

Frequently Asked Questions - travelling on the ferry Draft - September 2018		Red Funnel	Hover Travel	Wightlink
Q1	What is your phone numbers for bookings?	Tel. 02380 019192	Tel. 01983 717700	Tel. 0800 093 8236
Q2	What is your telephone number for information with passengers with additional needs?	Tel. 02380 248500	Tel. 01983 717700	Tel. 0800 093 8236
Q3	How do I find out information regarding getting assistance on board if I need it ?	<p>Guests travelling on our Southampton<->East Cowes route with reduced mobility (physical or sensory) are asked to book at least 48hrs before travelling by calling 02380 019192 - Monday – Friday: 08:00-19:00 Saturday & Sunday: 08:00-18:00</p> <p>Red Funnel have recently lauched an Assisted travel scheme, for more information please call their booking number - 02380 019192</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/passenger-assistance/</p>	<p>Please email us on hovercare@hovertravel.com, or call our enquiry line on 01983 717700.</p> <p>The opening times for contact are – 09:00-17:30</p> <p>Out of hours telephone line for urgent enquiries only 01983 717718</p>	<p>If you need assistance getting on board or extra space when parking for wheelchairs, call us at least 48 hours before you plan to travel and we will do our best to help. We need to assess your needs and make sure we can accommodate them on your chosen sailing time or, if necessary, recommend an alternative sailing.</p> <p>If we are unable to assist you, we may ask that you bring someone with you to help. If this happens your companion can travel for free.</p> <p>When you arrive at our port let our staff know you have access needs so they can make their colleagues on board aware.</p>
Q4	How do I find out about Wheelchair information, such as the number of wheelchairs that can be conveyed at any one time ?	Nothing specific on website currently	<p>Please email us on hovercare@hovertravel.com, or call our enquiry line on 01983 717700 -</p> <p>Our brochure also has information on accessbiltiy within our terminals and on our boats - https://www.hovertravel.co.uk/accessibility-information.php</p>	<p>For accessible travel information, please go to http://www.wightlink.co.uk/information/passenger-assistance/</p>
Q5	How do I book crossings in advance ?	<p>You can book your ferry in advance either using our online booking service, calling our booking team or at our terminal.</p> <p>https://www.redfunnel.co.uk/en/book/ferry-booking/</p>	<p>You can book the Hover Craft in advance online and at our terminal in Ryde</p> <p>https://www.hovertravel.co.uk/</p>	<p>You can book online by going to www.wightlink.co.uk or, by calling 0333 999 7333, our lines are open 8:00am - 8:00pm weekdays and 9:00am - 6:00pm weekends.</p>
Q6	How do I find out practical information, such as the Carriage of equipment, where to store walkers etc.	Nothing specific on website currently	<p>Please email us on hovercare@hovertravel.com, or call our enquiry line on 01983 717700 -</p> <p>Our brochure also has information on accessbiltiy within our terminals and on our boats - https://www.hovertravel.co.uk/accessibility-information.php</p>	<p>It's best to always ask when travelling by calling 0333 999 7333, our lines are open 8:00am - 8:00pm weekdays and 9:00am - 6:00pm weekends.</p>
Q7	Do you have disabled access toilets on board, or at the ports ?	<p>There are disabled toilets whilst on board the ferry and at both ferry terminals -</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/terminal-facilities/</p>	<p>We have disabled toilets, however the disabled toilets are only available at the terminals as the journey is a quick 10 minutes.</p>	<p>Yes, all our ships and terminals have disabled toilets situated at the back of the boat for the Foot Passenger ferries and around the boat on the Car ferries.</p>

Q8	How much will the ferry journey cost? (Sept 2018)	Day return Adult = £23.40 Day return child = £11.70 https://www.redfunnel.co.uk/en/isle-of-wight-ferry/fares/	The fare for a patient with an appointment is £10.30 for a return crossing, for more information please go to our website - https://www.hovertravel.co.uk/nhs-healthcare-scheme/index.php	Book in advance on 0333 999 7333 or on the day of travel at a Wightlink Ticket Office, quoting Wightlink Healthcare Discount. You will need to produce your appointment card/letter/SMS referring to your appointment in order to collect tickets from the relevant Ticket Office on the day of travel. The discount is available for Isle of Wight residents only and applies to the patient +1 for adults. If the patient is a child, two parents or guardians can travel at a discount - http://www.wightlink.co.uk/iow/go/tickets-prices/healthcare/
Q9	What if I can't afford the fares?	New Assisted Travel Scheme being launched, info to follow	Unfortunately that is out of our control and we have no further assistance available	A discretionary decision may be made by Wightlink
Q10	Can I get a travel discount if I live on the Island but my baby / child is in a mainland hospital ?	A special return passenger ferry fare of £10 per person is available for the patient and a companion. Where the patient is a child, the discounted fare is available for up to 2 adults travelling with the child (Proof of appointment at Southampton General will be needed) https://www.redfunnel.co.uk/en/isle-of-wight-ferry/fares/ferry-passenger-fares-to-southampton/healthcare-travel-scheme/	The fare for appointments can also be used in circumstances such as this, for more information please view our website via the link - https://www.hovertravel.co.uk/nhs-healthcare-scheme/index.php	Yes, we have a discount scheme for NHS patients and appointments where we offer 50% discount off our fares - http://www.wightlink.co.uk/iow/go/tickets-prices/healthcare/
Q11	How long will the journey take?	Southampton - West Cowes Foot Passenger Ferry: crossing time is between 25-30 minutes Southampton - East Cowes Car Ferry: crossing time is between 55-60 minutes https://www.redfunnel.co.uk/en/isle-of-wight-ferry/route-map/	Our Hover Craft will have you in Southsea terminal from Ryde terminal in 10 minutes.	The journey will take 45 minutes on our Car ferries and 22 minutes on our FastCats.
Q12	Where will I park at the ferry port?	Long-stay parking is available in Park Road, Mornington Road and Brunswick Road. Short-stay parking is available in St Mary's Road, Cross Street, the Esplanade and The Parade - The link below show the areas in map format https://www.redfunnel.co.uk/en/isle-of-wight-ferry/terminal-facilities/	Currently at our Ryde terminal we have a Council operated car park outside the terminal, next to the ice rink, with 8 disabled spaces.	There are Wightlink car parks at all our ports excluding Yarmouth and Portsmouth Harbour.
Q13	How do I get to /from the hospital from the ferry?	There is bus stop immediately outside the main passenger entrance. Red Funnel's Quayconnect shuttle bus operates between Southampton Central rail station, Asda (closest stop to Southampton's National Express coach station) and the WestQuay shopping centre. At West Quay there will be either the Bluestar bus 17 or Unilink bus U6H that takes you directly to the hospital https://www.redfunnel.co.uk/en/isle-of-wight-ferry/terminal-facilities/	There is a Wessex Cancer Trust bus that will pick up from our Southsea terminal, for patients with cancer appointments only. For patients with another appointment there is public transport by bus, the number 8 will pick up from opposite the hover travel terminal and will take you directly to Queen Alexandra Hospital.	If not travelling in own car, the Portsmouth Terminal for Foot Passenger ferry is directly next to Portsmouth Harbour station and The Hard bus station.
Q14	Do you currently provide any information regarding any buses from the ferries to Southampton or Portsmouth hospital	Nothing specific on website currently	Our Brochure has information on travelling from the terminal to Queen Alexandra Hospital - https://www.hovertravel.co.uk/accessibility-information.php	We currently do not have any information on our website.

Q15	What do I do if I feel ill on the boat?	<p>If you require any assistance during your journey, please contact the On Board Services Officer, located in the Ship's Stores shop on 'B' Deck or alternatively ask any member of staff</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/passenger-assistance/</p>	<p>Our crew are trained in first aid, therefore gain the attention of one of our crew members who can assist you during the crossing.</p>	<p>If you feel unwell on the crossing then please report to a member of the crew.</p>
Q16	Can a Companion / Carer travel with me ?	<p>A special return passenger ferry fare of £10 per person is available for the patient and a companion. Where the patient is a child, the discounted fare is available for up to 2 adults travelling with the child</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/passenger-assistance/</p>	<p>The NHS appointment fare includes the ability to take someone with you, the cost for the additional person is £10.30 return.</p>	<p>We offer free travel for companions/carers.</p>
Q17	What if I have very particular needs ? Who do I need to contact before I travel ?	<p>Guests travelling on our Southampton<->East Cowes route with reduced mobility (physical or sensory) are asked to book at least 48hrs before travelling by calling 02380 019192</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/passenger-assistance/</p>	<p>Please email us on hovercare@hovertravel.com, or call our enquiry line on 01983 717700.</p>	<p>You can call our mobility line on 0800 093 8236</p>
Q18	What if the boat is late or doesn't run?	<p>This weblink takes you to a Live Status of the next 20 ferry departures from Southampton and the Isle of Wight. In the event of any cancellations or disruption you can find out more by clicking on the information icon that will appear alongside the affected sailing.</p> <p>https://www.redfunnel.co.uk/en/isle-of-wight-ferry/service-status/</p>	<p>The Wightlink Foot Passenger ferry is only a short walk to their Ryde Wightlink terminal from our Ryde Hover Travel terminal, if our hover craft is suspended then the customer will be refunded the unused part of the ticket and will have to travel via Wightlink.</p>	<p>We'll do our best to contact you in advance to advise of any disruption. We also advise to check our live service status by going to http://www.wightlink.co.uk/go/service-status/</p>