

TravelWatch- **ISLE OF MAN**

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Representing and promoting the interests of Isle of Man Passengers

INFORMATION BULLETIN 10 - April 2008

1. **Supporters' meetings** were held on 18th February and 7th April. These meetings are an important opportunity for briefing supporters on developments and for listening to their current concerns.
2. **Our first AGM** took place on Saturday 1st March immediately before our second public meeting. This enabled us to adopt a constitution – a copy of which is on our website – and to elect officers and committee for the next year.
3. **Our second public meeting** was a lively event with excellent public participation. Steve Howson, Head of Buses, and Andrea Hayes from Flybe both gave short interesting presentations and then took many questions. Andrea Hayes stayed on after the meeting and spoke to a number of people about concerns. Providing opportunities for passengers and operators to discuss concerns is a key objective of TravelWatch and it is encouraging to see this starting to occur.
4. There was an update on **Steam Packet issues** at the meeting. TravelWatch was also well represented at the public hearings of the Tynwald Select Committee when the Steam Packet and Department of Transport gave evidence.
5. During a Manx Radio “Talking Heads” discussion with Euromanx, Flybe and TravelWatch representatives, Euromanx made an offer for the Office of Fair Trading to consider the costs of their **credit card charges** – an offer being followed up by the OFT. The programme arose from an OFT report into the credit card charges of the various travel operators.
6. In the UK the Department for Transport has announced that Passenger Focus – the former Rail Passengers Council – would be taking on responsibility for **representing Bus passengers**.
7. TravelWatch Isle of Man has prepared a submission to the **Bus Timetable Review** that we will be publishing in due course.

Passenger Information

1. Our website www.travelwatch-isleofman.org now includes summary information for passengers from the Island traveling to London, Birmingham, Manchester and Liverpool.
2. EuroManx are now operating from Terminal 3 at Manchester.
3. Manx2.com have added a daily service to East Midlands
4. Flybe are now offering a Saturday summer service to Newquay which continues on to Jersey. They have also installed self-check-in machines at Ronaldsway.
5. The Steam Packet have again chartered the Stena Caledonia to boost weekend capacity during the TT period.

TravelWatch excursion

On Sunday afternoon 25th May we are organising our first **social event** for supporters and friends. This will be an afternoon trip on the classic excursion ship Balmoral from Peel to the Calf of Man and calling at Port Erin on the way back. The ship sails at 2pm and should be back in Peel around 5pm. To join our party please contact Steve Hamer - SHamer@aol.com or 01624 877814 and tell him how many places you would like. Tickets are £16 (seniors £14) Children (5-17) £8 and under 5s are free (but need a ticket). If our party is large enough, approximately 10% of the ticket price will go to TravelWatch funds. Steve will collect your fares (exact cash please) on Peel breakwater at 1.40pm before you board the ship.