



HoverCare

Helping you travel with ease

CONTENTS

3	<i>Introduction</i>
.....	
4	<i>About HoverCare</i>
.....	
5-6	<i>Our Commitment</i>
.....	
7-12	<i>Accessibility Guide</i>
.....	
13-17	<i>Partners</i>
.....	
18-19	<i>Mobility Concessions</i>
.....	
20	<i>Contact information</i>



INTRODUCTION

This easy to use guide will help passengers travelling on the Hovercraft who require any form of assistance to enjoy a safe and comfortable journey.

For additional support, advice and information please refer to our Customer Charter booklet found in the terminals and online. To make sure we offer the best possible assistance for all our customers who require additional help, we generally require you or your carer to call, email or pop-in to one of our terminals 48 hours in advance to discuss the extra help we offer so Hovertravel can ensure the safest, easiest and most pleasant journey possible.

Our aspiration is to offer the very best service to all our passengers, with HoverCare we're here to help and assist those who may need a little extra help. We are committed to ensure access and travel on our hovercraft, our terminals and all elements of your journey from start to finish is as comfortable and safe as possible.

We work closely with our industry partners, including and not limited to the MCA (Maritime and Coastguard Agency) to ensure that we meet our obligations, but at Hovertravel our staff aspire to exceed these and ensure all can travel with ease. In addition, we work with local and national advisor user groups & charities to ensure we keep abreast of the wishes and obligations of our customers and we always welcome your feedback to allow us to further improve our services.

Despite our best endeavours to ensure all passengers can travel with comfort and ease, please note that our obligations remain limited in accordance with our Booking Terms & Conditions (*available online and within terminals*) and our statutory obligations.



ABOUT HOVERCARE

Hovercare is a service for any passengers requiring assistance with their travel whether they have reduced mobility requirements or just need a little extra help with their journey. Our staff are here to help.





OUR COMMITMENT



At Hovertravel our aim is to ensure that our hovercraft and terminals are as accessible as possible for persons with reduced mobility.

Crossing the Solent with Hovertravel is not only fast but an enjoyable experience for all our passengers. Our experienced staff are there to ensure your journey is comfortable and safe.

Safety is our priority and staff will ensure customers who require extra assistance will receive the necessary help. Hovertravel staff are fully trained to assist all passengers including those with reduced mobility through the terminal and on the hovercraft.

At Hovertravel we are committed to meet and exceed the requirements of any current legislation to ensure the very best for all our customers. We recommend that you contact us 48 hours before you travel to book your HoverCare service and that you arrive at our terminal at least 15 minutes before your intended departure time and make yourself known to a member of staff.

Note: During summer weekends and bank holidays please allow extra time. If you don't provide us with adequate notice then we may not be able to accommodate your request

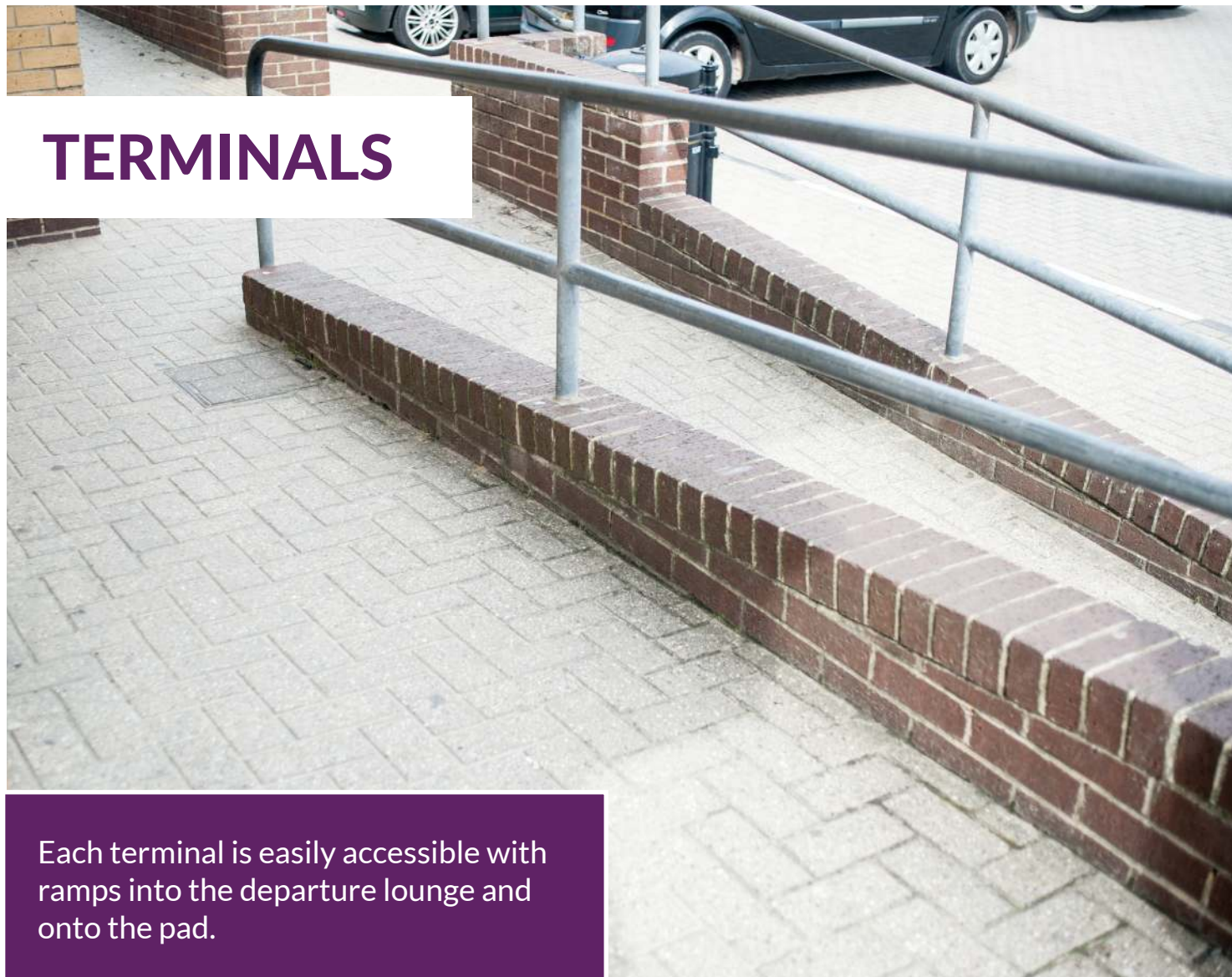
Travel tickets can be purchased on our website (hovertravel.com), via our App (iPhone & Android), by phone, via the Self-Service Kiosks in the terminals and at the Terminal Ticket Offices. If you are unsure what you may need help with, our friendly staff will talk you through your journey and make suggestions convenient to you. In order for us to offer the best service we ask you to contact us 48 hours before travelling.

Please email us on hovercare@hovertravel.com, or call our enquiry line on 01983 717700.

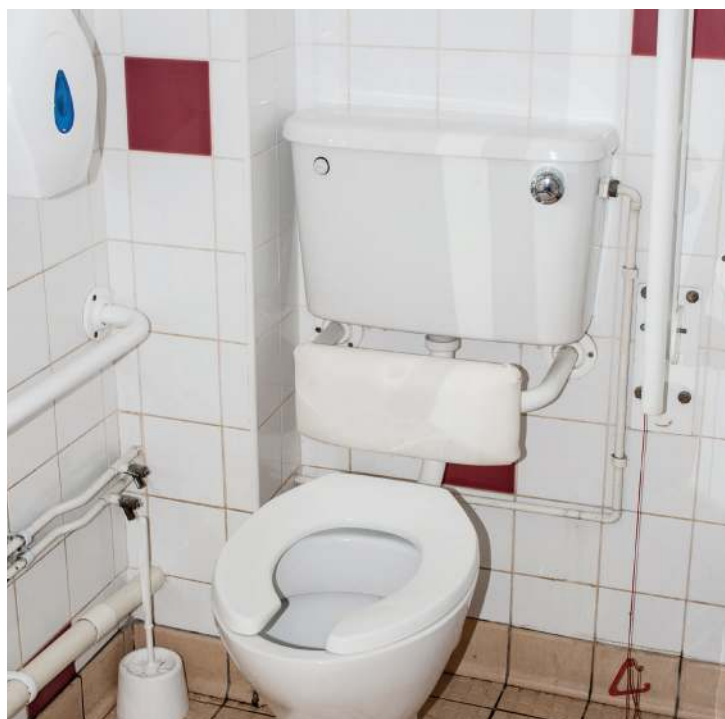


ACCESSIBILITY GUIDE

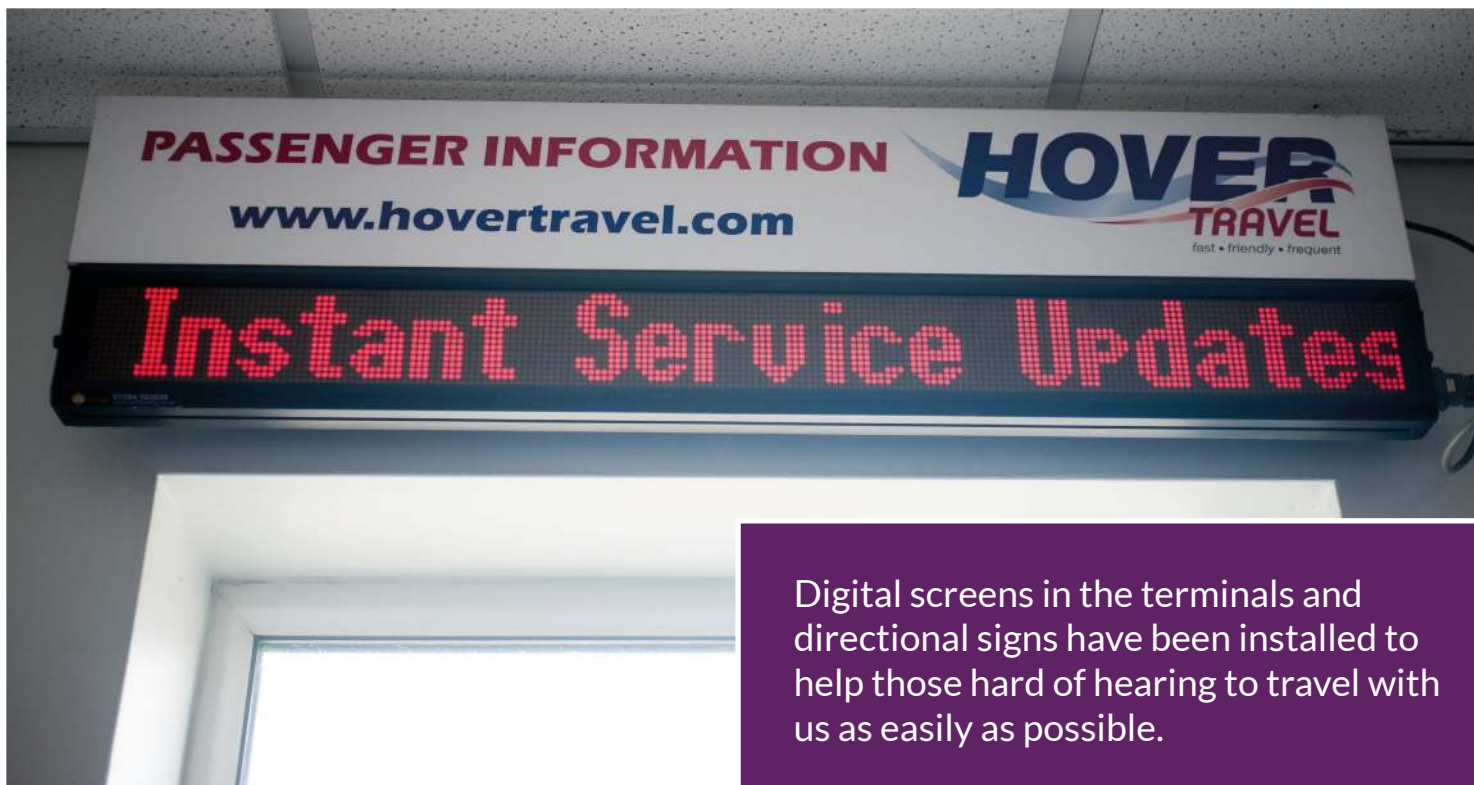
TERMINALS



Each terminal is easily accessible with ramps into the departure lounge and onto the pad.



Each terminal offers a disabled toilet, baby changing facilities and dog refreshment area.



Digital screens in the terminals and directional signs have been installed to help those hard of hearing to travel with us as easily as possible.



Within the terminals we are committed to providing clear audio and visual information at all times.

Our staff are always available and will communicate information directly to those who suffer from sight related issues



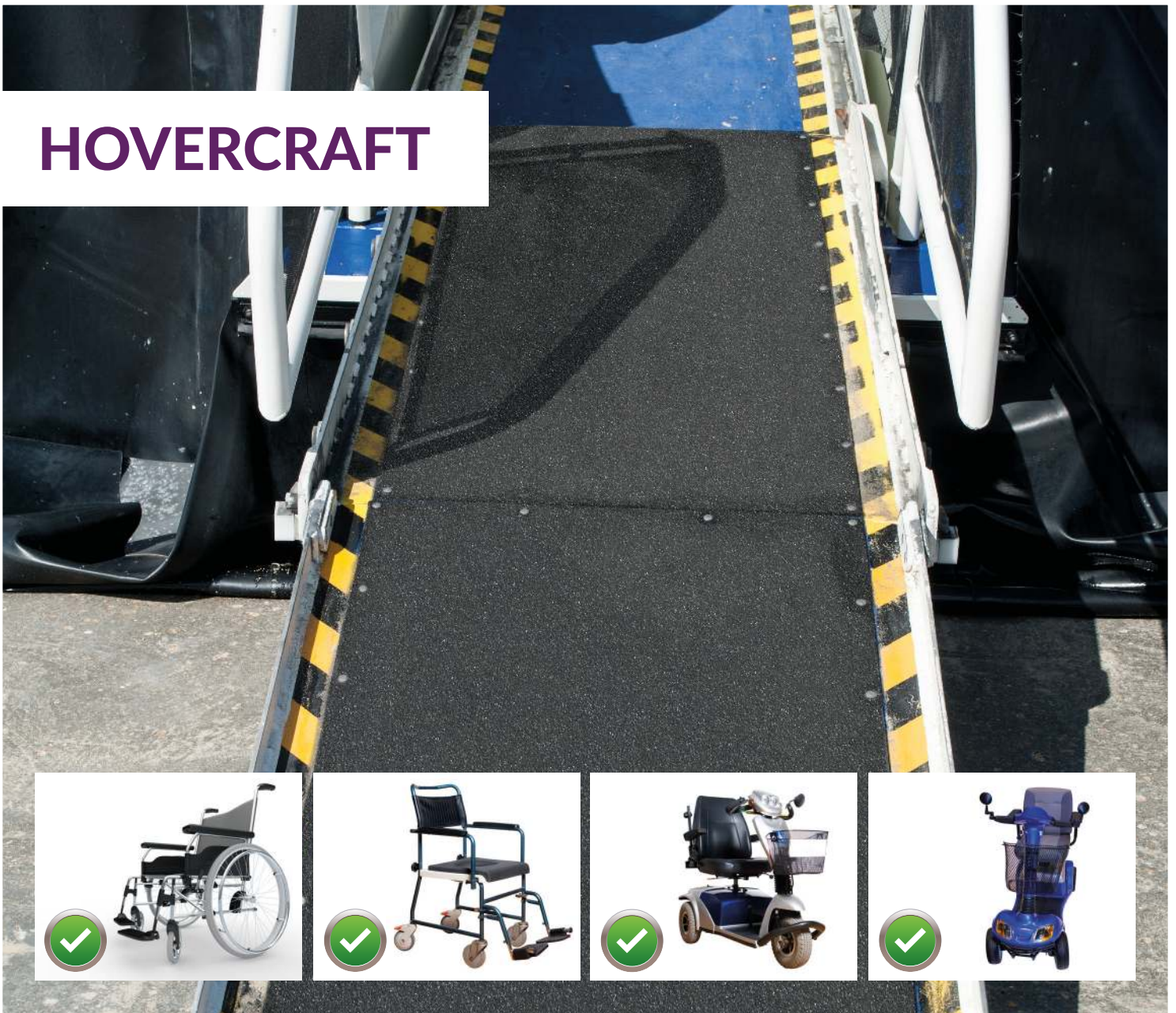
Wide corridors and spacious terminals allow for easier wheelchair access, as well as allocated seating for those who have reduced mobility.

Our staff will be pleased to assist passengers by carrying their luggage within the terminal and onto the craft.

We ask that all luggage adheres to our safety guidelines and doesn't exceed 30kg in weight. Hovertravel do not provide left luggage facilities.



HOVERCRAFT

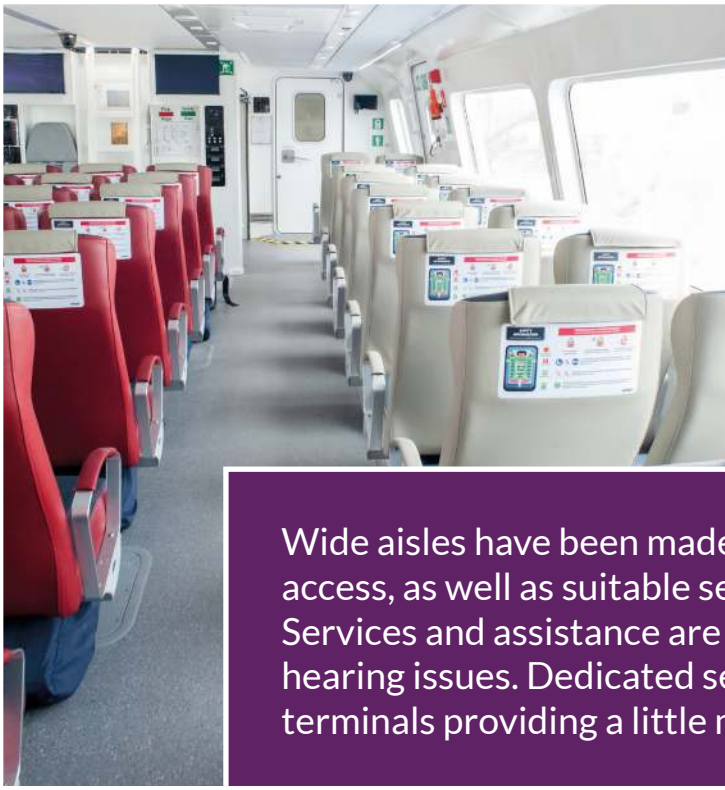


To access the craft there is a ramp on the craft leading directly to the wheelchair seating area. Wheelchairs are safely secured on each craft before departure.

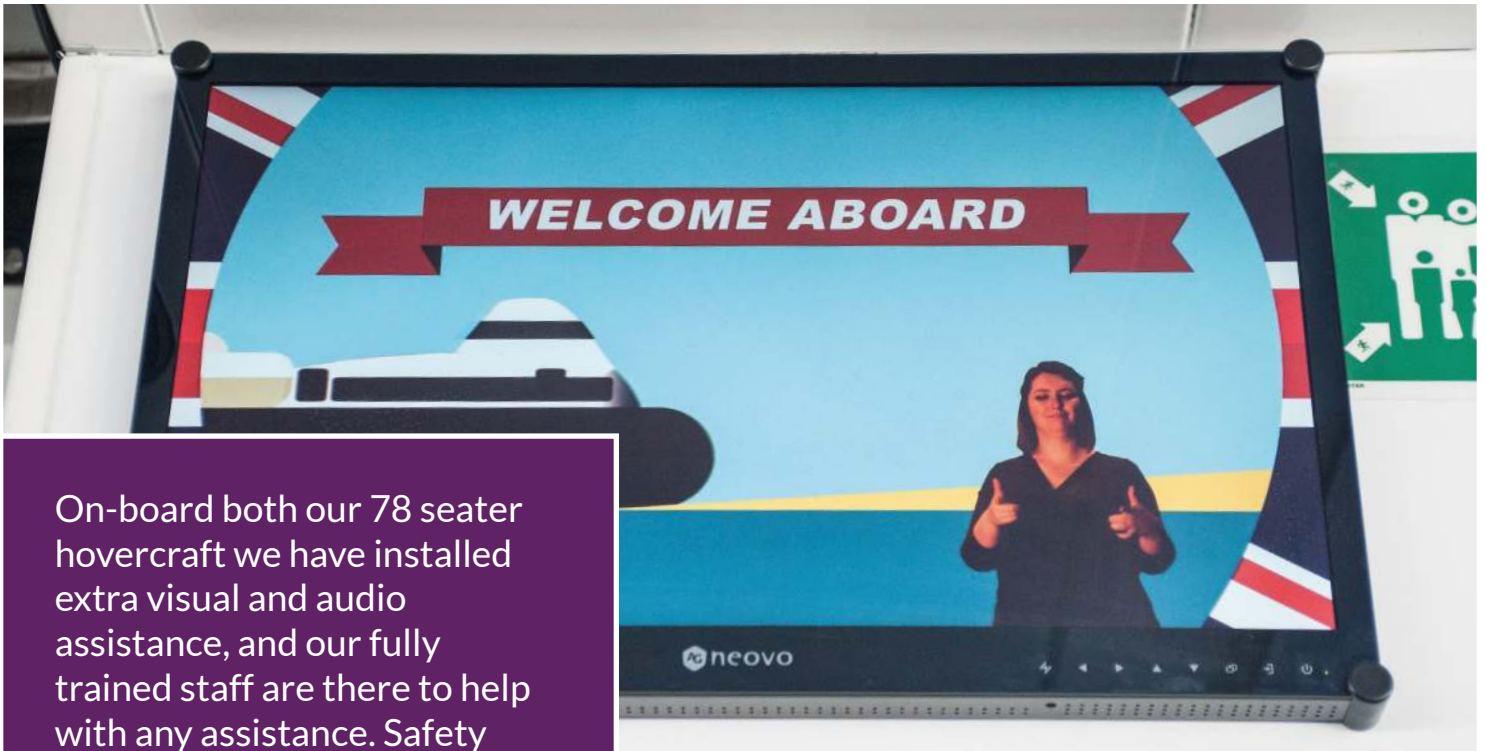
Wheelchairs and mobility aids, which includes mobility scooters, can be accepted for travel, subject to size and weight limitations in and around the craft (Maximum size 72cm w x 122cm h). We can accommodate one wheelchair on each hovercraft crossing. Batteries must be dry or gel, non-spillable sealed types.

Hovertravel regrettably cannot carry people movers however Hovertravel are able to provide free of charge a wheelchair for use of travel between our ports. Please advise staff on arrival if you wish to travel in a wheelchair.

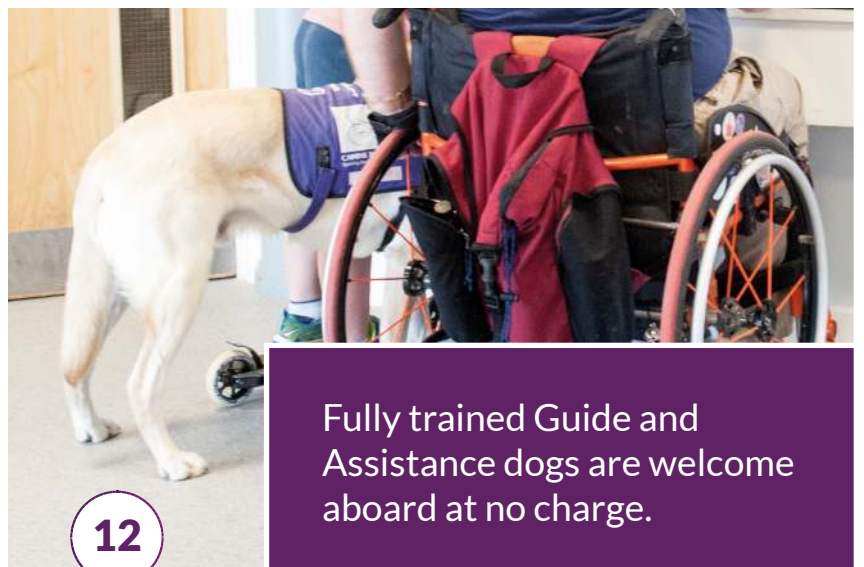
Each hovercraft offers space for one wheelchair passenger and we ask for passengers with wheelchairs to please contact us 48 hours in advance of travel so we can ensure the craft is ready. We also ask for you to arrive 15 minutes before your booked journey time.



Wide aisles have been made a standard to allow for easier wheelchair access, as well as suitable seating for those who have reduced mobility. Services and assistance are also available for those with sight or hearing issues. Dedicated seats are available onboard and in our terminals providing a little more space and easy accessibility.



On-board both our 78 seater hovercraft we have installed extra visual and audio assistance, and our fully trained staff are there to help with any assistance. Safety videos with audio, subtitles and a deaf signer are shown before each crossing on our craft. Our craft can also accommodate one Wheelchair per crossing. Wheelchair spots are allocated on a first come first serve basis, so we ask that you please call 48 hours in advance to allow us extra time to make sure that we offer the best assistance possible.



Fully trained Guide and Assistance dogs are welcome aboard at no charge.



PARTNERS



THE HOVERBUS

Hovertravel offers a Hoverbus service that links with every scheduled hovercraft*. The Hoverbus stops just in front of the Hovertravel terminal for easy access and is a low floor bus suitable for wheelchairs and buggies. The Hoverbus offers connections to both Portsmouth Harbour & Portsmouth & Southsea train stations and offers stops outside of Gunwharf Quays, Portsmouth Historic Dockyard and Portsmouth's Commercial Road shopping centre.

* Except during the 15 minute commuter services where Hoverbus continues to run every 30 minutes.



FREE MINIBUS TO QA HOSPITAL

Island patients travelling across to Portsmouth for cancer treatment can now benefit from a dedicated bus service which runs between the Hovertravel terminal at Southsea and Portsmouth Queen Alexandra Hospital, Cosham.

The 15 seat mini bus service is free and available for all cancer patients to use. It operates weekdays from Monday to Friday and picks up from the Hovertravel terminal at 10:30, 11:30 and 13:30 and drops off at the Queen Alexandra Hospital, Cosham.

Hospital pick up times are at 11:00, 12:00, 13:00 and 14:00. A collection/ drop off from the Marriott Hotel can also be arranged.

The Isle of Wight Clinical Commissioning Group (CCG) has funded the purchase of the minibus and the on-going running costs will be provided by Wessex Cancer Trust.

If you require additional assistant and/or are registered disabled, you may be entitled to certain fare concessions when travelling with us.



NATIONAL EXPRESS

The majority of National Express fleet have a passenger lift at the front entrance of the coach.

If you use a wheelchair or have reduced mobility, please make sure you call National Express at least 36 hours before travelling so that they can fully assess your travel requirements on **08717 818179 (calls charged at 10p per minute plus network extras)**. The Assisted Travel Team are available every day between 8am and 8pm (7 days a week). When calling, you will receive specialist assistance in planning

your journey, arranging seat reservations and discussing ticketing options.

For just £10 a year the National Express Disabled Coachcard gives you 1/3 off your travel, all year round.

More information is available online at **www.bit.ly/2wxGRe6**.

You are eligible if you receive disability related benefits or are registered as deaf or use a hearing aid, or are registered as visually impaired or have epilepsy.



SOUTHERN VECTIS

Southern vectis operation bus services all around the Isle of Wight with a major bus station on Ryde Esplanade. Southern Vectis endeavour to make their vehicles inclusive to all customers and this includes making it accessible for disabled people and those with buggies.

For more information, please visit
www.islandbuses.info



PARKING

There are council operated car parks at both terminals, with disabled parking bays closest to the terminals.



TAXIS

There are taxi drop off and collection points directly outside of both Ryde and Southsea terminals. We work with local taxi companies and our staff will be happy to arrange your booking should you require it.



MAINLAND AIRPORT TAXIS

We also work with Mainland Airport Taxi's who operate to all the major airports and ferry ports. Pick up is directly from Southsea terminal.

For reservations please contact
02392 799758.



MOBILITY CONCESSIONS



If you are registered blind, deaf (or use a hearing aid), suffer from epilepsy, receive attendance allowance, receive severe disablement allowance or receive war pensions mobility allowance, then you are eligible for the reduced mobility Concessions, providing that you are able to produce the award certificate/letter or prescription notice when buying your ticket or season card.

Please visit our [website](#) or contact our terminal staff if you believe you may be eligible.

Hovertravel offers concessionary discounted travel for disabled persons or those with reduced mobility. You are eligible for a disabled persons or persons with reduced mobility concessionary fare (from 1st Feb 2013) if you meet any of the following conditions:

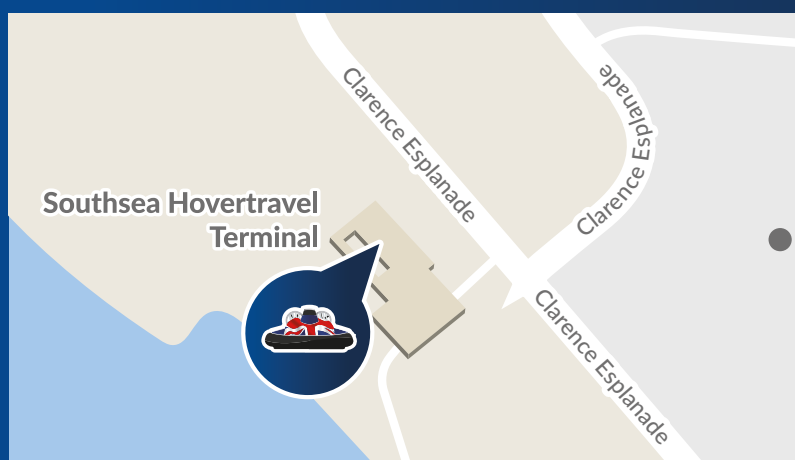
Concession	Help us to help you by please bringing along the following:
<i>Are registered as having a visual impairment</i>	<ul style="list-style-type: none"> - Certificate of Visual Impairment (CVI) - BD8 certificate for being registered blind or partially-sighted
<i>Are registered as deaf or use a hearing aid</i>	<ul style="list-style-type: none"> - The front page of your NHS battery book or a copy of your dispensing prescription from a private hearing aid supplier
<i>Have epilepsy and either have repeated attacks even though you receive drug treatment; or are currently prohibited from driving because of your epilepsy</i>	<ul style="list-style-type: none"> - Exemption Certification for epilepsy medication and a photocopy of your letter from the DVLA telling you that you are unable to drive
<i>Receive Attendance Allowance</i>	<ul style="list-style-type: none"> - Award letter
<i>Receive Disability Living Allowance at either the higher rate or lower rate for getting around (mobility); or the higher or middle rate for help with personal care</i>	<ul style="list-style-type: none"> - Award letter
<i>Receive Severe Disablement Allowance</i>	<ul style="list-style-type: none"> - Award letter
<i>Receive War Pensioner's Mobility Supplement</i>	<ul style="list-style-type: none"> - Award letter
<i>Receive War or Service Disablement Pension for 80% or more disability</i>	<ul style="list-style-type: none"> - Award letter
<i>Are buying or leasing a vehicle through the Motability scheme</i>	<ul style="list-style-type: none"> - The leasing or hire-purchase agreement
<i>If you have a reduced mobility Blue Badge</i>	<ul style="list-style-type: none"> - Please bring your Blue Badge with you when you purchase/travel

Contact and Feedback

For all HoverCare enquiries please contact us on hovercare@hovertravel.com or call us on 01983 717700.

Your feedback is important to us:

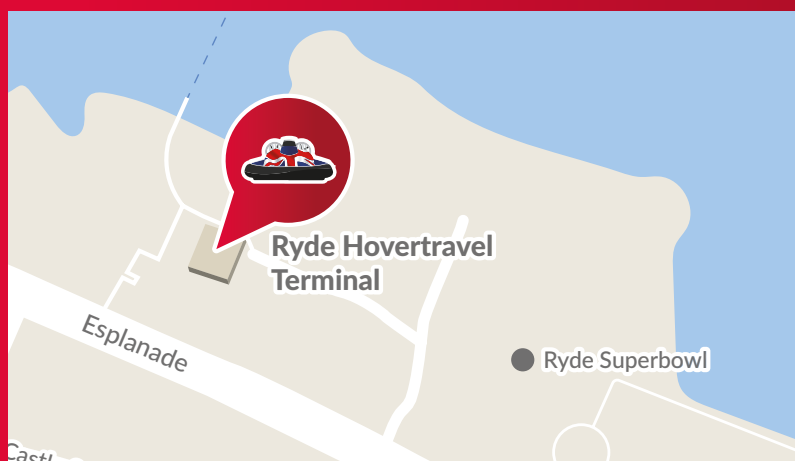
We encourage all our customers to give feedback by e-mail on any aspect of the service we provide. You can get in touch with us at: info@hovertravel.com or hovercare@hovertravel.com.



Southsea

Hovertravel Limited,
Clarence Esplanade,
Southsea, Portsmouth,
PO5 3AD

Tel: 01983 717 700
Email: info@hovertravel.com



Ryde

Hovertravel Limited,
Quay Road, Ryde,
Isle of Wight,
PO33 2HB

Tel: 01983 717 700
Email: info@hovertravel.com



hovertravel.com