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Recd } 7 Nov 1912  
Regd }

Carton A C

Date: 1912  
6 Nov  
previous Paper.

34601  
492

Le. Foster  
Submits explanation regarding Cartons  
made.

~~Mr. Thompson~~

~~to read~~ Sir G. Fildes

Satisfactory so far as it goes  
but while his two boats are placed  
in the lower (and at present all the  
one ahead) it is clear that our piece  
will have a better haul on the subsequent  
specially in the hot weather but we  
must rely on our water tanks to hold  
in 33157 to remedy the worst abuses  
of which complaint has been made.

The effect of these instructions will, I trust,

21 Nov LFF  
Copy 333  
Copy 306  
Copy 306

Subsequent Paper  
38725

to be aware the Company is put in  
 a more frequent manner  
 Act must and say that the  
 is glad to see Lord Stirling's name  
 that he will do something for the  
 money in the way of what is possible  
 as made

And send off of Com. to the  
 East African post

[I speak from a letter which has  
 recently been sent to us by the Company  
 that they are going to send  
 to the East African post, about the  
 of December]

And I add that until the  
 improvements are made  
 he adhere to the position  
 had done in 33159.  
 CG. 12/11

Yes  
 12/11

x unnecessary. We can  
 advise without holding it in  
 otherwise alone

H. J. R.  
 12/11  
 P.B.

## The Union-Castle Mail Steamship Company, Limited.

Registered in London  
 UNION-CASTLE MAIL STEAMSHIP COMPANY, LIMITED  
 10, ABchurch Lane, LONDON, E.C. 4  
 Telephone 2495 (4 Lines)

ALL COMMUNICATIONS TO BE  
 PRESENTED TO THE COMPANY



C. O.  
 35192

*London*

8th November, 1912.

G.

The Under Secretary of State,

Colonial Office,

LONDON, S.W.

Sir,

I desire to acknowledge receipt of your letter of the 4th instant (numbered 33169/1912) enclosing copies of two despatches from the Officer Administering the Government of the East Africa Protectorate forwarding complaints by the official and non-official passengers who travelled by the S.S. "Goth" on her last outward voyage.

As you are probably aware, I only became Chairman of the Union-Castle Mail Steamship Company on the 18th April last, and while I have been very much engaged since then in the negotiation of the South African Mail Contract I have also been giving serious attention to the question of the improvement and re-organisation of the East African Service. I quite realise that some of the steamers engaged in this service leave much to be desired from the passenger's point of view, and the Company has in course of construction two greatly improved steamers of about 11,500 tons register which will be fitted with every modern convenience for passengers travelling in tropical latitudes, and other vessels of a similar type

will follow in due course.

I very much regret to hear of the discomfort suffered by the passengers on the "Goth", aggravated as it was by the very hot weather experienced, and so long as vessels of this class have to be retained in the service I will do everything possible to remedy the matters about which complaints are made. I think it only right to point out, however, that the "Goth" is not one of our regular East Coast steamers but is a smaller vessel which has sometimes to be employed in this service as an extra steamer to meet freight and passenger requirements, and had it not been for an unfortunate accident to our S.S. "Garcon" it would not have been necessary to use the "Goth" for the voyage in question at all.

Clause 1 of the Agreement to which you refer in your letter calls upon us to provide steamers similar in tonnage, speed and accommodation to the Company's present intermediate steamers used in the South African service, and I think it will be admitted that, except when small vessels like the "Goth" have to be run in the service, the accommodation provided is satisfactory.

Special instructions have been given to the Commanders and other officials of these East Coast steamers to do everything in their power for the comfort of passengers, and I am glad to note that all your correspondents speak in terms of praise of the attention shown them on board by the ship's company.

I trust therefore you will accept the assurance of my desire to do what is possible in somewhat difficult circumstances to meet the requirements of the Government

- 3 -

with respect to passengers to and from East Africa.

I am, Sir,

Your obedient servant,

*George Philby*

Chairman and Managing Director.

Ms.

F. A. [unclear]

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NOV 9

~~Page~~ 18 Nov 1872

Lu

Adm. 90

DRAFT

Chas. [unclear]  
Horn Castle [unclear]  
Shanghai [unclear]

[Faint, mostly illegible handwritten text]

MINUTE

- to 1873
- to Recd
- to [unclear]
- to 4 [unclear]
- to [unclear]
- to [unclear]
- to [unclear]

Q

agreed to [unclear]  
[unclear]

[Faint handwritten text, possibly a signature or date]

Copy



*Copy*

NAIROBI.

East Africa.

1st December 1917.

Dear Sir Owen,

I wish to thank you for all that was done for me on our voyage out to East Africa. Captain Armstrong did all he could to make the voyage pleasant for me and all; but the "Dunvegan Castle" is not quite to the Eastern Service with its many Ports of Call and long stay in the Tropics and many of the passengers had rather a bad time.

The majority of the cabins are on the Tween Decks and the Ports so near the water line that even in moderate weather they must be closed as the cabins are in danger of flooding - in fact, cabins were flooded on several different occasions.

The ventilation generally of the cabins has its drawbacks for the tropical service.

The Deck accommodation is very poor indeed.



indeed) for the number of 1st Class passengers on board the protection from the sun hardly sufficient for the tropics. This could only be remedied by another deck, but the "Danvegan Castle" could not stand any additional top hamper, as its capacity for rolling is pretty good already.

The Baggage arrangements are not good and the passage done to some of the passenger's kit is serious, and most annoying as being very unnecessary.

The mistake was made in filling up the well of the after-deck and blocking the space set apart as a Baggage Room; but, then the cargo was I believe shut out at Southampton. The ship evidently has not space for the cargo offering. We were all interested in watching the playing about with the baggage. At the top of all was a Piano and also a couple of motor Bikes. These were lifted out at every Port and taken back again with possibly a-hundred other packages which were up from time to time as the baggage Officer hunted for stowage baggage. In the same hold were 1st, and 2nd Class baggage, both 'held' and 'wanted' on voyage. There was general cargo, many cases of ammunition and some burlies of straw and hay. As you may imagine this mixing up of the different

(different) classes of freight was not only dangerous to the ship and passengers, but told rather badly on the passenger's baggage and some ladies's hat boxes were most disgracefully treated and seriously damaged. There was too such a mix up that passenger's baggage could not be found when wanted. A lady for Gibraltar could not land without her trunk. Dr. Waterfield of Port Said had several packages carried on to Alexandria - some of these packages had been seen at Port Said. The navigating officer does not, I think, take to baggage very willingly. It is the same in the P. & O. Coy's service, and I am told that the Staff on our Lake Service in West Africa look on the working of Cargo as somewhat repulsive to their position. I will see that this is remedied in my own service. The difficulty of working heavy and bad weather can be felt at some Ports and many of the passengers were very disgusted at not seeing Gibraltar or Naples as they had been encouraged by the Company's advertisement to look out for these places. In fact, it was the sight-seeing that attracted some passengers to the Eastern Route. This

(This) ship could have made up the lost time if she could have made use of her full power, but the complement of Stokers on board were insufficient for the working of her full boiler power. The facilities for cooling are very poor. The shoots open in the passage way in front of cabins in the main Deck and then the best cabins have to be sealed up during coaling. A most inconvenient arrangement for the passengers. Amongst others - the Barber's shop, the Hospital and the Dispensary were sealed up during our stay at Port Said. Some better arrangement is necessary in a Passenger ship.

This ship I understand was out of date as she came off the Stocks being of an old pattern. Cannot you make use of her for short voyages in home waters, for which she seems more suited than for an Eastern service?

The two new boats which you mentioned to me as under order are much wanted on this route and will be greatly appreciated by all when they come. But meanwhile the passenger traffic wants fostering, or it will be attracted to the German line who are putting

-6-

(putting) on up-to-date ships for this service.

I must congratulate the Company on the good services given by Captain Armstrong whose personality did much to alleviate the worry to the passengers caused by the disabilities of the ship.

I am sending a copy of this letter privately to Mr. Butler at the Colonial Office as many of the passengers wished some official notice to be taken of the voyage; but I told them that I felt sure that an official communication was unnecessary and that you would certainly remedy matters in future voyages on learning of the disabilities your customers were put to.

The improvements wanted are :-

- (1) Better accommodation for passenger's baggage.
- (2) More careful handling of passenger's baggage.
- (3) Appointment of a Baggage Officer free of Navigation duties.

(cubics).

(This is essential where Ports of Call are so numerous as on the Eastern route.)

- (4) Better ventilation of cabins.
- (5) Additional Deck access cabin.

Yours sincerely,

Sir Owen Phillips.