



## Herm Marine Services Ltd Isle of Herm Ferry Frequently Asked Questions (FAQ's)

How many seats are on the Isle of Herm?

The Isle of Herm Ferry has a total capacity of 70 seats, with 42 indoors and 28 on the upper deck.

How long is the journey between Guernsey and Herm?

The sailing time between the islands is 15 minutes each way

How often does the Isle of Herm sail

The ferry sails daily, except Christmas Day, with between four & eight return sailings, dependent on time of year. Please check our [BOOKING SYSTEM](#) for the current timetable. All sailings are subject to weather and tidal conditions



What price are ferry tickets?

Adult - £16 return / Child - £8 return / Infant - £1.50 return

All fares include a £1 / per person States of Guernsey landing tax charge.

(Promotional fares may be applied for certain events)

Where does the ferry depart from?

All Guernsey departures are from the Inter-Island Quay at St Peter Port Harbour (see map at bottom of page). Herm departures are either from Herm Harbour three hours either side of high tide or from Rosaire Steps three hours either side of low tide. Rosaire Steps is a 5/10 mins walk south of Herm Harbour. A schedule of departure points can be found in the downloads section at the bottom of the '[How To Get Here](#)' page on our website

How do I purchase a ferry ticket?

For your convenience and to avoid queues, ferry tickets can be purchased online via our website [www.herm.com](http://www.herm.com). Select the 'Isle of Herm Ferry' button at the top of the page, and you will be taken to our ticketing site

Do you accept cash payments?

As the ferry capacity is limited to 70 seats, we offer online tickets only to monitor passenger numbers. We are unable to accept cash payments for chance customers as there is no guarantee of availability on return sailings

Your booking system takes payment via PayPal, I don't have a PayPal account, what do I do?

A PayPal account is NOT required to book tickets. Once you have clicked on the PayPal button to make payment, select the "Pay by Debit or Credit Card" button and you will be directed to enter your card details

Your system asks for my mobile number, is this mandatory?

Whilst it is not mandatory to enter your mobile number, it is advisable as we contact all customers by text and email if we have to amend/cancel sailings due to weather and tidal conditions

I booked my ticket online but didn't receive an email confirmation what should I do?

Please check your junk mail or spam folders as sometimes they can be sent there. If you still have not received it, please email [ferrytickets@herm.com](mailto:ferrytickets@herm.com) and a member of our team will resolve this for you



How do I board the Isle of Herm?

Please be at the departure point in plenty of time prior to sailing. Please also have your email confirmation available either printed or on your mobile or other device for the crew to check prior to boarding

What happens if any of my sailings are cancelled?

If a sailing is cancelled or amended, you will receive a text message and an email advising you of any changes. You will then receive a follow up email giving you the option to book an alternative sailing or request a refund

When will I be updated about sailing amendments/cancellations?

If there is likely to be disruption to sailings, we will advise all customers by text and email at around 4pm the day before the sailing. An additional text message will be sent the following morning if conditions have changed since the previous day. Our website is also updated daily with sailing updates.

I am unable to make my sailing and need to cancel, is there a cancellation fee?

No, there are no cancellation fees. Simply email [ferrytickets@herm.com](mailto:ferrytickets@herm.com) and a full refund will be issued

I have booked a sailing, but something has come up and I need to change, how do I do this?

If you need to change your sailing, select the 'Manage my Booking' link at the bottom of your email confirmation. This will allow you to login with your order number and book another date/time

I am staying at The White House Hotel or Herm Holiday Cottages; do I need to travel on any specific boats for my luggage to be collected?

No, we offer a portering service for luggage on all Isle of Herm sailings

What is the luggage limit for guests staying in The White House Hotel or Holiday Cottages?

Due, to the limited size of the Isle of Herm, all passengers staying in Herm are permitted a maximum of TWO items of luggage per person with a combined weight of no more than 40kgs

Are dogs allowed on the Isle of Herm?

Dogs are welcome on board. They must always be kept on a lead.

What fuel does the Isle of Herm use?

As part of ongoing initiatives to improve Herm Island's carbon footprint, the Isle of Herm is proud to partner with Rubis and use RD100 fuel, which is clear, odourless, and made from 100% renewable sources such as vegetable oils from rapeseed, sunflower, and soybean. We are the only ferry service in Channel Islands to use RD100 fuel.

Can I hire The Isle of Herm for a private charter service?

Yes - The Isle of Herm is available, subject to schedules, for exclusive hire and can provide a bespoke service for up to 70 guests. Please contact the Herm office t: 01481 750000

***For your safety and safety of the crew, we strongly recommend you remain seated during the 15-minute journey.***

***All passengers and crew are fully covered by public liability insurance for up to £500k as per States of Guernsey guidelines.***

### The Inter-Island Quay

The Isle of Herm ferry departs from and returns to The Inter-Island Quay on St. Julian's Pier which runs alongside North Beach Car Park in St Peter Port. Go past the White Rock Café and Sark Shipping Office and you will see a ramp leading down to the pontoon which services all Herm & Sark ferries.

