

## Discounted Wightlink Ferry Tickets Booking Process for RSYC Members

1. Discounted tickets can be purchased in advance (up to 1 hour prior to sailing) via the RSYC website, or for a £4 administration fee they can also be purchased at a Wightlink Ticket Office or via the Wightlink Call Centre on 02392 855230.
2. Members can also purchase discounted tickets at the port less than 1 hour before sailing for an extra £10 charge for cars and no extra charge for passengers.
3. There is no Promotion Code or Discount Code to enter - to obtain a discount you must quote your membership number when you purchase your ticket and show your corresponding membership card when you check-in at the port. For online purchasing, the Booking Link on the RSYC website will trigger the discount.
4. Please note that members aren't assured of reduced ticket prices as there are an allocated number of discounted tickets available on each sailing, so please book early - once the allocation has been used up the prices for that sailing will increase.
5. Member discounted prices\* are as follows:
  - Car & Driver Single £28.35
  - Car & Driver Return £56.70
  - Adult Single £6.20
  - Adult Return £12.40
  - Child Single £3.10
  - Child Return £6.20
  - Adult Single £7.70
  - Adult Return £15.40
  - Child Single £3.85
  - Child Return £7.70

Car Ferries (Yarmouth<>Lymington)  
(Fishbourne<>Portsmouth)

Catamaran (Ryde<>Portsmouth)

**\*Please note that standard Wightlink prices may be cheaper depending on the current offers, so it's always best to check on Wightlink's public website before purchasing: [www.wightlink.co.uk](http://www.wightlink.co.uk).**

6. The process for members booking Wightlink ferry tickets online is similar to booking on Wightlink's public website, however members must access the website through the link below to receive member discounts:  
<https://book.wightlink.co.uk/book/journey/travel/details/?clear&aff=120745126>  
This link can be found on our website – click on 'Ferry Tickets' in the left navigation menu, then on 'Wightlink': <http://www.royalsolent.org/ferry-tickets/wightlink>

7. Members must enter their **membership card number** during the online booking process - this should be entered in the 'Membership Number' field on the 'Your Details' page (not in the 'Promotional Code' field on the first page or in the

'Discount Code' field on the 'Your Details' page which should both be left blank). The corresponding membership card must be shown with the ferry ticket prior to boarding the ferry. Tickets can be purchased online up to 1 hour prior to sailing.

8. Tickets are now 'e-tickets' which are sent to you via email and should be printed out and presented prior to boarding, or can be shown on a smart phone screen without the need to print it. Tickets can also be collected from the Wightlink ticket office – you just need to quote the online booking reference number from the email.

## **STEP 1 OF 5**

Click on the link and you will be directed to the Travel Details page as shown below:

The screenshot shows the 'Step 1: Travel Details' page on the Wightlink website. The page is a web browser window with the URL <https://book.wightlink.co.uk/book/journey/travelDetails>. The page has a blue header with navigation tabs: 1. Travel Details, 2. Availability, 3. Your Details, 4. Payment, 5. Confirmation. The main content area is divided into two columns for 'Outbound Journey' and 'Return Journey'. Each column has a 'Vehicle Details' section with a dropdown for 'Low Vehicle (max 5m x 2.24m)', a text input for 'Please give the vehicles registration number' (with 'RV53 YTD' entered), and a 'Passengers' dropdown set to 'with 1 passenger'. There is also a 'Trailer' dropdown set to 'None'. Below these are date pickers and 'Approximate Departure Time' dropdowns. A 'Restart' button is at the bottom left and a 'Next' button is at the bottom right. The page includes a navigation menu on the left and a top navigation bar with steps: 1. Travel Details, 2. Availability, 3. Your Details, 4. Payment, 5. Confirmation.

Enter your journey details and then click on the 'Next' button,

**Please note that there is no 'Promotional Code' to enter and you have to select at least 1 passenger as this equates to the driver.**

## STEP 2 OF 5

Member discounted prices are shown in the 1<sup>st</sup> price column entitled 'Economy':

The screenshot shows the 'Step 2. Availability' page for an outward crossing. The page title is 'Step 2. Availability' and it instructs the user to 'Select a crossing that meets your requirements.' Below this, there is a table of 'Your Outward Crossing' options. The table has columns for 'Outward Crossing Details', 'Date', 'Dep. Time', 'Economy?', and 'Standard?'. The 'Economy?' column shows a radio button selected next to the £27.50 price, while the 'Standard?' column shows a radio button next to the £55.00 price. The table lists 10 different departure times for the Yarmouth-Lymington route on Thursday, 12/12/2013. At the bottom of the table, there are 'Back' and 'Restart' buttons.

Outward Crossing Details	Date	Dep. Time	Economy ?	Standard ?
Yarmouth-Lymington	Thu 12/12/2013	07:50	<input checked="" type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	08:50	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	10:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	11:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	12:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	13:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	15:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	16:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	17:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Yarmouth-Lymington	Thu 12/12/2013	18:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00

N.B. For a return journey, the return crossing times won't appear until you select an outward crossing:

The screenshot shows the 'Step 2. Availability' page for a return crossing. The page title is 'Step 2. Availability' and it instructs the user to 'Select a crossing that meets your requirements.' Below this, there is a table of 'Your Return Crossing' options. The table has columns for 'Return Crossing Details', 'Date', 'Dep. Time', 'Economy?', and 'Standard?'. The 'Economy?' column shows a radio button selected next to the £27.50 price, while the 'Standard?' column shows a radio button next to the £55.00 price. The table lists 10 different departure times for the Lymington-Yarmouth route on Thursday, 19/12/2013. At the bottom of the table, there are 'Back', 'Restart', and 'Next' buttons.

Return Crossing Details	Date	Dep. Time	Economy ?	Standard ?
Lymington-Yarmouth	Thu 19/12/2013	10:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	11:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	12:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	14:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	15:00	<input checked="" type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	16:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	17:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	18:00	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	19:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00
Lymington-Yarmouth	Thu 19/12/2013	21:05	<input type="radio"/> £27.50	<input type="radio"/> £55.00

Please note that the 'Economy' and 'Standard' prices shown are not necessarily the best Wightlink has to offer so it's advisable to always check the prices on the Wightlink public website too: [www.wightlink.co.uk](http://www.wightlink.co.uk)

Select your preferred departure time, and return time if applicable. Click on the 'Next' button.

### **STEP 3 OF 5**

Log-in with an existing account or enter your contact details, membership number, password and tick to agree to the T&Cs, then click 'Next'.

The screenshot displays the 'Step 3: Your Details' page on the Wightlink website. It features a navigation menu on the left with options like 'Manage My Account', 'My Bookings', and 'View Booking'. The main content area is divided into several sections:

- Your Booking - Summary:** A table showing outward and return crossings, passenger details, and prices. Total price: £55.00.
- Existing Online Customers Login:** Fields for E-Mail Address or Customer ID and Customer Password, with a 'Login' button and a 'Reset Password' link.
- Customer Details:** A registration form with fields for Discount Code, Title, First name, Last name, Daytime Number, Mobile Number, Email Address, House name or number, Postcode, House No/Name & Street, Town/City, Postcode, Country, Membership No, Password, Repeat Password, and Gender. A 'Find address' button is next to the Postcode field.
- Privacy Policy:** A checkbox for 'I would like to be kept informed by email about our special offers...' and a link to 'Read our Privacy Policy'.
- Navigation:** 'Back', 'Restart', and 'Next' buttons at the bottom.

N.B. there is no code to enter in the 'Discount Code' field on this page.

## **STEP 4 OF 5**

Enter credit card details or select to pay by PayPal and click 'Pay'.

The screenshot shows a web browser window with the URL <https://book.wightlink.co.uk/book/journey/createPay>. The page is titled 'Book Journey' and features a navigation menu on the left with options like 'Book Journey', 'Manage My Account', 'My Bookings', 'View Booking', 'Ticket Pass Status', 'Agent login', and 'Logout'. The main content area is titled 'Choose Payment Method:' and contains a 'Your Booking - Summary' table. The table lists the following details:

Outward Crossing		Return Crossing	
Yarmouth - Lymington		Lymington - Yarmouth	
Fri 29/11/2013 at 15:05		Sat 30/11/2013 at 13:00	
1 Passenger	£0.00	1 Passenger	£0.00
1 Low Vehicle [max 5m x 2.24m]	£44.00	1 Low Vehicle [max 5m x 2.24m]	£44.00
		<b>Total price: £88.00</b>	

Below the summary, there are two payment options:

- Pay with Credit Card:** Includes a radio button to select this method, a note that the balance left to pay is £88.00, and input fields for Card holder, Card Number, Expires (Month and Year), and CV2?.
- Pay with PayPal:** Includes a radio button to select this method, a note that the balance left to pay is £88.00, and a PayPal logo.

A 'Pay' button is located at the bottom right of the payment section.

Your booking reference and journey details will be supplied on the final Confirmation Page and an email will be sent to the email address used in the booking process – this is your e-ticket should be printed out and presented prior to boarding, or can be shown on a smart phone screen without the need to print it. Tickets can also be collected from the Wightlink ticket office – you just need to quote the online booking reference number from the email.

**PLEASE DON'T FORGET TO TAKE YOUR MEMBERSHIP CARD WITH YOU TO THE PORT!**

**PLEASE VISIT OR PHONE THE RSYC OFFICE (01983 760256) IF YOU HAVE ANY QUERIES OR NEED GUIDANCE WITH YOUR FIRST BOOKING.**