



## Hovertravel User Group Meeting. (HUG)

Thursday 22<sup>nd</sup> April 2021–10am (Teams)

### In Attendance

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|--------------------|-----------------------|--------------------|
| • Neil Chapman     | Hovertravel           | Managing Director  |
| • Terri Frost      | Hovertravel           | Duty Manager       |
| • Loretta Lale     | Hovertravel           | Head of Commercial |
| • Mike Sizer-Green | Wessex Cancer Trust   |                    |
| • Jan Brooks       | Isle Access           |                    |
| • Lisa Hollyhead   | CEO – Sight for Wight |                    |
| • Yvonne Williams  |                       |                    |
| • Sarah Williams   |                       |                    |
| • Vaughan Martin   |                       |                    |
| • Sarah Williams   |                       |                    |

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- **Matters Arising.**
  - **Service Status;** HUG members advised since the last meeting there had been improvements in the delivery of this service, and welcomed the advance ‘warning’ of possible disruption. It was noted the colour coding isn’t always suitable for all, and to add a R’A’G in the circles **ACTION to add to app.**
  - **Booking System;** Hovertravel set up a separate HUG (IT) meeting to gather feedback as to the ‘online’ facilities and functions. **ACTION – ongoing.**
  - **Hover Care (online);** Hovertravel requested the assistance of HUG to review the layout of the website, in particular the access of information relating to Hover Care. **ACTION HT to seek a review in partnership with Isle Access & Sight for Wight.**
  - **Bike carriage;** now there are greater numbers traveling, a request to review the bike carriage process was noted. **Hovertravel are unable at this stage to book bikes, and remains as a first come first served.**
  - **Mystery Shopping;** undertaken by Isle Access, to include the COVID-19 Secure Standards. **Action HT to restart these from 21<sup>st</sup> June with Isle Access.**

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### **Timetable – Update**

- An update of the current timetable was presented, additional services will be added as we see a relaxation of the current restrictions.
  - The company advised from 1<sup>st</sup> May the ability to book a designated service is to return.
  - Disruption agreement with Wightlink; From 1<sup>st</sup> May 21, for reasons Hovertravel are unable to operate such as weather or technical we will transfer to Wightlink Fast Cat & Car Ferry (if transfer is required to CF a chartered bus will be provided). All will be provided at no extra costs to the customer. This will replace the current process and all current compensation/vouchers arrangements, as these will be withdrawn from 1<sup>st</sup> May 2021.
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### **COVID-19 Secure Standards**

- The company updated the HUG Grp of the current measures implemented to ensure Hovertravel is COVID-19 Secure. The company continues to follow the Government Guidelines and mitigation actions are implemented following a number of Risk Assessments being done. These are reviewed at H&S Meetings. We continue to monitor the latest guidance to ensure the COVID-19 Secure Standards are maintained. No feedback from HUG was received.
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### **Booking procedures & Update of Products.**

- Hover Flexi – continues for all regular travellers, following a 'freeze' or 'transfer' of seasons during the current lockdown.
  - Booked service returns 1<sup>st</sup> May 2021, following the announcement of Wightlink Fast Cat resuming services from 29<sup>th</sup> April 2021.
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### **AOB**

It was discussed the importance of assisting those who have not travelled during the pandemic, and assurance given by Hovertravel to endeavour and assist wherever possible, and acknowledged the social isolation challenges some many face. Feedback was received as to the expected return of travel from various sectors represented.

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Neil Chapman thanked all the HUG members for the continued support and feedback.

**Next Meeting dates; Thursday 15<sup>th</sup> July 2021 @ 10am – Teams**