



Hovercraft Travel & Autism

**A customer's guide to flying
to the Isle of Wight with
Hovertravel**

Arriving

When you arrive at the terminal in Ryde or Southsea, you will see plenty of posters and leaflets about the Isle of Wight. It can sometimes be very busy outside on the pavement with people walking and visiting the seaside



The Terminal

Once inside if you show a purple HoverCare card, the Hovertravel staff will explain what is going to happen. If you need any help all the staff members are specially trained to help you and make your journey easier



Buying a Ticket

You will be given a ticket and if you need any further information on buses, trains or attractions, ask the Hovertravel staff who will be happy to help.



Waiting Room



Once you have brought your ticket, you will head to the boarding gate where a staff member will scan your ticket.

You will then go to the seats where you will wait for the next Hovercraft. There are special seats for HoverCare passengers. If anything has to change or there are any delays, the terminal staff will tell you.

If you need a quiet space to wait, speak to a member of staff who will assist you.

They also offer ear defenders if the noise is too much at times.



Waiting Room

If you look out of the window you will see the Hovercraft coming across the water, it looks very small but it can hold up to 78 passengers!

There might be lots of other boats in the Solent, but the Hovercraft can go a lot faster and manoeuvres around others that might be in the way.



Hovercraft Landing

When the Hovercraft is ready to land, it glides out of the water and onto the concrete. You'll see the Hovercraft spray as it lands and hear its loud engines.

The hovercraft will stop on the landing pad and deflate the skirt ready for boarding.



Boarding

**You will wait in the terminal whilst the other passengers disembark the Hovercraft.
Lots of different people travel on the Hovercraft, you might even see dogs.**



Boarding

When the Hovercraft is ready, the staff will open the doors and allow passengers to board. There might be some people in front of you and you might have somebody to help you board. The crew will be at the front of the craft



On-board the Hovercraft

On the Hovercraft there are seats for HoverCare passengers. You sit down ready for the journey, the chairs are comfortable. You might see the crew members closing doors, counting passengers and using equipment.

The pilot sits in the cockpit upstairs, you can see the ladder they have to climb up.



The Journey

A video will play with safety information and then you'll feel the engines start up. The engines are quite loud but if you would like ear defenders just ask the staff. It's a strange feeling when the Hovercraft lifts up on the skirt. I think the journey is very smooth and quite fun. The journey is very quick.

Can you tell when the Hovercraft goes from land to sea?



Arriving

The pilot will open the doors which make a beeping sound.

Passengers will stand up and leave through the door at the front. You might want to wait until the end. It does not take a long time. When you get off the hovercraft the staff will direct you through a gate where you can continue your journey.

A flight on the hovercraft can be very exciting and it is different to going on a boat or in a car.

There can be loud noises and it can feel funny riding in a hovercraft on top of the water.

If you have any questions or you need any help, ask the Hovertravel staff.

