

YOUR TRAVEL INFORMATION



BEFORE YOU TRAVEL



Check your details

Ensure dates, names, direction of travel and sailing times are correct on your e-ticket and that you have supplied your number plate details if travelling with a vehicle. You can make amendments online up to three hours before your scheduled sailing without incurring an amendment fee. To view, amend or cancel your booking visit spiritoftasmania.com.au/my-booking



What to take on board

If you are travelling with a vehicle, you may take one carry-on bag or suitcase with personal toiletries, medication and clothing on board and leave the remainder of your luggage in your car. If you are travelling without a vehicle, you may check in two bags or suitcases and take one carry-on bag or suitcase on board. The carry-on baggage allowance is one medium bag or suitcase with the maximum dimensions of 66cm x 46.5cm x 27.5cm. No weight restrictions apply.

Every cabin contains bedding, linen, towels and soap. For passengers travelling with an infant in a 'Cot provided' cabin, you will need to bring your own linen for the cot.



Cashless Payments

To reduce shared contact, we only accept cashless payments in our terminals and on board in the dining, bar and convenience outlets. We accept credit and debit card payments including all 'tap and go' methods such as Apple Pay. If you need cash, an ATM is available.



Special needs

If you have a medical condition including any mobility, hearing and or sight impairments, please call 1800 884 305 to advise us of your requirements. If you have special needs, please check in at least 2 hours prior to departure.

If you need to use medical equipment such as a continuous positive airway pressure (CPAP) machine or nebuliser while on board you must book a private cabin. On arrival please advise Reception on Deck 7 that you have a CPAP machine or nebuliser and provide your cabin number. For further information, please download the [Special Needs or Accessibility Requirements document](#).



Pets

If you are travelling with a pet we strongly recommend booking a kennel. You can add one to your booking via spiritoftasmania.com.au/my-booking. Our kennels are located on ventilated decks. Fresh water is supplied and pets are checked regularly throughout the sailing. Bedding is not provided. Please supply bedding for the kennel and address any other requirements with our crew at the time of boarding. For safety reasons, passengers are not permitted to access the vehicle decks to visit pets while at sea.

All dogs entering Tasmania are subject to biosecurity entry conditions and must be treated for Hydatid Tape Worm within 14 days prior to entering Tasmania. Documentary evidence of this treatment must be carried by whoever accompanies the dog into Tasmania and presented for inspection. The evidence can include an official statement/certificate by a vet; a statutory declaration by the owner; or other evidence of treatment (such as the pill packet and purchase receipt).

Visit spiritoftasmania.com.au/terms-and-conditions/pets-and-kennels for more information.



Boats

If you are taking your boat to Tasmania, please ensure you are informed of the local rules and conditions by visiting mast.tas.gov.au



Dangerous goods

Restrictions apply to the carriage of dangerous goods on board including:



Please refer to our [Carriage of Dangerous Goods Policy](#). TT-Line Company Pty Ltd will refuse passage to those who do not comply with this policy.



Prohibited items

It is an offence to take the items below on to passenger decks and any breach may result in substantial penalties, confiscation or cancellation of travel. If you plan to carry dangerous goods in your vehicle, please ensure you have submitted the appropriate declaration form 24 hours prior to travel.



If you are planning to carry pistols, rifles, shotguns, spear guns, fishing spears, bows, spears or any items of a similar nature, please download and submit the [Firearm and ammunition declaration form](#) or the [Firearm and ammunition \(exemptions\) declaration form](#) for events. For conditions relating to the carriage of hazardous liquids including cleaning spirits, please refer to our [Carriage of Dangerous Goods](#).



Biosecurity

Due to Tasmania's biosecurity regulations, the below items are subject to restrictions and cannot be brought into Tasmania. Fruit and vegetables must be declared and consumed on board or disposed of prior to arrival in Tasmania. Plant materials and fish must be declared and/or consumed or disposed of prior to boarding. Please contact [Biosecurity Tasmania](#) for more information. Fines apply for non-compliance.



All passengers and vehicles are subject to security screening. Passengers may refuse to be screened but those who refuse are prohibited to board Spirit of Tasmania.

To ensure you are fully informed of biosecurity regulations please visit dpijwe.tas.gov.au/biosecurity-tasmania or call **1800 684 215** for further information. Alcohol is also prohibited from entering the passenger decks and should be left in your vehicle or checked in with your luggage.

ON THE DAY

CHECK-IN AND BOARDING

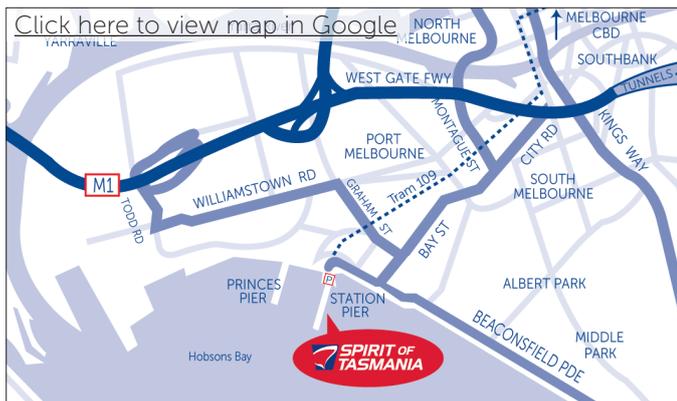


* Check-in time depends on sailing date so please check your E-ticket for exact check-in time.

** Please check in on time to avoid being refused carriage and forfeiting your fare. For further details on check-in and boarding visit spiritoftasmania.com.au/boarding-information. For security reasons, passengers are not permitted to leave the vessel once they have boarded.

TERMINAL LOCATIONS

MELBOURNE



Spirit of Tasmania Terminal
Station Pier, Port Melbourne, VIC

DEVONPORT



Spirit of Tasmania Terminal
Esplanade, Devonport East, TAS

Self-service locker storage is available at the terminals (and on board the vessel). Major credit cards accepted.

ONCE ON BOARD

P Upon boarding make sure you remember the number of your vehicle deck and the colour of the nearest stairwell to assist in locating your car upon disembarkation. We recommend you take a photo of the stairwell entrance. Parking reminder flyers are also available inside the stairwells

 Our crew is available to assist you throughout the journey. If you require assistance while on board, please ask one of our friendly crew members or visit the Purser at Reception on Deck 7.

FURTHER INFORMATION

Please refer to our Frequently Asked Questions (FAQs) at spiritoftasmania.com.au/customer-support/faqs or call our friendly Customer Contact Centre on **1800 634 906** (in Australia) or **+61 3 6419 9320** (International) Monday to Saturday 10:00am - 6:00pm.

☰ FARE CONDITIONS

Flexi fare: This fare can be amended up until 1 hour prior to the scheduled departure time via the Customer Contact Centre or Check-in Desk. Online amendments can be made via spiritoftasmania.com.au/my-booking up to 3 hours prior to your scheduled departure time. All amendments are subject to availability. Amendment fees do not apply to this fare. If the amendment increases the value of the booking, any difference is payable at the time of the amendment; any decrease in value is refundable. This fare, excluding all fees, is 100% refundable for cancellations made up until 24 hours after the scheduled departure, if Spirit of Tasmania is not contacted within this time, 100% of the fare will be forfeited. This fare cannot be downgraded to a Red Hot Deal fare. If upgrading to a Flexi fare from another fare type, the value of the original fare will retain the original fare type's rules. We have various special offers throughout the year to which the Flexi fare rules apply. There are also some offers which have additional conditions applying. For the additional conditions associated with the special offer you have booked please refer to our website via spiritoftasmania.com.au/sailing-fares/fares-explained/amendment-fees#

Spirit fare: 48 hour free cancellation period. Cancellations must be made within 48 hours from time of booking and the scheduled departure time is greater than 7 days. Amendment and Payment Fees are non-refundable. This fare can be amended up until 1 hour prior to the scheduled departure time via the Customer Contact Centre or Check-in Desk; amendment fees may apply. Online amendments can be made via spiritoftasmania.com.au/my-booking up to 3 hours prior to your scheduled departure time and no amendment fees apply. All amendments are subject to availability. If the amendment increases the value of the booking, any difference is payable at the time of the amendment; any decrease in value is refundable. Amendment and all fees are non-refundable. Amendment fees do not apply when amending vehicle or passenger details including the vehicle category, address, phone, email or spelling of passenger name; when adding or cancelling child fare; when upgrading accommodation type; or adding or deleting extras such as kennels or cots. An amendment fee applies when amending route, date or time of sailing, name(s) of any passenger(s); when downgrading accommodation type; or when adding or cancelling passenger(s) or vehicle(s). Cancellations made outside of 7 days prior to the scheduled departure time will incur a 25% cancellation fee. Cancellations made inside of 7 days and up to 24 hours prior to the scheduled departure time will incur a 50% cancellation fee. 100% cancellation fee applies inside of 24 hours of the scheduled departure time and thereafter. This fare cannot be downgraded to a Red Hot Deal fare. If upgrading to a Flexi fare, the value of the original fare will retain Spirit fare rules. If upgrading from a Red Hot Deal fare, the value of the original fare will retain Red Hot Deal fare rules.

Red Hot Deal fare: 48 hour free cancellation period. Cancellations must be made within 48 hours from time of booking and the scheduled departure time is greater than 7 days. Amendment and Payment Fees are non-refundable. We have various special offers throughout the year to which the below Red Hot Deal rules apply. There are also some offers which have additional conditions applying. For the additional conditions associated with the special offer you have booked please refer to our website via spiritoftasmania.com.au/sailing-fares/fares-explained/amendment-fees#/Red-Hot-Deal-fare. This fare can be amended up until 1 hour prior to the scheduled departure time via the Customer Contact Centre or Check-in Desk; amendment fees may apply. Online amendments can be made via spiritoftasmania.com.au/my-booking up to 3 hours prior to your scheduled departure time and no amendment fees apply. All amendments are subject to availability. If the amendment increases the value of the booking, any difference is payable at the time of the amendment; any decrease in value is refundable. Amendment and all fees are non-refundable. Amendment fees do not apply when amending vehicle or passenger details including the vehicle category, address, phone, email or spelling of passenger name; when adding or cancelling child fare; upgrading accommodation type; or adding or deleting extras such as kennels or cots. An amendment fee applies when amending route, date or time of sailing, name(s) of any passengers(s); when downgrading accommodation type; or when adding or cancelling passengers(s) or vehicle(s) via the Customer Contact Centre or Check-in Desk. Cancellations made more than 24 hours prior to the scheduled departure time will incur a 75% cancellation fee. Cancellations made less than 24 hours prior to the scheduled departure time will incur a 100% cancellation fee. This fare cannot be amended to an alternate Red Hot Deal fare or a fare of lesser value. If upgrading fare type, the value of the original fare will retain the Red Hot Deal fare rules.

For other conditions which apply to Spirit of Tasmania bookings, please refer to spiritoftasmania.com.au/fares/amendment-fees.

 **FARE CONDITIONS**

COVID-19: In line with Public Health advice, only passengers travelling from low risk areas can book a Day Ticket, Recliner, Female or Male Shared Cabin. Passengers travelling from high or medium risk areas will need to book a Private Cabin, this includes passengers that have spent time in a high or medium risk area at any time in the 14 days prior to travel. Please note: regardless of the fare type purchased (Flexi Fare, Spirit Fare, Red Hot Deal Fare), if the area you are travelling from changes from a low risk area to a medium or high risk area in the time between making your booking and your departure date, you will be required to upgrade your ticket to a Private Cabin (subject to availability) at least 1 hour prior to your scheduled departure time, or we will offer you a refund for the cost of your ticket.

For more information on low, medium and high risk areas please visit coronavirus.tas.gov.au/travellers-and-visitors/coming-to-tasmania