

E. AFRICA  
31536

C. O.  
31530  
REC'D  
OCT 12

Agents

Date.

912

October

Previous Paper.

29010

U.C. LINE  
FIRST CLASS ACCOMMODATION

Trs for consideration copy of letter from the Coy reporting as to the nature of the poop deck accommodation. They have only received expressions of satisfaction from passengers and learn with regret that officials have complained

~~Mr. Thompson~~  
~~Mr. [unclear]~~  
Sir G. Fieldes

The enclosed cutting from the leader which arrived by last mail is sufficient comment on this letter. You will see that copies of this complaint have been sent to the gov<sup>ts</sup> of Port & Legation, and they will no doubt forward it on to us with their observations.

It might perhaps be a good thing to ask the new general manager to report on his suggestion of the poop deck accommodation. He has I understand, been assigned a cabin

Subsequent Paper

33159

not too far removed from the service.

Land, on 14th  
Taylor likes  
when they find  
out who has  
they continue  
to offer her  
further  
accommodations  
P.H.

As to his legal side of the question,  
I speak with all due deference, but as a  
lawyer it appears to me that his language has  
rather understated the strength of our case in his remarks  
on 24/67. Clearly the plain meaning

of the words 'similar in accommodation'  
is that the accommodation class for class  
in the East Coast boats is to be as good  
as the accommodation in the East West Coast  
intermediate boats. No one can possibly

contend that accommodation on the service  
is as good as accommodation elsewhere.

And, if so, I cannot see how the Company  
has not broken both the letter & the  
spirit of the agreement.

It is clear that the staff is not prepared  
in the way before him, to say the  
instructions in the letter of 8th Aug (in 24/67),

I do not  
think for the  
time being  
rather to  
the service  
arrangement  
Ch

and that the new general manager  
has been instructed to report to the  
question during his voyage out. — and  
send the Co. a copy of the enclosed  
writing as showing that complaints  
are not limited to special passengers

Mrs.  
Ho.

I was careful to say in my  
minutes on 24/67 that I think  
we are right in law (provided  
of course that our case turns  
out well on the facts as it seems  
likely to do). I think the Coy's  
case which I put is clear enough

The Coy agreed to send  
a fixed number of steamers (once  
in ~~each~~ 4 weeks) to A & B steamers  
with similar accommodation to Company  
to that on their other line. 16. Each  
steamer to have 18<sup>th</sup> class berths  
C. 2<sup>nd</sup> & D. 3<sup>rd</sup> & the accommodation  
to match. This the Coy have done  
but the only difference being that  
they have on some steamers B+1  
1<sup>st</sup> & 2<sup>nd</sup> - 1. 3<sup>rd</sup> the 1. being below

the proper standard. They must therefore say that as our only complaint is with regard to the first class accommodation they are in fact supplying as much true 1<sup>st</sup> class accommodation as they are bound to do under the agreement.

As I say I think we have an answer to this argument, but I restate the point to make it quite clear with regard to

this letter. It addresses existing new

Proceed as proposed  
CT 15/10

I have mentioned 70,000 (20000) 10700 as it deals with their complaints against the Coy  
C.B.

I don't think we stand to gain by pin-pricking at present.

H. J. R.  
15/5

Our letter to C.A. on 24/6/67 stands, + I sh<sup>d</sup> put by P.H. 17.10

done  
11/17.10

## The Union Steamship Co.

A very strong-worded protest has been signed and issued by the 1st class passengers in the S.S. "Goth" against the accommodation afforded on that ship to passengers. The complaints are not only general, but specifically marshalled. These complaints comprise want of space, insufficient smoking room accommodation, the temporary 1st class accommodation over the screw, too little deck space, bathing and sanitary arrangements, and also in the second class no proper accommodation for ladies. Other detailed complaints are also included. As copies of this complaint have been sent to the Governors of British East Africa and Uganda it becomes of public interest. The document is signed by 27 first class passengers, many of them well-known names in British East Africa. The signatories disclaim any motive of ill-will against the Union-Castle Company, which they acknowledge, as a British Steamer Company should be supported. But they demand better ships for the service and more suited for Red Sea and tropical conditions. The Captain and staff are praised for the efforts made to make the voyage fairly tolerable.

In dealing with this strong protest, which has been brought for information to this office, it were idle to disguise that a considerable amount of dissatisfaction has been expressed recently on the same subject. We were all in favour of the Union-Castle Co. adopting this route. We considered that the advantage would be mutual. It is feared, in practice, that the advantage has proved a little one-sided. We are fully aware that the intentions of the Company are good. We are promised larger ships, more regular sailings and arrivals, and better cargo and passenger accommodation. Due to the recent change of ownership and the company having its hands full with South African requirements, our more modest concerns have without doubt been shelved. Whether this was inevitable, or whether it is simply a question of pounds, shillings and pence, we are not sure about. As friendly disposed to the company, it were idle to deny—what has been stated privately on more than one occasion by ourselves and others—that the company will soon suffer by a withdrawal of custom unless some of these grievances are remedied. The protest in question does not touch upon the commercial interest involved. The Company is trying to do two things: running cargo and passenger and mail boats in the one bottom. This can be done with some sacrifice on the one side or the other. But it cannot be done by ensuring regularity in sailing and arrival on the one part, and picking up every bit of cargo offered *en route* on the other. Both traffics are suffering—passenger by being crowded out by cargo and cargo in being shut out by passengers. That this is known to the Company is clear, as they are continually endeavouring to put on extra ships. Unless the position is tackled at once and without delay the superior accommodation provided by the German, French and Italian lines will tell its tale.

M.

G.B.193

ALL COMMUNICATIONS  
TO BE ADDRESSED TO THE  
CROWN AGENTS FOR THE COLONIES,  
THE ABOVE REFERENCE AND THE  
DATE OF THIS LETTER BEING QUOTED.



C. O.  
31536

TELEGRAMS, "CROWN, LONDON."  
TELEPHONE 1652 VICTORIA.

WHITEHALL GARDENS.  
LONDON, S. W.

5th October 1912

Sir,

60.

With reference to your letter No. 24167/12  
of the 8th August and previous correspondence on  
the subject of the First Class accommodation on  
the Union Castle Co's. East Coast steamers,  
I have the honour to transmit herewith for the  
consideration of the Secretary of State a copy of a  
communication which we have received from the  
Company in the matter.

27.9.12.

I have the honour to be,

Sir,

Your obedient Servant,

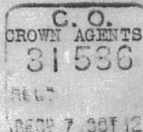
for Crown Agents

The Under Secretary of State,

&c &c &c,

Colonial Office

THE UNION CASTLE MAIL STEAMSHIP CO. LTD. TO



3 &amp; 4, Fenchurch Street,

London, E.C.

W/G.B.193

27th September 1912

Gentlemen,

We beg to refer to your letter of the 14th August last and our acknowledgment dated 27th August and the interview which Mr. Laing had with your Mr. Martin and with Mr. Batterbee of the Colonial Office on the subject of the First Class accommodation on the Poop Deck provided on our East Coast Steamers. As we explained at the interview, this accommodation is fitted throughout as first class, equal in every way to the first class accommodation on the Upper Deck in addition to being more commodious. The position at the after end of the ship is taken advantage of for first class accommodation on many passenger steamers. We have many passengers who prefer to be there, away from the noises and heat which are more or less inseparable from proximity to the engines and boilers amidships. Some of the cabins referred to, on account of their size and airiness, and in other ways, are considered to be more desirable than the ordinary first class cabins amidships, and passengers berthed in the vicinity of the Poop Deck have the further convenience of the comfortable adjoining lounge.

We may add that we have received only expressions of satisfaction from passengers to whom this Poop Deck accommodation has at different times been allotted, and we are the more surprised, therefore, and learn with regret, that any of your Officials should feel they have cause for complaint.

With regard to the accommodation on our steamers generally, we would remind you of the letter dated 17th July 1912 from our Chairman, Sir Owen Philipps, to the Right Hon. The Secretary of State for the Colonies, in which reference is made to the orders that have been placed for steamers to be specially constructed for the East Coast trade. It is hoped that these vessels may be brought into the Service about this time next year.

We are etc.,

THE UNION CASTLE MAIL STEAMSHIP CO. LTD.