

CalMac eBooking update, 25/10/25

Our team is continuing to work on further improving the customer experience our eBooking platform delivers through a series of updates and fixes to the system.

The main item within this release is our new ticket design for those tickets purchased on board vessels at our ports / offices. (Tickets purchased online will remain the same). We've shared some of the key features of the design below. The new ticket design is accompanied by updates to our credit account invoices. We have been working closely with our colleagues and customers to make them aware of the changes relevant to them.

Ticket redesign

The visuals below show what our new ticket designs for those tickets purchased in ports / offices and on board vessels will look like from 25 October 2024_ a change which is based on customer and colleague feedback over the last few months. eTickets – those sold online - will remain the same.

We've shared a snapshot of the design, and details surrounding the change below:



Main features of our ticket redesign

- The ticket's QR code will be at a booking level rather than product level. This means one ticket will be created per leg of a booking / journey rather than one

ticket per product or person – reducing the number of tickets printed per transaction, and potentially port litter.

- The redesign is intended to improve many scanning issues, including amended bookings and bookings containing multiple legs on the same route.
- Immediately, colleagues and customers will be able to see what the ticket is for – how many passengers, vehicles etc. **This does mean that there is only one ticket for the full booking, so there will be one ticket for everyone / every vehicle in the booking. If customers think those in their party will travel separately, it may make sense to book separately. Our staff will be on hand to prompt customers on this during the ticket sales process.**
- The new ticket design will also improve the information that's displayed to make it more informative for customers and colleagues, for example:
 - The vessel name will be included on the ticket.
 - For commercial customers, the Purchase Order number will be visible on the customer reference field to help check against invoices.
 - The ticket will also show if a 'pet in lounge' ticket has been booked. Pets will not show on the ticket if the pet has been booked on as remaining in the car.
 - A 'category' heading will be added to cover any booking information beyond 'passenger' – for example, it will display the vehicle type (car, van, motorcycle etc.) and all other transport products including bikes and canoes etc. The vehicle registration numbers and lengths will also be displayed.
 - The ticket footer will also carry VAT receipt information, in response to feedback from customers, and details on the method of payment.
 - The ticket validity date will also be displayed on Turn Up and Go tickets.

Amendments to return tickets

On bookable routes, customers will now be able to amend the return leg of their journey, even when outward journey has passed. This applies to return tickets only and isn't applicable to multileg tickets.

Blue badge bookings with trailers

An update to the system will now ensure that it's now possible to make a booking for one adult, a blue badge car and a trailer – where previously this combination had created an error message.

Credit account invoice redesign

Within this release, we've also initiated an updated design to our credit account customer invoices – which includes several changes to the display and format to enable easier reconciliation to customer records. A separate communication will be sent to all credit account customers to advise of the invoice changes.

We'll make sure we keep you informed of the next set of enhancements.

We're updating our customers via our website to make them aware of these changes and we will continue to keep colleagues and customers informed of future improvements to the system.