Frequenty Asked Questions

Do I still need to bring my ID?
Your Anchor Club Passport is not a document of identity so all adults will still need some form of approved photographic identification with them.

What happens if some of my sailings were overnight and some were daytime?
Your Anchor Club Passport must be endorsed for 100% night sailings to get a free night sailing. If your Anchor Club Passport has any daytime endorsements you will be entitled to a free day sailing only. You are of course very welcome to collect on two Anchor Club Passports at once.

I made a return booking how many times will my Anchor Club Passport be endorsed?
Your Anchor Club Passport will be endorsed per single leg of your journey (i.e. twice on a return booking) so can be exchanged for a single booking only.

I have travelled 6 times but didn t know about Anchor Club, can I claim my voucher retrospectively?
Unfortunately we can not back-date your Anchor club Passport, but feel free to contact us for a new Anchor Club Passport to begin collecting stamps.

Where can I get my Anchor Club Passport?
You can pick up your Anchor Club Passport onboard the vessel, alternatively email and we will mail one to you.

I sent in my Anchor Club Passport but never received my voucher in the post?
We no longer issue paper Anchor Club vouchers. You should receive a voucher number by email or phone, please mail if this has not happened. It is your responsibility to look after your voucher number.

I have an old paper voucher which I haven t used, can I still use it?
Post your paper voucher in as per the old system when you want to claim it. You will have until the expiry date stated on the voucher to use it.

How long does my Anchor Club Travel Voucher last?
Your Anchor Club Travel Voucher will last for 6 months from date of issue at which point the system will delete it. Therefore there can be no extensions to Anchor Club Travel Vouchers.

I have an Anchor Club Travel Voucher, can I use it to book online or at the port?
No. You must book through the call centre.

I was in the old Anchor Club am I automatically in this new system?
Yes

I was in the old Anchor Club and I have a half-finished wallet, what should I do?
Post your wallet in to us with all your details filled-in and we will endorse your new Anchor Club Passport for you.

I booked on a special offer can I still endorse my Anchor Club Passport?
Yes you can.

I want to book with my Anchor Club Travel Voucher but I have more than 2 people travelling what should I do?
You will be charged for the extra passengers according to the brochure price.

I have an Anchor Club Travel Voucher, can I use it towards a Landbridge booking?
No, Anchor Club can not be used in conjunction with landbridge bookings.

I have two vouchers saved can I use them both at once towards a return booking?
Yes you can

I have lost my Anchor Club Passport which had some stamps on it, what can I do?
Your Anchor Club Passport is your responsibility and unfortunately we cannot help.

I have lost my Anchor Club Travel Voucher number what can I do?
Your Anchor Club Travel Voucher number is your responsibility and unfortunately we cannot help.

I have completed my Anchor Club Passport what should I do with it?
Fill in your details and post it to the address indicated on it.