

# Connections and stopovers

**C**onnections and stopovers are breaks between parts of a single trip where travellers get off one means of transport and get on to another in a short or reasonable time (**connection**) or over a longer time up to a few days (**stopover**). In water transportation, connections are especially linked to ferry companies which provide a wide choice of scheduled services to many destinations on their main routes.

Individual travellers can plan itineraries buying convenient “multi leg” or “round trip”



ferry tickets, they can carry cars or campers or can make a hotel reservation in the main ports of call or in the surrounding areas. Stopovers are sometimes convenient because only a small extra charge is charged when the multi leg ferry ticket includes transportation and accommodation operated by the same company. Cruise ships have fixed stopovers at every port of call.

When making an online reservation, travellers will be asked to follow this procedure:

- **Route:** choose route, dates and company;
- **Quotation:** indicate number and age of passengers, accommodation (seat or cabin), vehicle details;
- **Personal information:** name, surname, date of birth, address of the passengers, contact number and email address;
- **Payment;**
- **Confirmation:** a booking reference number is given on the screen and confirmed by email.

**OPERATOR**

## Timetables/Departures/Arrivals

*When would you like to leave? / Where do you want to arrive?*

*Where would you like to board? The nearest port is...*

*There is a ferry leaving from... at.../arriving at...*

*The crossing takes... / The cruise is... days long.*

*There is a connection to... at...*

*The service operates every day from Mon to Sat.*

*Here is a brochure, the itinerary in on page...*

## Passengers/Vehicles

*Are you travelling in a car or camper? How long is it?*

*Are you a foot passenger?*

*How many people are travelling with you?*

## Accommodation

*As to accommodation I can suggest an inside/outside cabin...*

*I'll check immediately with the company.*

## Fares

*There are some special tariffs applicable to some crossings.*

*There are special reductions for children.*

*The outward/inward crossing is...*

**CUSTOMER**

## Timetables/Departures/Arrivals

*I would like to go to/to leave on/to come back on...*

*Can you give me some information about sailings and rates?*

*Is/are there any day/night crossings?*

*How long does the crossing take?*

*How many sailings are there every day to...?*

*On which days does the crossing not operate?*

*What is the latest boarding time for passengers?*

*Is there a connection to...?*

*Where can I see the day by day itinerary?*

## Passengers/Vehicles

*The camper is 6m long and 2m high.*

*I am a foot passenger.*

*We are... adults and... children.*

## Accommodation

*We need an inside/outside cabin with... beds*

*Is there availability for...?*

## Fares

*How much does it cost? Are there any reductions?*

*How much is the cheapest fare for a car and a driver?*



1 Look at this timetable and complete the text. Then, listen to the dialogue to correct it.

CONDOR FERRIES: CHANNEL FERRIES Monday-Sunday							
Route	Dept.	Arr.	Time	Route	Dept.	Arr.	Time
Portsmouth-Cherbourg	08:45	11:55	3h 10m	Poole - Jersey	03:00	07:30	4h 30m
Portsmouth-Cherbourg	09:55	13:10	3h 15m	Poole - Jersey	04:00	08:30	4h 30m
Portsmouth-Cherbourg	11:00	14:10	3h 10m	Poole - Jersey	19:30	00:00	4h 30m
Portsmouth-Cherbourg	21:25	00:35	3h 10m	Poole - Jersey	20:30	01:00	4h 30m
Cherbourg-Portsmouth	12:05	15:15	3h 10m	Jersey - St Malo (France)	09:00	11:20*	1h 20m
Cherbourg-Portsmouth	18:45	21:55	3h 10m	St Malo (France) - Jersey	08:00*	08:20	1h 20m
Cherbourg-Portsmouth	19:55	23:10	3h 15m	St Malo (France) - Jersey	17:15*	17:35	1h 20m
Cherbourg-Portsmouth	21:05	00:35	3h 30m	Jersey - Poole	15:00	19:30	4h 30
Cherbourg-Portsmouth	22:15	01:45	3h 30m	Jersey - Poole	19:15	23:45	4h 30m

\*Local time: France +1 GMD

**Tariffs:** Jersey-St Malo one way £11

- Return £20
- Daily return £95 (car plus four passengers included)
- Car £15 (one way)

**Tariffs:** Poole-Jersey/Portsmouth-Cherbourg one way £65

- Return £120
- Special return tariff £420 (car plus four passengers included)
- Car £30 (one way)

**Children** (2-12): 20% reduction on all routes



**Customer:** Excuse me, I would like to travel to Cherbourg tomorrow. 1. .... do you leave?

**Staff:** To Cherbourg there are three departures in the morning and one 2. ....

**C:** What time do you leave in the morning?

**S:** At 3. ...., 9:55 and at 11:00.

**C:** Fine, I would like to come back in the evening the same day. Is there a 4. ....?

**S:** Certainly sir, you can return by the 18:45 or 19:55 sailings. There are also two night crossings at 21:05 and 22:15.

**C:** We are four 5. .... plus a car. How much does it cost all together?

**S:** The return ticket is £120 per person, the car is £60 return. There is a special offer on 6. .... tickets: £420 four passengers and a car instead of £540.

**C:** Great, it sounds a good offer.

**S:** 7. .... now?

**C:** Yes, please. Can you tell me again the morning 8. ....?

**S:** Certainly, sir. There are ferries at 8:45, 9:55 and 11:00.

**C:** I think 8:45 would be OK, the return time might be 19:55 or 21:05. It makes no difference.

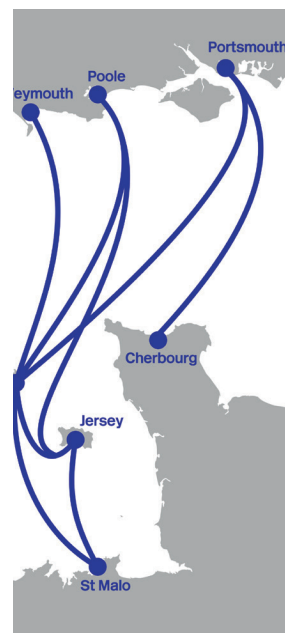
**S:** Let me check the 9. .... Yes, there are seats available for the 8:45 ferry in the morning, and for the 19:55 ferry. On the night ferry departing at 21:05 there are seats available, but there's no availability for 10. ....

**C:** It's OK. What time does the 19:55 ferry arrive at Portsmouth?

**S:** At 23:10. So ... return tickets to Cherbourg, four adults plus a car for tomorrow, departure 8:45, return 19:55. Here are your tickets. The total is 11. ....

**C:** Can I pay by 12. ....?

**S:** Certainly, sir.





**2** You work for Condor ferries in Jersey. Answer these customers' requests.

1. How many daily sailings are there to Poole?
2. Are there morning departures to Poole?
3. What time does the 8 o'clock ferry from St Malo arrive?
4. How long is the crossing to St Malo?
5. What time does the 3 pm Ferry to Poole arrive?
6. Are there any reductions on adult return tickets to St Malo?
7. How much is a one way ticket for two adults and a car to Poole?
8. How much is a return ticket for 2 adults and a child plus a car to St Malo?
9. Are there any sailings to Cherbourg?

