

Skellig Falcon – Terms and Conditions 2025

These terms and conditions ('Booking Terms') are between Skellig Falcon (referred to as 'We'/'Us'/'Our') named in the booking confirmation and the person(s) making the Booking ('You/Your').

These terms are for the provision of tour services ('Trip(s)') by us to you.

Reference is made throughout this document to the Office of Public Works ('OPW') who control access to Skellig Michael and determine when and if landings by the public are allowed.

By making a booking, you are deemed to accept and agree to be bound by the terms and conditions described here.

Please make sure that you have read our general health and safety policies which can be found on our website:

<https://www.skellig-falcon.com/health-and-safety-onboard/>

If you are making a landing trip on Skellig Michael, you should also read and take note of the additional safety information which can be found on our website here:

<https://www.skellig-falcon.com/visiting-Skellig-Michael/>

By making a booking with us for a landing trip on Skellig Michael, you agree to comply with these additional terms and conditions given in this document and given on our website.

These additional terms and conditions refer to visitors' health and fitness and suitability of clothing/footwear and equipment. These terms and conditions are important for your safety and well-being on the island.

Please note that we will require you to confirm that you are fit to make a landing, are properly clothed and equipped to do so, and that you have reviewed and understood the additional safety information before your departure.

Making and paying for a booking with us

Bookings are made and a contract between you and us comes into effect when we accept a booking from you.

You must be able to enter into a legally binding contract and be over 18 years of age to make a booking.

If you are making a booking for a group of people, you must be a member of that group. We do not accept third-party or travel agent bookings.

When you make a booking with us, you will be asked to provide valid credit or debit card details in order to secure your booking. The card details you supply will be held by our card payment partner (Stripe) and no charge will be made at this time.

We'll send a booking confirmation to the email address you provide when making your booking.

We will use the card details that you supply to collect payment for your trip when it departs; that is, when you are on board and Skellig Falcon has departed from Glen Pier.

You must let us know if your card details change before your trip takes place.

In the event that we are unable to process card payment successfully before your return to Glen Pier, we will ask you to make payment by other means (cash/other card payment) on your return.

Contact information

We ask that you contact us the day before your trip departs so that we can advise on our expected departure time the next day and give you any other information we have relevant to your trip. We will provide a contact number for passengers to use for this purpose.

While we ask that you contact us, it's really important that you provide us with reliable contact details, preferably a mobile number, that we can use to contact you. This contact may be by phone and/or an SMS message to the number you provide.

For landing trips, we ask you to be prepared for an early morning contact from us on the day of your trip if there are last minute changes to departure time or if weather/sea conditions change from those expected from the forecast.

The departure time for landing tours is subject to last-minute change; we will be allocated a time slot for landing but depending on advice we receive from OPW staff on the island about conditions at the landing stage on the day, this time may change. OPW staff have the final say about suitability of conditions for landing; their decision may mean that there are no landings on that day or more usually, that departures are delayed.

We will give you as much notice as we can about any changes to your trip; but you should be aware that we may not get the final decision about conditions at the landing stage until just before the tour is due to depart.

We ask for full contact details for the lead member of any group/party.

We will ask for names and ages of other members of the booking group. This information is for our crew use when looking after your safety on board.

You should note that for landing trips, children must be older than 12 years.

The lead member of any group/party will be the person who makes the booking on behalf of other people. The lead member must be travelling as part of the group.

We will use the details of the lead person for communicating information regarding the booking. It is up to the lead person of any group/party to pass on information to other members of that group/party.

We will not use the contact information you supply to us for marketing purposes,

unless you tell us that you consent to this.

We do not share contact information with other commercial organisations for marketing purposes.

Your information is not retained unless you request this in the course of making your booking with us.

In the course of making a booking using our online system, your payment details will be processed by our payment partner, Stripe.

We have no direct access to your card details and do not store them.

Cancellations – how we will tell you and how you should tell us:

If we have to cancel any trip, we will contact you using the phone number that you supply to advise you of the cancellation. This contact may be by phone and/or an SMS message to the number you provide.

If you need to cancel, you should advise us as soon as possible either by email to info@skellig-falcon.com or to the contact number supplied to you in your booking confirmation.

Cancellation Policy – if we (Skellig Falcon) cancel due to bad weather/technical problems:

Because our trips are dependent on the sea and weather, it's really important that we're able to contact you to keep you informed about your booking and to advise you of any changes to planned departure times or if we need to cancel.

Please make sure that the contact phone number and email that you provide when you make your booking is something that you can access easily.

Please make sure you include your COUNTRY CODE with your phone number so that we can keep you updated with information about your trip.

Because the safety and comfort of our passengers is our prime concern, we

reserve the right to cancel any trip due to adverse sea/weather conditions or due to forecast weather/sea conditions or if we have technical problems that affect our operations. We may also be obliged to cancel a landing trip if OPW guides advise us that conditions are not suitable for landing passengers on Skellig Michael.

Please note that the Skipper's decision will be final in this assessment.

If we cancel your trip, we will do our best to re-schedule it.

We'll do this by re-scheduling the trip for later on the same day. If this isn't possible, we'll offer you an alternative date.

If we cancel a trip for whatever reason, you will not be charged for that trip.

If you accept a re-scheduled trip, this will be a new booking to which our standard terms and conditions apply.

Cancellation Policy – other instances in which we (Skellig Falcon) may cancel your trip

We ask all passengers to dress appropriately (warm and weather/waterproof clothing, sunscreen, hats). For landing trips, there is specific advice about suitable clothing, footwear and equipment which we will make available before the trip.

We reserve the right to refuse to carry passengers who are not dressed appropriately. The Skipper's decision will be final in this.

If we deny boarding to you for this reason, we will charge your card with the cost of your trip. No refund will be due.

Cancellation Policy – if you cancel less than 48-hours before departure or don't arrive in time for a scheduled departure:

If you cancel your reservation 48 hours or less before departure, or do not arrive in time for a scheduled departure ('no-show'), we will charge the cost of your trip in full.

Cancellation Policy – if you cancel more than 48-hours before departure:

If you cancel your reservation more than 48-hours before departure, we will not make any charge to your card.

Following instructions from crew

You agree to follow any instructions that may be given to you by crew members while on board at all times and particularly during landing/embarking.

Additional terms and conditions for landing trips on Skellig Michael

Fitness to land/climb

In certain sea conditions, transferring between the boat and the landing at Skellig Michael may be hazardous.

A visit to the monastery on Skellig Michael involves a demanding climb of over 600ft and 618 steps on often difficult and uneven terrain. This is a wilderness site and unfortunately, accidents and fatalities have occurred there.

Intending visitors should consider seriously their own health and any physical limitations before making a booking for this trip.

We will require you to confirm that you are fit to make the trip before departure.

We reserve the right to deny boarding to anyone who does not appear to be physically capable of making the landing or making the ascent/descent safely. The Skipper's decision will be final in this.

Safety briefing

The OPW supply a video for intending visitors which highlights specific health and safety issues and additional safety information.

The OPW video can also be found on our website here:

<https://www.skellig-falcon.com/visiting-Skellig-Michael/>

We are required to ask you to confirm that you have viewed the OPW safety briefing video and that you have read the information on our website about visiting Skellig Michael.

Our crew will provide a safety briefing to passengers.

Equipment and clothing

You need to wear sensible, sturdy footwear with good grip. The following are strongly recommended:

- closed-toe shoes with good grip
- hiking boots
- trainers/sneakers with treaded soles.

Please do not wear sandals, flip-flops, pumps, heeled shoes, wedges, dress shoes or smooth soled footwear.

Wear comfortable outdoor clothing and make sure you have waterproofs.

Bring sun protection - sunscreen and a hat.

You'll need sufficient water and food (expect to be on Skellig Michael for around two and a half hours) and any required medication (eg., sea-sickness tablets).

Please note that there are no visitor facilities on the island; there is a WC on board Skellig Falcon.

Do's and Don'ts

Once on Skellig Michael, visitors must follow the instructions of OPW guides at all times.

You must stay on the recognised pathways and access route. Leaving the route risks dislodging loose rock and stones which creates a hazard for people lower down the route.

Visitors are advised to take their time and not to hurry on the steps.

You should be particularly careful on the steps; these are steep in places and may be uneven. They may be slippery when wet.

If the route is congested, give way to the person who is descending.

You should be particularly careful on the steps; these are steep in places and may be uneven. They may be slippery when wet.

Be prepared for sudden gusts of wind or changes in wind direction.

Do not leave litter on the island; visitors should take litter back to the boat for disposal back on land.

Picnicking is not allowed within the monastic enclosure or on the steps. Please do so at the Wailing Woman or at Christ's Saddle, just before the last flight of steps to the monastery.

The walls and buildings are extremely fragile and are easily damaged. Do not climb on them.

Access within the monastery enclosure may be restricted and only allowed under the supervision of a guide.

Graffiti or other wilful damage will result in prosecution.

Dogs or other pets are not allowed on the island - this is in order to protect the island's wildlife.

The island's wildlife is best enjoyed from a safe distance. Close contact or feeding can disturb natural behaviour. Bird colonies should not be disturbed during nesting.