

## **RMS VOYAGE 255 CANCELLED**

### **QUESTIONS & ANSWERS**

#### **Passengers**

##### **I'm booked on Voyage 255, what happens to my booking?**

The booking can be transferred to another sailing without the administration fee. If the cabin grade is lower, the difference will be refunded or a full refund will be given.

##### **Is there enough room on Voyage 256 to accommodate all the passengers who were booked on voyage 255? How are you going to prioritise if there is not enough space?**

This will depend on the number of passengers who wish to change, every effort will be made to accommodate all passengers.

We will need to look at this when we know what the demand is - we will accommodate as many people as possible.

##### **The ship is coming in on 12 March; can I book to go through Ascension on this voyage?**

Yes, there are some berths available.

##### **I'm booked on a flight out of South Africa, what happens to my flight booking?**

Please contact your travel agent and insurance company.

##### **I am in South Africa waiting on this voyage, who is going to pay for my accommodation?**

Your first point of contact should be your Travel Insurance provider.

##### **When will I know when I can book another voyage if I cannot travel on voyage 255?**

AWSML and the local agents will contact all passengers to ascertain their requirements and passengers will be given confirmation as soon as possible.

##### **I am due to come back via Ascension from the UK to connect with the RMS on 3 April - what shall I do now?**

Please contact your Shipping Agent to arrange a rebooking onto either Voyage 256 departing Cape Town on 14 April or departing Ascension on 23 April.

##### **I am due to sail on the ship departing Cape Town on 25 March which has since been cancelled. How soon can I find out whether I will be able to sail on the ship departing Cape Town on 14 April as I need to get back to work as my leave ends on 3 March?**

We are endeavouring to get all cancelled passengers onto Voyage 256 departing on 14 April 2017.

With reference to your leave please contact your Human Resources Department.

**I have friends and family that are currently in Cape Town, one of them on medical and the other accompanying them. They were scheduled to come back on 25 March. Will there be space for those medical referrals to return on the next ship back from Cape Town on or about 14 April, what with possible back-log of passengers? Also, would you know if the Health Directorate would cover the extra cost of staying there or would my friends and family have to cover it?**

We are endeavouring to get everyone on the voyage on 14 April, we are currently working on clarifying the number of passengers affected.

If a patient needs to remain in Cape Town because there was no berth available for them on the RMS, then the Health Directorate would cover the cost of the extended stay. This would include any official carer.

Carers are responsible for their own medical insurance cover. Carers will need to get a family member on St Helena to extend their insurance cover with Solomons if it becomes necessary.

**I'm travelling with a medical referral and running out of money, who is going to help me pay for extra accommodation, food etc?**

Please contact your Travel Insurance Provider.

**If I already have a booking on Voyage 256, is it guaranteed?**

Yes, but we would ask if people could be flexible as we might need to change berths.

**Will SHG compensate me for the fact that I cannot now attend an event which was booked months ago?**

No, SHG will not offer compensation, please contact your Travel Insurance provider.

### **Cargo and Provisions**

**I'm expecting a delivery on Voyage 255, what happens to that?**

Alternative shipping has been arranged.

**If my goods do not arrive on voyage 255 it will mean that the plans I have will not now go ahead. How will I be compensated?**

Alternative shipping has been arranged so there will be no need to claim compensation.

### **Will the Island be okay for food during this time?**

Yes. Alternative shipping has been arranged to transport cargo to the Island.

### **If we had been told before the RMS departed on Sunday, could we have sourced additional provisions to make sure we don't run out over the next month?**

The RMS arrived on Saturday morning and departed on Sunday. The approval to sail was not given until Sunday afternoon and she sailed on completion of cargo. The timescale would have made it impossible to get additional cargo without further delaying the sailing.

### **Can the MV Helena bring cargo and passengers from Cape Town to St Helena?**

The MV Helena will be used but there are no passenger berths available. However she will be able to carry cargo for the Island.

### **If we get the MV Helena to bring cargo, will she continue to Ascension?**

No, the MV Helena will only travel to St Helena.

## **Businesses**

### **I have tourists booked on this journey; will I be compensated for this loss?**

There will be no compensation but Enterprise St Helena's Business Support Initiative is there to help.

### **I have staff booked on this voyage; how am I going to keep my business going?**

Please contact Enterprise St Helena to see if their Business Support Initiative can help.

## **General**

### **This problem was published on social media weeks ago, why was the RMS allowed to leave Cape Town with only one engine when you knew it needed attention?**

The extent of the problem was not known or confirmed until arrival in Cape Town after further inspection by specialist divers and technicians.

### **Surely this problem should have been sorted out in Cape Town before the RMS embarked on its current voyage?**

A dry dock and the parts were not available (the earliest dry dock slot is 29 March), Lloyds Register and the MCA (UK) gave approval for the RMS to sail one voyage on the one engine rather than sit in Cape Town for three weeks doing nothing. People who

were booked were able to travel and the cargo for St Helena and Ascension transported as planned.

**Will the rest of the schedule be affected?**

We do not expect that the rest of the schedule will be affected.

We have based the timetable on the information available to date. The rest of the schedule will only be affected if something unforeseen crops up. Until the engineers can get into the propeller hub, the damage and repair time cannot be confirmed.

**Why can SHG not charter a plane to allow people to travel?**

Charter flights to cater for the number of passengers affected would be complex and expensive to organise. Every effort is being made to reschedule travel on Voyage 255 to later sailings.

**St Helena Resilience Forum  
10 March 2017**