may need to use if traveling on a Sunday in Spring or Fall.

<http://www.undiscoveredscotland.co.uk/harris/uigferry/>

The summer schedule for this route:

<https://www.calmac.co.uk/uig-tarbert-harris-ferry-summer-timetable>

★ We suggest you *avoid* traveling from Callanish to Uig on Sundays between April 2nd and April 30th, or on Sundays between September 17th and October 22nd. If you do, you may have to travel from the Isle of Harris to the Lochmaddy terminal on the Isle of North Uist, in order to catch a ferry to Uig. This trip involves an additional ferry trip.

The winter schedule for this route:

<https://www.calmac.co.uk/uig-tarbert-harris-ferry-winter-timetable>

2017 Tarbert/Uig Ferry Fares

- **Adult:**
 - £6.10 Single
 - £12.20 Return
- **Child aged 5 to 15:**
 - £3.05 Single
 - £6.10 Return

- **Car:**
£30 Single
£60 Return



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General Calmac Ferry Information

When you run into mentions of “RET” on the Calmac website do not worry. This is not an additional charge! The Road Equivalent Tariff is a distance-based fare calculation formula. Calmac provides this information to describe the genesis of the fares charged. Ignore the RET references and carry on.

<https://www.calmac.co.uk/ret/about>

*Payment in full is required for all advanced bookings.

If you decide to cancel your trip before the date of your ticket, a refund is normally available, less a £10 administration charge.

<https://www.calmac.co.uk/faqs/tickets-and-reservations/refund-for-ticket>

If you need to alter the date or details of your reservation, contact Calmac.

<https://www.calmac.co.uk/faqs/tickets-and-reservations/amend-booking>

If you miss your ferry due to traffic or some other type of travel delay, the staff at the port of departure will advise you on availability of space on the next sailing. If there is none, you may not receive a refund—but, it doesn’t hurt to ask.

*If a ferry is cancelled by Calmac due to weather or mechanical difficulties, you will have the option of receiving a full refund or, if space is available, traveling on the next ferry.

When you run into this statement, “**Compensation is not available for weather-related disruptions or other disruptions over which we have no control,**” do not be alarmed! In this case, compensation refers to payment of an award in *addition* to your full refund—an award to compensate

you for the cancellation inconvenience. If the cancellation is due to technical breakdowns, however, you may be eligible for an award.

<https://www.calmac.co.uk/faqs/disruptions/compensation-eligibility>

As the time of your ferry trip approaches, you'll want to stay informed as to the status of your scheduled ferry. Service Status Apps are available for smartphones, or you can sign up to receive text messages with status updates.

<https://www.calmac.co.uk/service-status>

On the last page of this PDF is a copy of the Calmac **Passenger Safety Checklist** we downloaded from the page link below.

<https://www.calmac.co.uk/faqs/on-the-ferry/hazards-on-board>

Passenger Safety Checklist

Please use this checklist to help ensure your journey is as comfortable as possible

Getting there safely:

- Check the status of sailings and road traffic using www.calmac.co.uk and www.trafficscotland.org
- Plan ahead: allow plenty of time for your journey

Arrival at the Port:

- Follow the signs and the direction of staff
- Keep your speed to a minimum and allow plenty of room to brake
- Keep children under supervision



Getting on board:

- All passengers should hold the handrails provided - please pay attention on car decks, stairways and when using doorways with raised sills
- If your footwear is inappropriate (for example flip flops, cycling shoes and high heels are not well-suited to climbing stairs or crossing car decks), please consider using a lift to access passenger areas where available
- Note that cycling shoes can slide easily on metal decks and polished wooden surfaces – take extra care to maintain your footing
- When getting out of your vehicle, watch out for other moving vehicles
- Never use a mobile telephone when boarding



On board:

- Ensure all members of your party know where the nearest Muster Station can be found (the assembly point in the unlikely event of an emergency) This is indicated by four inward-pointing arrows as shown (top left)
- Please ask all members of your party to pay attention to the passenger safety announcement, and any specific information given by the Captain or Officer over the PA system
- Ensure children are supervised at all times and please do not allow children to run or climb on ship's rails
- Should you feel unwell at any time, you may find the centre of the boat is more comfortable, because it is subject to less movement than the bow, stern or sides
- If you feel unwell, or require First Aid, contact the nearest member of staff immediately

Disembarking:

- If driving, maintain a low speed when manoeuvring or leaving the boat and follow the instructions of crew carefully
- Please remember to drive on the left
- Have a safe, onward journey

Thank you for travelling safely with CalMac



Caledonian MacBrayne
Hàrradan na Clìde Ferries



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