

ORKNEY RESIDENT DISCOUNT SCHEME TERMS AND CONDITIONS

- The Orkney Resident Discount Scheme (RDS) applies to anyone whose permanent/main residence is in Orkney. It does not apply to second or holiday homes.
- By applying to take part in the scheme you hereby accept the outlined terms and conditions.
- To register for your resident discount, you must complete an application form and provide proof of residence. One item of validation is required per applicant and documents should be dated within six months of the date of application.
- Please provide one of the following documents as proof of residence:
 - Council Tax Bill
 - Driving or Provisional Licence
 - Bank Statement
 - National Concession Scheme Letter
 - National Insurance Letter (16-17 year olds)
 - Young Scot Letter (16-17 year olds)
- Applications can be completed via the form on our website www.pentlandferries.co.uk/rds , by email to rds@pentlandferries.co.uk or by posting an application form along with supporting documentation to; Orkney Resident Discount Scheme, Pentland Ferries, Pier Road, St Margaret's Hope, Orkney, KW17 2SW. Applications cannot be made in person.
- Please allow up to 7 working days for your application to be processed. This should be taken into consideration before making a booking where resident discount is required.
- Once your application has been accepted, you will receive your RDS number via the email address provided or via post if an email address is unavailable.
- Passengers will be required to provide their RDS number when making a reservation by telephone and online.
- Resident discount applies to the following fares: passengers (adults and children), motorbikes, cars, motorhomes under 5m and small vans under 5m.
- Resident discount does not apply to bookings made on a credit account.
- It cannot be used in conjunction with any other discount unless otherwise specified.
- The RDS discount cannot be applied to the purchase of gift vouchers. If you are using a gift voucher and are a member of the scheme we are unable to refund any difference in fare.
- On successful completion of your account any future bookings you have already made will have the discount applied and a refund will be processed for the

difference in fare. Please allow 7 working days for this to be refunded back to the card used to make the original booking.

- Any information held on our database will be used in accordance with the Data Protection Act (1998) for the purpose of managing your account.
- Passengers using RDS may be asked to provide photographic ID at check-in or onboard. Failure to provide photographic ID, if requested, may result in an increase of fare and a suspension of the RDS account.
- If you are found to be abusing the Resident Discount Scheme by booking discounted travel for non-eligible individuals, you will be required to pay back the discount claimed and the company reserves the right to withdraw the resident status on your account.
- Our Privacy Policy is available on www.pentlandferries.co.uk.
- Any changes to personal details such as change of name or address should be notified immediately to rds@pentlandferries.co.uk.
- The discount will be applied when you make a booking via our website or by telephone on presentation of your RDS number.
- Eligible individuals over the age of 16 in the same household must complete separate application forms. All applicants 16 years old or over will receive their own unique RDS number.
- Students who are studying away from home need to provide a copy of their student card and inform us of the expected length of their studies, along with their proof of residence.
- There is no restriction on the number of trips per eligible person.