

TravelWatch- **ISLE OF MAN**

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Representing and promoting the interests of Isle of Man Passengers

INFORMATION BULLETIN 12 - October 2008

TRAVELWATCH NEWS:

1. A **Supporters' Meeting** was held on 8th September. The next will be on Monday January 12th at the National Sports Centre at 19.30 hours. These evening meetings provide an opportunity to exchange views on travel matters in an informal atmosphere.
2. Our next **Public Meeting** is on Saturday 8th November at the Villa Marina from 10.30-13.00.
3. The TravelWatch-*Isle of Man* submission to the **Bus Timetable Review** was published in July and is available on the MEDIA section of our website. This can be downloaded by clicking on <http://www.travelwatch-isleofman.org/html/media/html> A brief summary, highlighting our call for better bus services to the hospital, appeared in the September edition of Manx Tails and our chairman was interviewed on this topic by Manx Radio.
4. A full page update on the work of TravelWatch-*Isle of Man* was published on page 61 of the October issue of Manx Tails.
5. TravelWatch has expressed its concern at the formula which enabled the Steam Packet Company to double its passenger **Fuel Surcharge** from 1st September. This again attracted media interest.
6. Our Passenger Information Sheet on How to raise **Compliments and Complaints** is now available on the USEFUL INFORMATION section of the website. This can be downloaded from http://www.travelwatch-isleofman.org/html/passengeruseful_information.html

INFORMATION FOR PASSENGERS:

1. For the winter the *Ben-my-Chree* will again provide weekend daytime sailings to **Birkenhead 12 Quays** with coach connections to/from Liverpool Pier Head -starting on Saturday 8th November.
2. The **Heysham-Lancaster rail service** will reduce to one train per day from 8th December. This will depart Lancaster at 12.28 and leave Heysham Port at 13.15 but the train will run through from/to Leeds. Passengers travelling to the Island will need to be at Lancaster about an hour earlier than previously and those travelling onwards in UK will have a longer wait for the train and probably make later connections for onward journeys.

MEMBERSHIP and SUPPORTERS:

TravelWatch is keen to increase our membership and supporter base. **A4 posters** about our work suitable for display on noticeboards are now available – please let us know if you would like one. We also have **Membership Application forms** (minimum donation £10) which are available from our Treasurer Paul Moncaster http://www.travelwatch-isleofman.org/html/contact_us.html Please do encourage your friends and colleagues to join us.

WEBSITE:

Our website <http://www.travelwatch-isleofman.org> remains the main information resource for passengers with its links to operator and other websites as well providing our popular Passenger Information Sheets. These are also available in the Welcome Centre at the Sea Terminal and local libraries on the Island. Look out for the new sheet covering Heysham and Blackpool which is now being prepared.