

Brittany Ferries

Autism and travelling with Brittany Ferries





What to expect

Thank you for choosing to travel with Brittany Ferries. We have created this booklet in order to help you familiarise your child with ferry travel.

At Brittany Ferries, we appreciate how difficult and intimidating travelling can be for a child on the autistic spectrum. As ferry travel will differ from your child's day-to-day routine, we want to help them understand and familiarise themselves with our ports, ships and procedures before they travel.

We have broken down the process into clear, easily digestible sections which you and your child can work through both before and whilst you travel. Each step of the journey contains picture-specific examples of what to expect, complete with I-Spy section to take their minds off any potential stress points such as waiting to board.

At the end of each section, we have included a small area where your child is able to write down any worries or questions they have. If you find that there are perhaps questions that you can't answer or on which you would like more information, please don't hesitate to call us on **0330 159 7000**, or **+44 330 159 7000** if calling from Ireland - we're more than happy to help.

Thank you once again for choosing Brittany Ferries and we hope you have a very pleasant sailing.



Brittany Ferries

Welcome

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www.brittanyferries.it

Brittany Ferries

Brittany Ferries

CHECK IN

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Arrival at the port

Welcome to our Brittany Ferries port, you'll see lots of things when you first arrive here. There will also be lots of other vehicles around you who are also getting ready to board one of our ships.

If you can see any of these, then tick the boxes:

- Members of staff dressed in orange clothes
- Check-in booths
- Queues of other vehicles checking-in

How do you feel about arriving at the port?





Checking in for your sailing

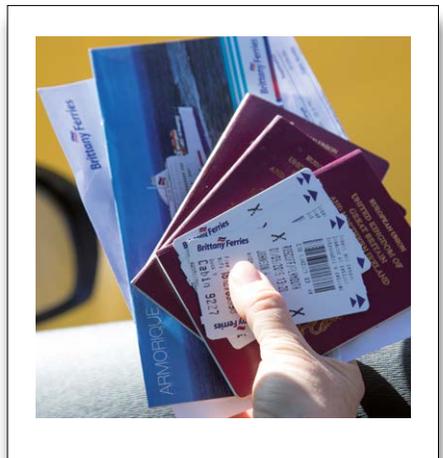
At the the check-in booth, you will hand over your passports and tickets to our member of staff. Once we have checked them, we'll hand them back along with a few other bits of paper, such as leaflets and sometimes a magazine.

We'll give you a boarding card to hang on your car mirror and then give you instructions as to where to go next. This will be into another queue of vehicles, all of which are waiting to go through security.

If you can see or have heard any of these, then tick the boxes:

- Check-in booth
- Check-in member of staff
- Your passport and tickets
- Your boarding card
- Directions telling you where to go next

How do you feel about checking in?





Welcome on board



Please switch off your car alarm and apply your handbrake once on board.
Do not remove until past immigration control in your arrival port.

Veuillez désactiver l'alarme de votre véhicule et serrer le frein à main une fois que vous êtes à bord.
A retirer uniquement après les contrôles frontières au port d'arrivée.



Security checks

Going through security might sound a daunting experience, but it's one of the most important parts of getting ready to sail, making sure everyone is safe when on board the ferry.

Sometimes one of the security staff members will direct your vehicle to be searched. This is completely normal; they just want to ask you a few questions and check your vehicle. Again, this is to make sure that you, your family and everybody else on the ferry is safe.

If you are directed over to one side, you may be asked to step out the vehicle for a short time whilst the security agents do their checks. Sometimes, you'll have to go through a walk through metal detector before getting back into the car.

If you can see or have heard any of these, then tick the boxes:

- Security staff
- Security staff asking questions
- Other vehicles being checked
- Police officers and specially trained dogs
- Walk through metal detectors
- The machines beeping

How do you feel about going through security?



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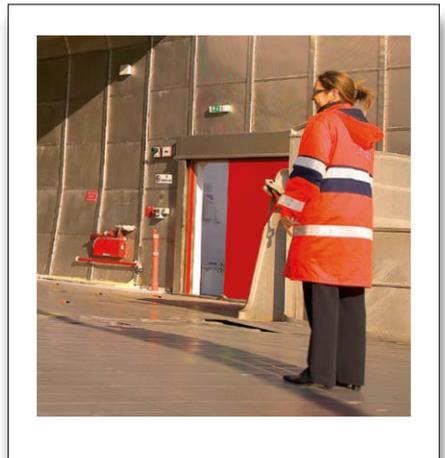
Waiting to board

Now that you've checked-in and gone through security, you'll have to wait a little longer in some more queues of traffic before you board. This may take a little while, so it's a good idea to bring something with you to keep you entertained during this time.

Why not take a look out of the window to see what you can see or hear and then tick the boxes:

- Cars
- Lorries
- Caravans
- Motorbikes
- Coaches
- Motorhomes
- Staff members wearing high-visibility clothes
- Other ships
- Electronic signs
- Tannoy announcements

How do you feel about waiting to board?





Boarding the ship

Thank you for your patience, it's now time to board the ship. You will be called forward by a member of our staff and directed towards the ship. To get on board, you'll drive up a ramp and into the ship's car decks.

On the car decks there will be lots of activity and noise. There'll be other cars and lorries boarding at the same time which are being directed by the loading officer and his crew, who are wearing orange clothes again (we like orange!)

Once you're guided into your parking spot, it's time to make your way to the upper decks via a stair case or lift. There will still be lots of people, cars and noise at this time. If you have ear defenders, maybe you would prefer to use them to cut down on noise and confusion.

Maybe you would like to bring a favourite toy or pillow on board with you.

Did you see or have you heard any of these, then tick the boxes:

- The boarding ramps
- The loading officer
- Other vehicles boarding the ship
- Members of crew directing people where to go
- Any announcements
- Any bells or sirens (these are all very normal)
- The staircases and lifts to the upper decks

How do you feel about boarding the ship?



✓ **TOP TIP**

Booking a cabin, even on a day sailing, can be beneficial as it provides somewhere quiet and peaceful to relax.



On board the ship

Welcome on board! It's now time to enjoy all the great facilities on offer, such as shops, restaurants and cinemas.

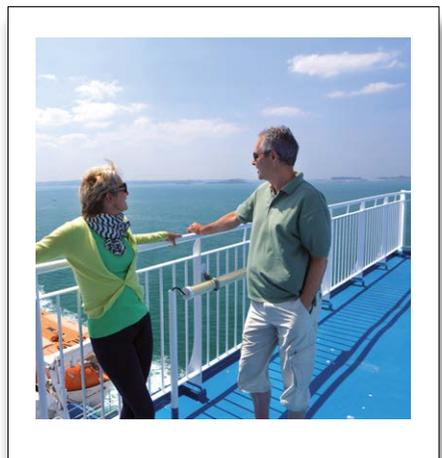
You'll see our crew all around the ship, who are all ready to help you if you need it. There will also be lots of other passengers around. You might even have a cabin booked, so you'll have to check the map of the ship we gave you at check-in and find your cabin.

At the beginning of the sailing, there will be a lot of announcements, these can be quite loud but they contain important information such as security advice. These will eventually become less frequent until the ship is approaching your arrival port.

Being at sea means that sometimes the ship will sway a little bit from side-to-side; this is normal and all part of travelling by sea.

If you can see or have heard any of these, then tick the boxes:

- Crewmembers
- Other passengers
- Shops and restaurants
- Cabins
- Any announcements
- The sea and other outside decks
- The rumbling and vibrating of the engines



How do you feel about your time on board the ship?



Arrival at your destination

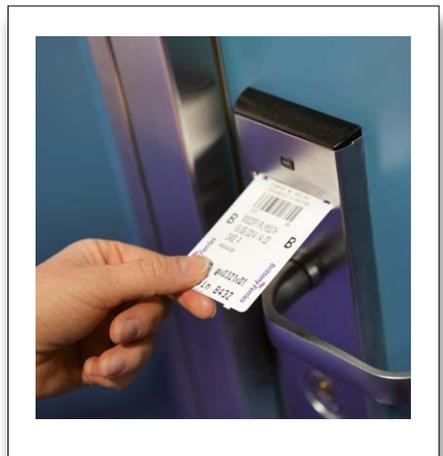
30 minutes before arrival, there will normally be an announcement asking you to vacate your cabin - this is to help us prepare for our next sailing. But don't worry, if you need to stay in you cabin for longer, just let our crew at the information desk know.

After this, there will be lots of announcements again, giving information and advice about the arrival. If you're on an overnight sailing, there will be some music played into your cabin in the morning to help wake you up.

Eventually you will be asked to return to your vehicle on the car decks, you'll go down the same way you came up - via the stairs or lift. It may be quite busy during this time; please let our crew know if you'd like to wait a little until the crowds have gone. Once safely back in your vehicle, there might a bit of a wait until you exit the ship. Sometimes we've got over 600 vehicles to disembark.

If you can see or have heard any of these, then tick the boxes:

- Can you see the coast or any land?
- Any announcements (or wake up music)
- Crew members
- Other passengers getting ready to disembark
- Stairs or lift back to the car deck





IMPORTANT
ONE LOBBY AT A TIME
ON THE LINKSPAN
IN BOTH DIRECTIONS & LA FISS
SUR LA PASSERELLE

KL03 EPH

X583 EPH

X569 CCJ

PT03 EVD

Disembarking the ship and passport control

Now it's time to drive off the ship and towards passport control. If you're arriving into a big port, it might be busy with other vehicles disembarking or boarding other ships. This means that sometimes there will be queues before you can continue your journey.

Once you arrive at the passport control booths, you'll be asked to take off any hats or sunglasses so that the staff can see your face. Like when you checked-in, you'll hand over your passports - this is when the member of staff will check that you're the person on your passport - so it might seem like they're staring at you, but this is normal.

As soon as the checks have been done (it should only take a few moments), you'll be free to exit the port and continue your journey. Thanks for travelling with us; we hope you enjoyed your sailing!

If you can see or have heard any of these, then tick the boxes:

- Any announcements
- Car engines
- Any alarms or sirens
- Other cars and lorries disembarking

How do you feel about disembarking the ship or passport control?





Brittany Ferries