

School - Frequently Asked Questions

Can I book a school trip online?

School trips cannot be booked online. To qualify for the free teacher ticket for every six pupils, group bookings must be made by emailing groups@merseyferries.co.uk or calling 0151 330 1420 (Monday to Friday 9am-4.30pm)

When should I arrive at the Ferry Terminal on the day of my trip?

Please arrive at the ferry terminal 10 minutes (minimum) before your scheduled departure time.

Is there parking?

Parking is not available at the Pier Head in Liverpool. However, groups can be dropped off and picked up outside the Pier Head Ferry Terminal on Canada Boulevard.

However, there is free coach parking at Seacombe Ferry Terminal and Woodside Ferry Terminal.

Are there toilets at the terminals and on the ferries?

There are toilets and accessible toilets at all ferry terminals and on both Mersey Ferries.

Can we eat packed lunches on board, at the terminals and at U-boat Story?

Packed lunches can be eaten on board both Mersey Ferries. There are a variety of tables, chairs and benches both indoors and outdoors for groups to sit at whilst they eat their lunch. Bins are also provided on board.

There are cafes serving hot drinks and refreshments on board both ferries, should teachers wish to purchase their lunch on board.

Please note there is no available space to eat packed lunches at Pier Head, Seacombe or Woodside Ferry Terminals.

How long should we stay at U-boat Story?

You can hop off the ferry at Woodside Ferry Terminal at half past the hour. We recommend that you spend one hour at U-boat Story. You can then catch the next ferry back to Pier Head at half past the hour.

How do we pay?

Payment can be made in advance or on the day of your trip. All payment options will be listed on your confirmation email once you have made your booking.

Payments can be made by credit or debit card, cheque or cash.

We are unable to invoice for school trip bookings.

Do you have a Risk Assessment?

Our School Safety Document will help you plan your day out, as well as help you to complete a standard risk assessment.

Are the boats accessible?

Terminals and both Mersey Ferries are accessible, for more details see our Accessibility page or please call 0151 330 1003 (7 days a week 8am-8pm)

When is the Dazzle ferry operating?

Mersey Ferries operate two vessels the Dazzle Ferry (Snowdrop) and the Royal Iris of the Mersey. The Royal Iris has a traditional black, white and red livery. The Dazzle Ferry timetable will tell you when the ferry is operating on the river.

Please note we reserve the right to amend the calendar for operational reasons and cannot accept liability if the timetable is changed at short notice.

Is the commentary available in other languages?

The commentary is only available in English. However, we you can download fact sheets in seven languages, so your class can learn more about the landmarks they will see on the River Explorer Cruise.