

# ACCESSIBLE TRAVEL & CUSTOMER ASSISTANCE

We're here to help you when you need it. Customers with disabilities, reduced mobility, medical conditions or just those that need some extra help can rely on Wightlink to make sure the journey meets all their needs.

## All our ports offer these facilities:



HEARING LOOP



WHEELCHAIR LOAN



ACCESSIBLE TOILET



RAMP ACCESS

## **All FastCats offer these facilities:\***



WHEELCHAIR LOAN



RAMP ACCESS



WHEELCHAIR SECURE POINTS



PRIORITY SEATING

\*All facilities shown in this leaflet are subject to availability and vary by vessel.

## All our car ferries offer these facilities:\*



WHEELCHAIR LOAN



ACCESSIBLE / AMBULATORY TOILET



4 ACCESSIBLE PARKING SPACES ON BOARD CAR FERRIES\*\*



RAMP ACCESS



LIFTS TO PASSENGER LOUNGES

\*All facilities shown in this leaflet are subject to availability and vary by vessel.

\*\*Situating close to the lift and must be reserved at least 48hrs before travel.

## **CONTACT US**

**Call our Accessible Travel Freephone**

**0800 093 8236**

**or visit [www.wightlink.co.uk/accessibletravel](http://www.wightlink.co.uk/accessibletravel)**

## **MAKING A BOOKING**

Accessible travel and customer assistance must be booked, even if you have a disabled booking.

If you've booked online and then need to arrange accessible travel or customer assistance there will be no charge to do this.

## **TELL US WHAT YOU NEED**

Once you've made your online or phone booking you must advise us of any assistance you need at least 48 hours in advance of the date of travel.

We will then assess your needs and ensure that we can meet them on your chosen sailing, including if you are bringing any specialist equipment on board.

If we can't help we will explain why and may ask you to travel on an alternate sailing.

If you don't advise us in advance, we will do our best to allow you to travel as soon possible after you arrive at the port. However, this may mean your departure is delayed and assistance will not be guaranteed.

## **WHEN YOU ARRIVE AT THE PORT**

Once we've confirmed your requirements you will need to make yourself known at check-in when you arrive at the port. Our team will then place a leaflet under your windscreen and direct you to park in a lane, or, if you're travelling by foot will direct you to the waiting area ready to board.

Our team will then let the ship know you will be boarding and they will reserve any wide space or lift access required.

When you are directed to drive on please switch on your hazard lights, this will allow the ship to recognise you easily. If you're travelling by foot a member of our team will make the ship aware of you and provide any assistance reserved to access the passenger lounges.

Once you are onboard the team will remove the leaflet under your windscreen.

## **LEAVING THE SHIP**

Please make yourself known to a member of our team on board so they can provide any assistance returning to your vehicle or leaving the ship by foot.

## **WE WILL DO OUR BEST TO HELP WITH**

- Alternative sailings if the maximum number of accessible spaces on board are booked on your chosen sailing.
- Wider lift access space on board
- Assistance to and from the car deck or catamaran (please note we are only able to provide assistance on our terminals)
- Provide ramps on board to access lounges.
- Loan of a wheelchair while you are travelling on board.
- Transportation of specialist equipment that is safe and authorised to take on board.

- Information for passengers who cannot leave the vehicle (subject to authorisation by the Ship's Captain on the day of travel, not guaranteed)
- Other requests not limited to the above.

If your needs change please tell us so we can assist you where we can. Similarly, if your plans change let us know so we can offer the place to another customer who may need assistance.

## **WE CANNOT HELP WITH**

- Transportation of equipment that is not safe to take on board, such as some oxygen refrigeration systems (other than refrigerated flasks).
- Requests that the design of our ship or terminal infrastructure makes it impossible to comply with.
- Requests to remain in your vehicle during the crossing, except in exceptional circumstances such as mobility restrictions that make it unfeasible or unsafe to leave the vehicle during the crossing and only with the express authorisation of the ship's Captain on the day of travel.
- Assistance with personal care such as feeding, breathing or using the toilet.



- If personal care during travel is required, we may ask you to bring a companion with you to provide this assistance. Companions must be booked at least 48 hours in advance and will not be charged provided they travel with you or return on the next available crossing. To arrange a companion travel please call **0800 093 8236** or visit **[www.wightlink.co.uk/accessibletravel](http://www.wightlink.co.uk/accessibletravel)**

## **MOBILITY SCOOTERS**

There may be times during the year when our FastCat sailings are not accessible for customers with wheelchairs or mobility scooters. We will update our service status during these times which can be accessed at [\*\*www.wightlink/updates\*\*](http://www.wightlink/updates)

## **ASSISTANCE DOGS**

Assistance dogs are welcome in all customer areas of our terminals and ships.

## **ARRIVE IN GOOD TIME**

Once you have booked and informed us of your needs, whether you are travelling by foot or vehicle, please arrive at least 30 minutes, but not more than 60 minutes, before your sailing time even if there are reported delays.

If you do not check in on time, you may not be able to travel on your booked sailing and we may not be able to provide the assistance you need.

## KEEPING YOU UP TO DATE

Our port teams will do their best to keep you up to date with changes to our service while you are waiting to travel.

You can also receive free Travel Updates via email or SMS by signing up online at **[www.wightlink.co.uk/travelupdates](http://www.wightlink.co.uk/travelupdates)**

Alternatively you can follow our dedicated twitter feed [@wightlinktravel](https://twitter.com/wightlinktravel) or visit our website at [wightlink/updates](http://wightlink/updates)

# **FEEDBACK AND FURTHER INFORMATION**

The processes described in this leaflet are compliant with EU Regulation [EC] No 1177/2010 'The rights of passengers when travelling by sea and inland waterways'.

Copies are available on our website and on request at our ticket offices.

If you have any comments about Wightlink or its services, please contact Customer Relations.

**[www.wightlink/contact us](http://www.wightlink/contact-us)**

**Wightlink Isle of Wight Ferries  
Gunwharf Road  
Portsmouth PO1 2LA**

Complaints regarding ferry travel under EU Passenger Rights 1177/2010 are arbitrated by the Association of British Travel Agents (ABTA) 30 park Street, London, SE1 9EQ