

**FOR TOURISTS**

P&O Portsmouth	0870 2424 999
Brittany Ferries	08705 360 360
Condor Ferries	01305 761551
Rail Enquiries	08457 484950
Ferry Port Parking - Short Term	023 9287 3378
Ferry Port Parking - Long Term	023 9275 1261
National Express (coach services)	08705 808080

**FOR FREIGHT DRIVERS**

P&O Portsmouth  
(open Mon to Fri 0845 to 1730 Sat 0900 to 1200)  
Tel: 023 9230 1333 Fax: 023 9230 1075

Brittany Ferries Truckline  
(open Mon to Fri 0900 to 1730)  
Tel: 0870 9013300 Fax: 0870 9011200

Commodore Ferries (CI) Ltd  
(open Mon to Fri 0600 to 2000 Sat 0600 to 1200  
Sun 0600 to 1000 imports, 1600 to 2000 exports)  
Tel: 023 9266 4676 Fax: 023 9266 4704

**STATUTORY SERVICES**

HM Immigration	023 9285 2700
HM Customs	023 8033 0330
Port Health	023 9281 9788

To call France from UK dial 00 33, then the area code omitting the initial 0, then the number. To call the UK from France dial 00 44 and continue as above.



Port Manager's Department  
Harbour Offices  
Continental Ferry Port  
George Byng Way  
Portsmouth  
Hampshire PO2 8SP  
Tel: Administration 023 9229 7391  
Operational 023 9229 7395  
Fax: 023 9282 4662  
Telex: 94078464 PMSA G

Whilst every endeavour has been made to ensure that the information is correct at the time of going to press, we cannot accept responsibility for any errors, inaccuracies or omissions.  
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# GO VIA PORTSMOUTH!



**PASSENGER AND FREIGHT GUIDE TO  
BRITAIN'S BEST CONNECTED FERRY PORT**

2002 EDITION

On behalf of Portsmouth City Council, the ferry operators and all the staff here at Britain's best connected ferry port, a very warm welcome to Portsmouth Continental Ferry Port.



To enhance your travel experience through the port we have updated and collated essential information into this convenient booklet, from useful travel tips on motoring in Europe, to guides and maps of the seven destination ports serviced by Portsmouth.

2001 was a very successful year for the port as more and more of you recognised the benefits of a continental ferry port with direct access to the UK's motorway network. 2002 is set to build on these achievements and we have been developing facilities in the terminal to ensure your trip gets off to the best possible start.

Our website, [www.portsmouth-port.co.uk](http://www.portsmouth-port.co.uk), has also received a great deal of attention over the past twelve months and is an extremely useful source of information for anyone planning to travel abroad. With direct links to the ferry companies, it provides details of special offers and online shopping opportunities.

This year we welcome two new cruise ferries to Portsmouth: Brittany Ferries' 36,000 tonne 'Mont St Michel' will service the popular Caen route, while P&O Portsmouth's new 'Pride of Cherbourg' will sail to Cherbourg daily.

Condor Ferries has also expanded its service to include a weekly sailing to Cherbourg. Aimed primarily at the caravan and motorhome market, this service will run on Sundays throughout the summer season complementing Condor's routes to the Channel Islands.

So whether you're travelling for pleasure or on business, to France, Spain or the Channel Islands, our aim is to ensure you pass quickly and easily through the port. If there is any way we can serve you better, please let us know - thoughts on improvements come from your suggestions and we welcome your continued input.

Bon Voyage.

**Martin Putman**  
Port Manager

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## MANY HAPPY RETURNS

You can get all Portsmouth City Council information in translation, large print or tape by calling 023 9285 5923



## 1. START WITH A PASSPORT

A full 10 year passport is essential for all adults and children travelling to France or Spain, but is not required for the Channel Islands unless you plan to go on to France. As a special concession children under the age of 16 can continue to travel on a parent's passport (when with that parent) until the passport expires. Be

sure to apply for new passports in good time. The current cost is £30 for an adult and £16 for a child. The cost to guarantee receipt within one week is £60 for an adult and £46 for a child.

## 2. WHEN TO GO – HOW TO BOOK

Details of sailing times and fares are available from your travel agent, the internet or by phone\* from Brittany Ferries, P&O Portsmouth and Condor Ferries, or direct from their offices just inside the main terminal building at the port.

It is advisable to book in advance, in which case you receive a ticket voucher by post. For added comfort you can pay extra and reserve a suite, cabin accommodation or even travel Club Class. Ask the ferry companies for details. You can buy tickets on the day of travel if there's room. However you must **book at least 45 minutes before the published sailing time.**

## 3. MONEY

Money can be changed at the port while waiting to embark. The ferry companies also offer a change service in the port and on board their ships. Methods of payment available are by cash, cheque or credit card. Debit cards, like Switch and Connect, are not accepted on board. Credit cards, particularly VISA and Mastercard/ Access, are widely accepted in Europe. You can use Connect or Switch in hypermarkets and your cards can also be used to get local currency from cash points.



British currency is accepted in the Channel Islands.

## 4. HEALTHCARE

An E111 form from the Post Office entitles you to medical help in any EU country on the same basis as nationals of that country. Do not be surprised if asked to pay for treatment when you receive it and then claim back, which you can do with DSS help on your return to the UK. There are different

arrangements for the Channel Islands, see page 10. Anyone taken ill on a ship should seek help from a member of the crew or go to the purser's office.



## 5. SPECIAL NEEDS?

Portsmouth welcomes passengers with disabilities and staff have been trained to assist. Anyone who is likely to need help in getting through the port should tell us what is required when booking or at the latest when checking in.

- There are toilet facilities for people with disabilities throughout the port.
- A special mini-bus service is available to help wheel chair users, others experiencing reduced mobility and their companions get to the ships.
- Assistance is also available to foot passengers.
- Those travelling by car can park on the car decks close to lifts that will take them up to passenger accommodation.

## 6. CHECK IN TIMES

Latest check in times for tourists are: 45 minutes before sailing for Brittany Ferries, one hour before sailing for Condor Ferries and P&O Portsmouth.

## 7. BOARDING

In the interests of public safety, every passenger is required to give their name, age, and sex and to state any disability. You may also be given a boarding card, depending on the sailing.

**Foot passengers** should present their ticket vouchers at the appropriate ferry company desk within the main terminal. A loudspeaker announcement will advise you when to board, at which point, you should make your way through the customs/security gate. A two minute bus ride takes you to the ferry.

**Motorists** should drive up to one of the ferry company booths to present tickets and passports. You need a GB car sticker for the Channel Islands and the Continent. You may be asked to pass through the controls right away or to park for a while. You will be directed by the ferry company's marshals.

Make a note of where you are parked on the ship and remember to take everything you will need for the crossing with you. Maybe a swimsuit if you're on a ferry with a pool, or toiletries to freshen up as you can't return to the car during the crossing.

\*See back page

## 8. ENJOY THE SHIP

Conventional ferry crossings from Portsmouth take a minimum of five hours - plenty of time to enjoy the luxurious cruise ferries. Depending on the ship your options can include: bars, beauty salon/hairdresser, casino, children's play area, cinema, comfortable lounges, creche, shopping, live entertainment, money changing, restaurant, relaxing on deck, self service cafeteria, sauna and swimming pool.



P&O Portsmouth's fast craft service to Cherbourg takes just 2 hours 40 minutes. On board facilities include bar, cafeteria, shopping, Club Class seating and open air seating for adults and accompanied children.

## 9. ON ARRIVAL

Listen for announcements and follow the directions given, making sure to keep all your belongings with you. Motorists will be told when to return to their vehicles and directed off the ferry by marshals. Foot passengers will be advised which exit to disembark from and when.

On arrival in Jersey or Guernsey a minibus will take foot passengers from the ship into the terminal. Be sure to retain the landing card which you received along with your boarding card. In the EU formalities are minimal, but keep your passport handy just in case. Terminal facilities are similar to the UK with a cafe, toilets and tourist information office in the ports.

## TAKING CARS TO THE CONTINENT

Legal requirements for motorists vary from country to country. Always check with your travel, motoring organisation or insurance company prior to travelling. Information and essential motoring accessories required by European law are available from the motorists' shop at the port. However, please note: you must be able to provide evidence of ownership of the vehicle eg Certificate of Registration. If you drive a company car, a motoring certificate is required. Under Spanish law, you are required to have a 'bail bond' in event of an accident - this is generally included in your insurance, but do notify your insurer prior to travelling.

For further tips on motoring in Europe, visit our website at [www.portsmouth-port.co.uk/](http://www.portsmouth-port.co.uk/)



## TIME

Europe is one hour ahead of the UK and Channel Islands. In France cafes are open from approx. 0730 local time.

## GUNS AND AMMUNITION

All firearms, other sporting weapons and ammunition must be declared at the time of booking and may only be carried in accordance with company and DTLR requirements. Contact your ferry operator for further details.

## SECURITY

The provisions of the Aviation & Maritime Act 1990 are applied for your protection. This means passengers, luggage, cars and freight vehicles are liable to be searched on leaving the UK. Do not leave luggage/belongings unattended at any time.

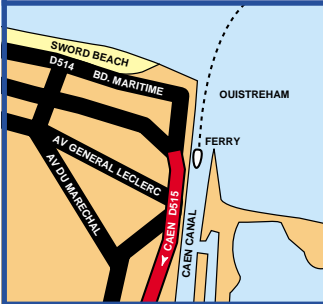
## BANNED SUBSTANCES AND ILLEGAL IMMIGRANTS

All the authorities at Portsmouth are extremely vigilant. On no account should anyone attempt to bring either banned substances or illegal immigrants into the UK through the port.

## DOGS AND CATS

The Pet Travel Scheme (PETS) allows pets from certain countries to enter the UK without quarantine as long as they meet certain conditions. It also means that people in the UK can take their pets to these countries and bring them back without the need for quarantine. Pet owners must make advance arrangements with the ferry company. For further information and advice contact +44 (0) 870 241 1710 or visit [www.defra.gov.uk](http://www.defra.gov.uk)

## ACCESS ROUTES



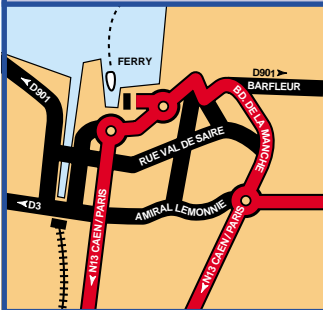
## CAEN



- FERRY OPERATOR: BRITANNY FERRIES
- CROSSING TIME: 6 HOURS. UP TO THREE SAILINGS DAILY

Birthplace of William the Conqueror, a lively university town with excellent food and fashion stores - steeped in history and close to the D-Day landing beaches. Ferries dock at Ouistreham, 10 km from the town and 30 minutes by bus No. 1 which runs at approx. 30 minute intervals from 0613.

## CHERBOURG STREET PLAN



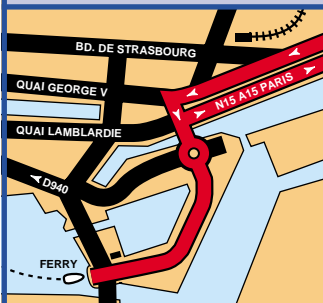
## CHERBOURG



- FERRY OPERATOR: P&O PORTSMOUTH
- CROSSING TIME: CONVENTIONAL FERRIES - 5 HOURS DAY, 9.5 HOURS NIGHT. ONE TO SIX SAILINGS A DAY
- SUMMER ONLY FAST FERRY SERVICE - 2 HOURS 40 MINUTES. UP TO THREE CROSSINGS A DAY
- FERRY OPERATOR: CONDOR AND COMMODORE FERRIES
- CROSSING TIME: 5 HOURS. SUNDAY SAILINGS SUMMER SEASON ONLY

Ferry port is close to the town centre. Attractions include the old quarter, shopping and the open air market. Nearest port to the spectacular scenery of Cap de la Hague. The fast ferry docks within a short walk of the town centre and a shuttle bus meets the conventional ferry for a 10 minute journey into the town.

## LE HAVRE STREET PLAN



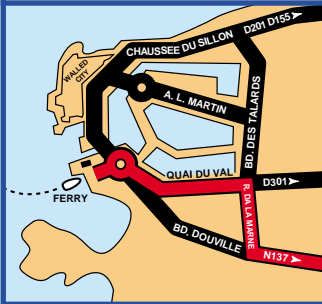
## LE HAVRE



- FERRY OPERATOR: P&O PORTSMOUTH
- CROSSING TIME: 5 HOURS 30 MINUTES DAY, 7 HOURS 30 MINUTES / 8 HOURS NIGHT. UP TO THREE CROSSINGS DAILY

A bustling international port and attractive modern town, nearest ferry port to Paris and convenient for a visit to historic Rouen. Attractions include numerous museums and restaurants. Taxi tours of the city and surrounding areas available. Bus marked 'Centre Ville' meets the ferries for a 10 minute journey into the town.

## ST MALO STREET PLAN



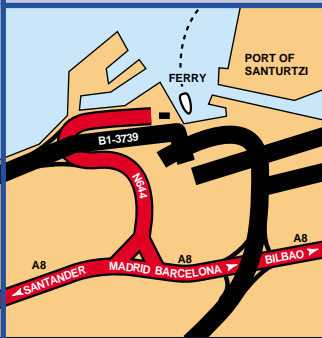
## ST MALO



- FERRY OPERATOR: BRITANNY FERRIES
- CROSSING TIME: APPROX 8 HOURS 30 MINUTES ONE SAILING DAILY

A picturesque walled town and fishing port, close to Mont St. Michel. Just the place to try regional specialities like delicious ultra thin crêpes (pancakes), excellent fish and seafood. Attractions include a casino and a big aquarium. The town centre is 5 minutes walk from the ferry port.

## ACCESS ROUTES



## BILBAO



- FERRY OPERATOR: P&O PORTSMOUTH
- CROSSING TIME: APPROX 35 HOURS. TWO SAILINGS A WEEK

The 14th century city of Bilbao boasts a wealth of diverse attractions. A beautiful historic quarter with Gothic flourishes has a maze of streets, restaurants, bars and shops while the dazzling architecture and exhibitions of the Guggenheim Bilbao museum continue the city's tradition in art.

## ACCESS ROUTES



## PORTSMOUTH



- FERRY OPERATORS: BRITANNY FERRIES, CONDOR FERRIES, P&O PORTSMOUTH
- DESTINATIONS: LE HAVRE, CAEN, CHERBOURG, JERSEY, GUERNSEY, BILBAO

A warm welcome awaits visitors to Portsmouth with world-class attractions and miles of stunning waterfront. Maritime history, castles, forts and museums make it one of the best places to explore the past of this sea-faring nation. A vibrant marina with shops, bars, restaurants and leisure facilities makes Portsmouth an irresistible destination for all ages.

## JERSEY

- FERRY OPERATOR: CONDOR AND COMMODORE FERRIES
- CROSSING TIME: OUTBOUND 10 HOURS, RETURN: 9 HOURS



Jersey is a beautiful unspoilt island, with glorious beaches, cliff top walks offering panoramic views, castles to explore, a wide range of VAT-free shops and top-class restaurants specialising in locally caught seafood. St Helier, the island's bustling capital, is only a few minutes walk from the harbour.

## GUERNSEY

- FERRY OPERATOR: CONDOR AND COMMODORE FERRIES
- CROSSING TIME: OUTBOUND 6 HOURS 30 MINS, RETURN: 12 HOURS 30 MINUTES



St Peter Port, the only town on Guernsey displays a charming mix of its French and British heritage, with the benefits of tax haven status. This means a good mix of English pubs, excellent restaurants and no VAT. The town itself is quite hilly and the island is charming. There are trips to the smaller island of Sark - where motor vehicles are banned.

### DRIVING IN THE CHANNEL ISLANDS

As in the UK: drive on the left, overtake on the right, give way to horses and agricultural machinery. When roads merge, neither lane has right of way. Instead, vehicles must take turns to filter into the road ahead. The speed limit is 35 mph in Guernsey and 40 mph in Jersey. Caravans are not allowed. If you have an accident, do not move the car. Phone the Police immediately on 999.

### HEALTHCARE

In Jersey, visitors can obtain advice and treatment at the morning clinic, Le Bas Centre, St Saviours Road, St Helier: 09.00 -12.00 on Monday, Wednesday and Friday (1st Oct -30th April), 09.30-12.00 Monday to Friday (1st May-30th Sept). The morning clinic service is free to UK residents. Non-UK residents must pay £14.00. Tel: 01534 616833. In an emergency, the A&E unit at the General Hospital is always open. Tel: 01534 622477. The number for the Princess Elizabeth Hospital in Guernsey is 01481 725241.

### DUTY FREE

Jersey and Guernsey retain their duty free status as they are outside the European Community, however you will need to present your boarding card when making purchases. The guidelines per adult to bring back to the UK is:

- 1 litre of spirits or strong liqueurs over 22% ABV or 2 litres of fortified or sparkling wine;
- 2 litres of still table wine;
- 200 cigarettes or 50 cigars or 100 cigarillos or 250 grams of tobacco;
- 60 cc/ml of perfume and 250 cc/ml of toilet water;
- £145 of other goods.

Passengers arriving in Portsmouth with larger quantities will have the opportunity to advise Customs at the red point.

For more information about the Islands' regulations, contact the Impôts Office, St Helier. Tel. 01534 833833.

# Portsmouth HARBOUR

Portsmouth Harbour is a world-class visitor destination offering a seaside resort and maritime heritage dating back hundreds of years.

The historic waterfronts of Portsmouth and Gosport have recently been transformed with the Renaissance of Portsmouth Harbour. New attractions in the harbour, forming part of the Millennium Commission funded renaissance, include:

- Gunwharf Quays, Britain's first world-class shopping and leisure waterfront destination with over 65 shops, more than 20 restaurants and an exciting programme of events, performances and street entertainment.
- More than 6 kilometres of promenades encircling the harbour waterfront links all aspects of the Renaissance of Portsmouth Harbour project.
- A 165 metre landmark Spinnaker Tower due to open in 2003, was chosen by public vote and will incorporate three viewing decks accessed by a panoramic lift.



HMS VICTORY



GUNWHARF QUAYS

- ACTION STATIONS - a futuristic Royal Navy experience includes a James Bond style movie, a 275 seat auditorium, plus hands-on high-tech exhibits and activity islands highlighting the role of the modern Senior Service.
- A museum of naval firepower, Explosion!, tells the story of firepower with state of the art multi-media and a unique collection of armaments.

Portsmouth has been the home of the Royal Navy for more than 500 years, with the Flagship Portsmouth heritage area at its heart. HMS Victory, the flagship of Admiral Lord Nelson, stands alongside HMS Warrior 1860, Britain's first iron-class battleship, the Royal Naval Museum and the remains of Henry VIII's 16th century warship, the Mary Rose, which were raised from the sea in 1982.

As well as its great maritime heritage, Portsmouth Harbour has a great deal to offer including the popular resort town of Southsea, with four miles of seafront promenade along the shores of the Solent. And in the evenings the city offers entertainment, nightlife, restaurants, theatres, cinemas and concert venues with many special events throughout the year.

The city was home to Sherlock Holmes's creator, Sir Arthur Conan Doyle, and Charles Dickens. The D-Day Museum recalls the invasion of Europe in 1944 when thousands of Allied troops sailed from Portsmouth.

For more news of the developments around the harbour and comprehensive information on what's happening, from maritime events to attractions and accommodation, check out the website [www.portsmouthand.co.uk](http://www.portsmouthand.co.uk) or telephone (023) 9283 4812.

## INFORMATION DESK

Open from 0530 to 2400 every day and longer when ferries require.

## FACILITIES FOR PASSENGERS WITH DISABILITIES\*

Disabled facilities are clearly signposted and are situated in the main terminal and close to the car lanes. Easy access public telephones are also available in the main terminal.

## TICKET OFFICES

All ferry companies have offices in the main concourse but tickets must be purchased at least 45 minutes before the published sailing time.

## REFRESHMENTS

The passenger terminal and travel centre have several refreshment facilities that serve hot and cold drinks and a selection of continental snacks. There is a licensed bar within the main terminal and a short walk from the terminal building is the port owned pub, The New Rudmore Cellars. Both sterling and euro notes are accepted.



## GIFT SHOP

Sells newspapers, confectionery and other useful items. Both sterling and euro notes are accepted.

## CHANGE

Main terminal: Thomas Cook is open 0600 to 1000 and 1100 to 2300 most days. Travel centre: Intercash is open 0600 to 2230 daily.

## CASHPOINT

This is adjacent to the bureau de change in the main terminal.

## TELEPHONES

Coinbox, phone card and credit card pay phones are situated in the main concourse. Two free phones are available (one for dialling France, one for the UK) with numbers for hotels, restaurants, car hire and taxis.

## LEFT LUGGAGE

Located at the information desk.

## LOST PROPERTY

Contact the security office in the main terminal.



## PHOTO BOOTH

Available in the main terminal near the security office.

## FIRST AID ROOM

Access can be arranged via the ferry port control office if required.

## BABY CARE

There is a changing room in the main terminal. Nappy changing facilities are provided in toilets in various locations. Breastfeeding mothers are welcome.

## PARKING

Short and long term parking is available, with plans for expansion in 2002.

## TAXIS

There is a taxi rank outside the main terminal or call a cab from the free phone inside the building.

## BUS SERVICE

There are regular buses to Portsmouth Harbour and Portsmouth and Southsea train stations during the main summer season.

## TOILETS

Situated in the terminal building, travel centre and close to the berths where you board the ferry.

## POSTAL SERVICES

There is a post box just outside the main terminal. The Thomas Cook bureau de change sells stamps.

## THE TRAVEL CENTRE

This is at the end of the boarding lanes where you park prior to passing through the controls. It provides a cafeteria, motoring and gift shops and money changing service.

## MEETING CAR ARRIVALS

If arranging to meet people arriving by ferry with their car, advise them to take the exit for the City Centre, then turn back into the port and use the short term car park, so you can meet in the main terminal.

\*Also see page 3

Portsmouth Continental Ferry Port gives excellent access to the UK motorway network, while its seven destination ports are well placed for the autoroutes and main links. Follow these guidelines to make your journey as smooth as possible.

## UK EXPORTS

### BEFORE YOU LEAVE YOUR DEPOT

- Ensure both the port authority and the ferry company have been notified about any **DANGEROUS SUBSTANCES** or **HAZARDOUS CARGOES**.



### WHEN YOU ARRIVE AT PORTSMOUTH

- Your vehicle will be weighed and you will be given a PINK port security card.
- Park in the marshalling lane as directed, complete your PINK card and take it, together with any dangerous substances documentation, to the ferry company freight office where you will be given a boarding card.
- Join embarkation lanes as directed by marshalling staff. Hand in your boarding card (and freight control card if shipping with P&O Portsmouth) as you board the ferry.

## IMPORTS INTO THE UK

### BEFORE LEAVING THE CONTINENT

- Collect your tickets from the Freight Office. You will need the back page of your ferry ticket as a gate release pass at Portsmouth.
- Ensure the ferry company has full details of any **DANGEROUS SUBSTANCES** or **HAZARDOUS CARGOES**.

### ON ARRIVAL AT PORTSMOUTH

- Follow the exit sign to Passport Control.
- Stay in your vehicle until you reach the front of the queue.
- If selected for examination by Customs, please observe the officer's instructions.

You are now free to drive out of the port. The back page of your ferry ticket will be collected as a gate release pass.

## REMEMBER...

- Arrive in good time for your ferry - at least two hours prior to sailing.
- The whole port is a security area - so carry identity papers at all times.
- On no account should drivers or passengers attempt to bring illegal immigrants into the UK through the port.
- Speed limits in the UK are shown in miles per hour.
- In the UK major roads always have priority. Drive on the left!
- Weekend travel for trucks is not restricted in the UK.

## SPECIAL FREIGHT FACILITIES

### EASY PARKING

We've extended our lorry park by six hectares to accommodate over 500 freight vehicles. Additional off-port parking is available five miles to the north, at Truckstop (M27/A27 east, junction marked A2030 Southsea).

### ROUND THE CLOCK BACK-UP

Stevedoring services include transshipments, re-stowing, storage, trailer-stacking, mechanical and engineering assistance.

### COLD STORAGE

Refrigerated trailers can plug into the port electricity supply. Please ask for this facility on arrival.

### SELF WEIGH FACILITY

Free of charge.

### REST ROOM

The rest room is open 24 hours a day, seven days a week and offers food/beverage vending facilities, TV, telephones, games and separate washrooms - with showers for men and women.



## BY ROAD

Portsmouth has the best road connections of any UK Channel ferry port and is nearer to central London than Dover or the Channel Tunnel. And the opening of the Newbury by-pass means faster access for those travelling from the Midlands, North of England and Wales. An exit road gives cars and coaches direct access to a northbound slip road on to the M275 plus easy access to central Portsmouth.

## BY TRAIN

There are frequent train services between Portsmouth and London Waterloo: the journey takes 85 minutes. Services to London Victoria pass through Chichester, Brighton and Gatwick. Services to Cardiff pass through Salisbury and Bristol. Portsmouth & Southsea train station is a short bus or taxi ride from the port.

## BY COACH

There are direct services from the port to Heathrow and Gatwick airports and London Victoria Coach Terminal. Change at London Victoria for all major towns and cities.



# LAYOUT OF PORTSMOUTH CONTINENTAL FERRY PORT

## DISTANCE BY ROAD FROM PORTSMOUTH

BIRMINGHAM	226 km	141 miles
BRISTOL	155 km	97 miles
CARDIFF	227 km	142 miles
LIVERPOOL	374 km	234 miles
LONDON	112 km	70 miles
GATWICK	136 km	85 miles
HEATHROW	109 km	68 miles

**KEY**  
 CARS  
 FREIGHT

