

## 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. **N.B. If you access the Wightlink affiliate website via the link on our website, you will need to close your web browser completely and re-open it before accessing the Wightlink public website ([www.wightlink.co.uk](http://www.wightlink.co.uk)) otherwise it will continue to recognise you as an RSYC member and will still show you member prices not public prices!**

5. Member discounted prices\* are as follows:

- |                       |        |                                                                                                                        |
|-----------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| • Car & Driver Single | £28.35 | } (price includes 6 passengers in addition to driver)<br>Car Ferries (Yarmouth<>Lymington)<br>(Fishbourne<>Portsmouth) |
| • 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  | } Catamaran (Ryde<>Portsmouth)                                                                                         |
| • Adult Return        | £15.40 |                                                                                                                        |
| • Child Single        | £3.85  |                                                                                                                        |
| • Child Return        | £7.70  |                                                                                                                        |

**\*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/traveldetails/?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>

- 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.
- 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 titled 'Step 1: Travel Details' and includes a navigation bar with steps: 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 dropdown for the journey type (Yarmouth - Lynton and Lynton - Yarmouth), a dropdown for vehicle type (Low Vehicle [max 5m x 2.24m] or High Vehicle), a text input for the vehicle registration number (RV53 YTG), a dropdown for the number of passengers (with 1 passenger), and a dropdown for the trailer type (None). There are also date pickers for the departure date (December 2013) and approximate departure times (09:00 for outbound, 12:00 for return). A 'Restart' button is located at the bottom left, and a 'Next' button is at the bottom right. The page also features a sidebar with 'Help Booking' information and a footer with 'Terms & Conditions', 'Policies', 'FAQs', 'Accessibility', and 'Contact Us'.

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 includes a navigation menu on the left, a progress bar at the top, and a table of available crossings. The table has columns for 'Outward Crossing Details', 'Date', 'Dep. Time', 'Economy?', and 'Standard?'. The 'Economy?' column shows a radio button selected for the £27.50 price, while the 'Standard?' column shows a radio button for the £55.00 price. Below the table 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 includes a navigation menu on the left, a progress bar at the top, and a table of available crossings. The table has columns for 'Return Crossing Details', 'Date', 'Dep. Time', 'Economy?', and 'Standard?'. The 'Economy?' column shows a radio button selected for the £27.50 price, while the 'Standard?' column shows a radio button for the £55.00 price. Below the table 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)

N.B. You need to close your web browser completely and re-open it before accessing the Wightlink public website (www.wightlink.co.uk) otherwise it will continue to recognise you as an RSYC member and will still show you member prices not public prices!

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 shows the 'Step 3: Your Details' page on the Wightlink website. The page is divided into several sections:

- Booking Summary:** Shows outward and return crossings with dates and times, and a table of fares for 1 passenger and 1 low vehicle.
- Existing Online Customers Login:** Includes 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, and Email Address. It also includes a checkbox for email notifications and a 'Read our Privacy Policy' link.
- Address Fields:** Fields for House name or number, Postcode, House No/Name & Street, Town/City, Postcode, Country (set to United Kingdom), and Membership No (Your Reference).
- Account Creation:** Fields for Password, Repeat Password, and Gender.
- Navigation:** 'Back', 'Restart', and 'Next' buttons at the bottom.

A black arrow points from the text above to the 'Your Reference' field in the 'Membership No' section of the registration form.

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'.

Choose Payment Method:

Your Booking - Summary

<b>Outward Crossing</b> Yarmouth - Lymington Fri 29/11/2013 at 15:05		<b>Return Crossing</b> Lymington - Yarmouth 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>

**Pay with Credit Card**  
 I wish to pay using a credit card.  
**The balance left to pay is £88.00**


Card holder:

Card Number:

Expires: Month  Year

CV2?

**Pay with PayPal**  
 I wish to pay using PayPal.  
**The balance left to pay is £88.00**



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.**