

# WELCOME TO WIGHTLINK



We have been carrying passengers across the Solent for over 160 years and pride ourselves on the customer service we provide. Over the years, hundreds of millions of people have sailed with us. But it's not just people we transport across the Solent. We ship everything from locomotives for the Isle of Wight Steam Railway, to exotic creatures for the Island's animal parks and our efficient double deck loading improves turnaround at our ports.

We are continuously improving our business and with the £45 million investment in our hybrid energy flagship, Victoria of Wight, and new port facilities, this is testament to our commitment to always providing the best service possible.

A handwritten signature in black ink that reads "Keith Creafield".

Chief Executive



## FORWARD THINKING

### OUR VISION FOR THE FUTURE

To be the easiest way to travel with outstanding customer service.

### OUR MISSION EVERY DAY

To better connect the Isle of Wight as the most reliable and popular ferry service on the Solent.

To know our customers, develop our people and use our skills and technology to deliver a great customer experience every time.

### OUR STRATEGIC PRIORITIES

- Safety
- Be a great company to work for
- Deliver great customer experience
- Grow customer numbers
- Make the most of our ships, ports and technology



## OUR GREEN AGENDA

Victoria of Wight is leading the way in environmentally friendly transport. Now we are aiming to be the UK's greenest ferry company.

- We care about the environment and we pledge to do our best to protect the sea, land and air around us.
- We will always consider environmental factors as we operate our ships, ports and when making our business decisions.
- We will continually look for new ways to reduce our environmental footprint.
- Visit Isle of Wight have awarded us with a Gold Green Star award for our efforts to promote sustainable travel and also awarded People. Environment. Achievement. (P.E.A.) trophy for the Travel category.

Already, in our cafés, we have replaced plastic cutlery with wooden alternatives and brought in milk jugs instead of plastic pots. We have cut food miles by sourcing supplies from the Island. Our hybrid energy flagship Victoria of Wight is helping us reduce emissions every day.

Find out more at [wightlink.co.uk/green](http://wightlink.co.uk/green)



## WE WILL



Preserve the sea and marine life by keeping the Solent clean



Protect the land by minimising waste and maximising recycling



Improve air quality by reducing carbon emissions

## OUR CREDENTIALS

### MORE FERRIES, MORE ROUTES, MORE OFTEN

We are one of the UK's largest domestic ferry operators, carrying over 4.5 million passengers on more than 45,000 crossings every year. An award-winning, easy-to-use ferry service with excellent customer experience connecting the Isle of Wight with Southern England. We offer two convenient car ferry routes with up to 150 crossings a day, Portsmouth to Fishbourne and Lymington to Yarmouth, both easily accessible from mainland road networks. Our foot passenger crossing from Portsmouth Harbour to Ryde Pier Head is our fastest crossing at only 22 minutes and can take up to 250 foot passengers and 20 bicycles.



### CARRYING FREIGHT TO THE ISLE OF WIGHT? NO PROBLEM!

With day and night time crossings available it means we're ready to cross when you are. The actual crossing time is from 40 minutes and our spacious ports make for easy manoeuvrability and boarding. In addition, as well as being able to carry double-deck articulated lorries, we're also equipped to handle abnormal loads and dangerous goods.

### BUSINESS TRAVELLER? WE'VE GOT YOU COVERED!

With a convenient booking process via our website or our app, booking your business travel to and from the Island couldn't be easier. The app will even give you the latest travel and timetable information to help you keep your day on track. We offer competitively priced business passes for all of our routes. Plus, the facilities on board all of our ferries will enable you to take a comfortable seat and grab some refreshments during the crossing.



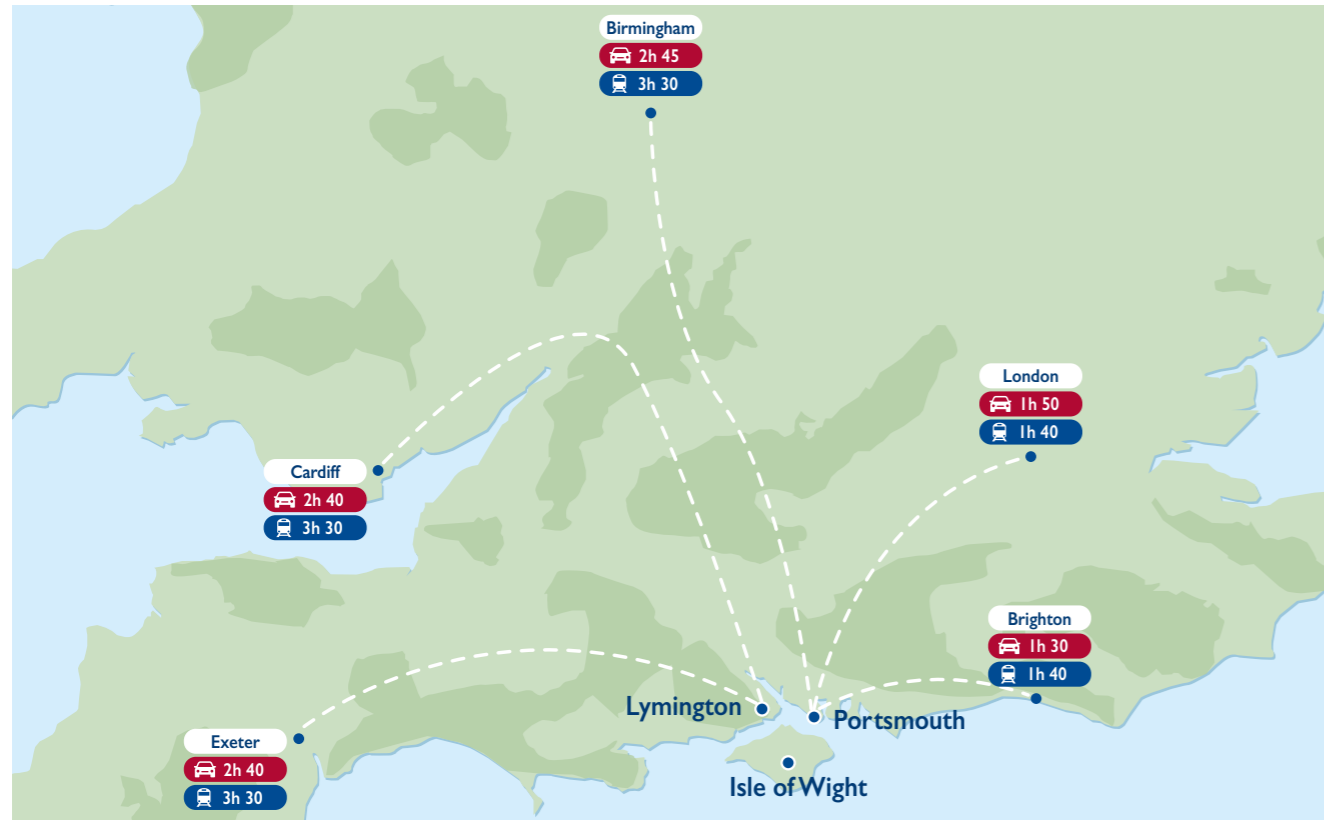
### HOLIDAY MAKERS AND GROUP TRAVEL? RELAX AND TRAVEL WITH US!

With beautiful scenery, endless attractions and activities, superb places to stay and room to breathe, the Isle of Wight is the perfect destination for coach tours, holidays and educational trips. It's just a ferry hop across the Solent and no one is better placed than us to get you there. In addition to our ports being in convenient locations they also offer a range of facilities for coach passengers.

## CONVENIENT LOCATIONS

We provide three routes from five different ports, so you can choose the right crossing for you. Both Portsmouth and Lymington are easily accessible by road and rail, taking just under two hours to Portsmouth from London if you're travelling by car.

Yarmouth, Fishbourne and Ryde provide easy access to the whole Island. And once on the Island there are good roads and public transport links, enabling you to travel around at your own pace.



## EASE OF TRAVEL

### CUSTOMER FOCUS

In addition to ensuring that our crossings integrate easily with your onward journey, our facilities all benefit from high levels of customer accessibility. We're proud to offer additional assistance with all our crossings. Whether it's passengers with a disability, medical conditions, reduced mobility or travelling with pushchairs, we'll do everything we can to make sure everyone's journey is as smooth and comfortable as possible.

We also have dedicated spaces for bikes and pets at no extra cost, plus a children's play area on our Victoria of Wight and St Clare ferries.



### TECHNOLOGY AND INNOVATION

In addition to our hybrid ferry, Victoria of Wight, we are proud to employ a whole host of cutting-edge technologies to make it as easy as possible for our customers to travel across the Solent.

The booking process could not be easier through our website, our app and our dedicated customer contact centre. Our app and our Twitter feed are also great places to access travel updates too.

Once you arrive for your crossing, the use of QR codes will make the check-in process as smooth as the crossing ahead of you. In addition, some of our car ferry ports use automatic number plate recognition (ANPR) to further enhance this process. Our Fishbourne and Portsmouth car ferry ports have also been equipped with a sophisticated state-of-the-art mooring system to help cut turnaround times on both sides of the Solent and improve timekeeping and efficiency.



## MEET OUR FLEET

Our magnificent fleet of ships includes six ferries which carry vehicles and passengers and two passenger-only FastCats. We serve three convenient routes between the Isle of Wight and Hampshire:

Portsmouth — Fishbourne

### VICTORIA OF WIGHT

The newest and biggest addition to our fleet. This environmentally-friendly flagship ferry brings in a new, greener era of travel. Sailing between Portsmouth and Fishbourne she can carry 178 cars and up to 1,170 passengers. On board facilities include: a children's play area, sun deck, movie room, pet-friendly areas as well as Wight Taste and Costa outlets serving a selection of hot and cold drinks.



### ST CLARE

St Clare can carry 186 cars and 878 passengers making her the second-largest ship in our fleet. Operating between Portsmouth and Fishbourne there is also a wide range of fantastic facilities on board such as: Wight Taste and Costa Coffee outlets serving a selection of hot and cold food and drinks, children's play area, a gaming and film area plus more.



### ST FAITH

St Faith may be the smallest of the three ships sailing from Portsmouth to Fishbourne but she can still carry an impressive 142 cars and 722 passengers. Your crossing across the Solent will be comfortable with facilities such as our Wight Taste food outlet, pet friendly areas and sun deck.

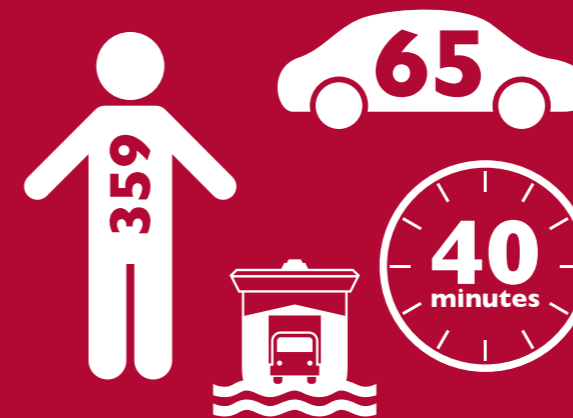


Lymington — Yarmouth — Portsmouth — Ryde



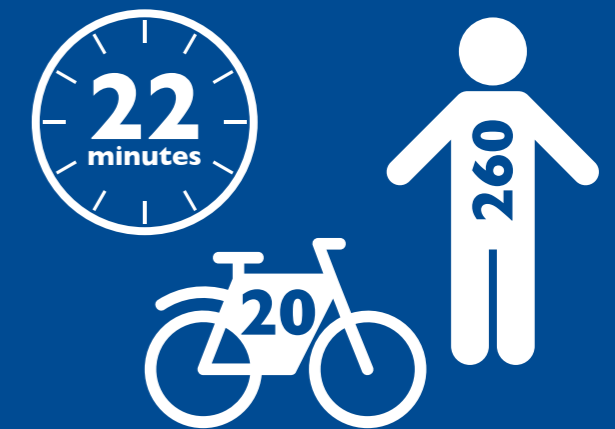
### WIGHT LIGHT, WIGHT SUN AND WIGHT SKY

The three stars of our Lymington to Yarmouth crossing. This is the quickest car ferry service taking only 40 minutes and each ferry carries 65 cars and 359 passengers. Each ferry has a Wight Taste food outlet, sun deck, pet friendly area as well as accessible toilet and baby changing facilities.



### WIGHT RYDER I AND WIGHT RYDER II

Our two FastCats sail from Portsmouth Harbour to Ryde Pier Head. These are the quickest ships in our fleet, getting foot passengers and cyclists across the Solent in just 22 minutes. They can carry 260 passengers and 20 bicycles and are perfect for getting customers to additional public transport routes.



 All of our ferries have an accessible toilet and baby changing facilities.

## REFRESHMENTS ON BOARD



### WIGHT TASTE AND COSTA COFFEE

We know how much our customers look forward to savouring the food and drink of the Isle of Wight. Through our continuing commitment to be part of Island life and supporting the local economy, we've partnered with a range of local suppliers to bring our customers fresh, delicious and local produce from the very beginning of their journey to the very end with our Wight Taste shops and cafés.

Our Wight Taste stores can currently be found on board Victoria of Wight, St Clare, St Faith, Wight Sun, Wight Light and Wight Sky. You'll also find Camber Café in Portsmouth, Creek Café in Fishbourne and the Castle Café at our Yarmouth port.



Our customers also like a choice of catering on board our Victoria of Wight, St Clare, Portsmouth Harbour, Lymington and Ryde Pier ports we've partnered with the UK's leading coffee retailer Costa Coffee.

So, whether it's for a gift to take home or to tuck into during your journey, there's plenty to get your taste buds tingling.

