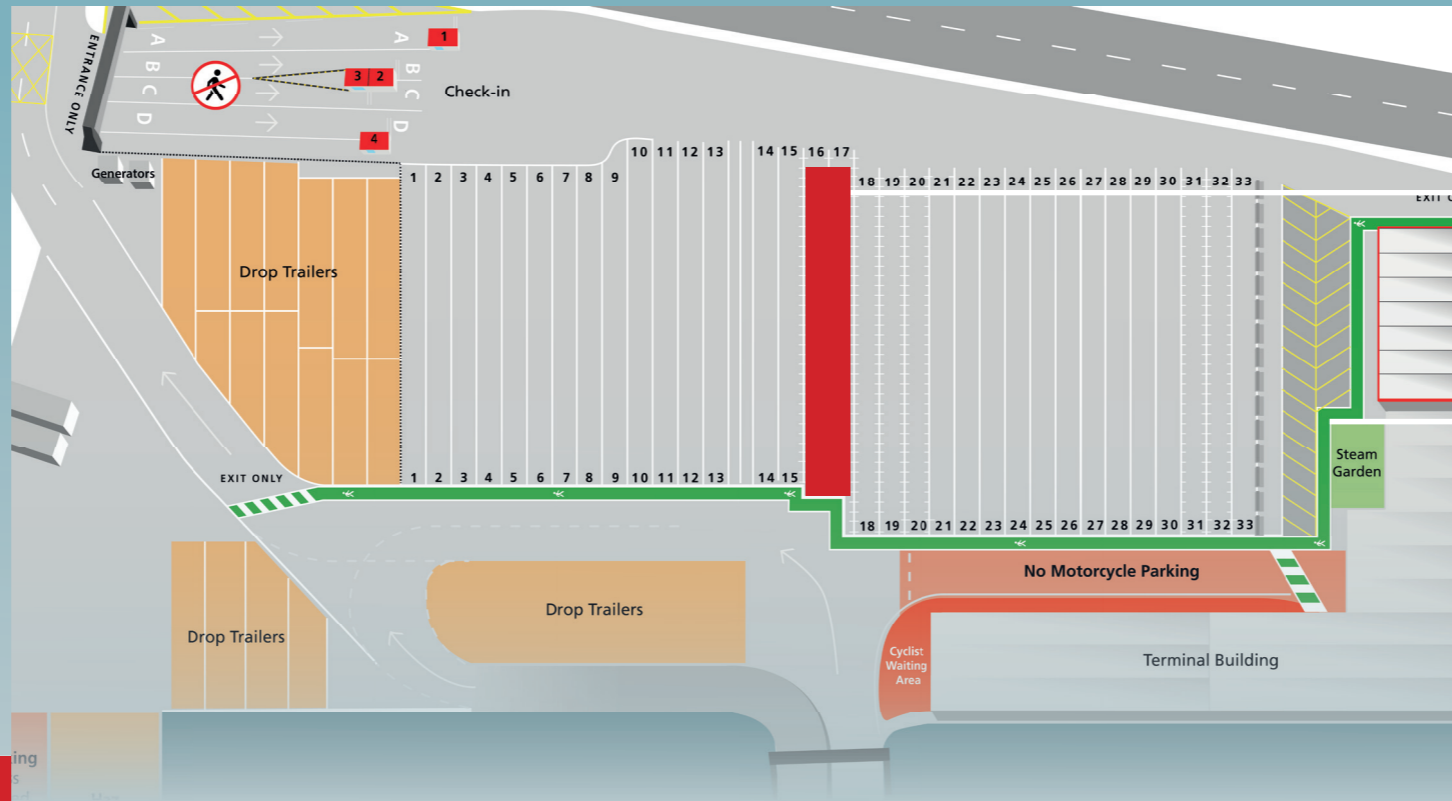


# COACHES GROUP TRAVEL INFORMATION

In order to ensure a safe and pleasant time with us, please make sure to follow our general rules outlined in this leaflet



Designated coach parking area  
Lane 16-17

Green passenger walkway to the terminal

## FOOT PASSENGER GROUPS

Most foot passenger tickets / bookings require you to travel together as a group. Please ensure that you stay together when travelling through the operations.

Please ensure that all instructions are adhered to including verbal, signposting and adherence to passenger walk-ways etc.

Where groups of children under the age of 16 years are travelling, age range of those travelling must be specified at time of booking / ticket purchase.

## FOOT PASSENGER TRAVEL - VEHICLE FERRY

### Southampton Terminal 1

Coaches carrying foot passengers will be parked as close to the terminal building as possible where it will be possible to store any luggage in the cages provided (if previously requested) and also easily access the terminal facilities. Thereafter it is an easy walk up the ramp to board the car ferry.

Tickets can be purchased in the terminal building or by using the ticket machine located along the passenger walkway towards the boarding gate.

Group Foot Passenger travel can also be pre-purchased from the Sales Team.

Should any further assistance be required there will be staff on hand in the terminal either at the ticket desk or in the shop.

## COACHES & MINI BUSES

Coaches /Minibuses should check-in to our Southampton or East Cowes Terminal via the check-in booths as sign-posted, at least 45 mins prior to booked sailing time (no more than 1 hour prior).

Please advise/re-iterate at check-in if any passengers require the use of lifts (ferry lifts as well as integrated vehicle lifts) or any special assistance – this information should also have been provided at the time of booking.

All passengers should be loaded and present in the Coaches /Minibuses prior to check-in. As a matter of safety passengers must not join a vehicle once checked in, unless expressly agreed by an appropriate member of Red Funnel Personnel.

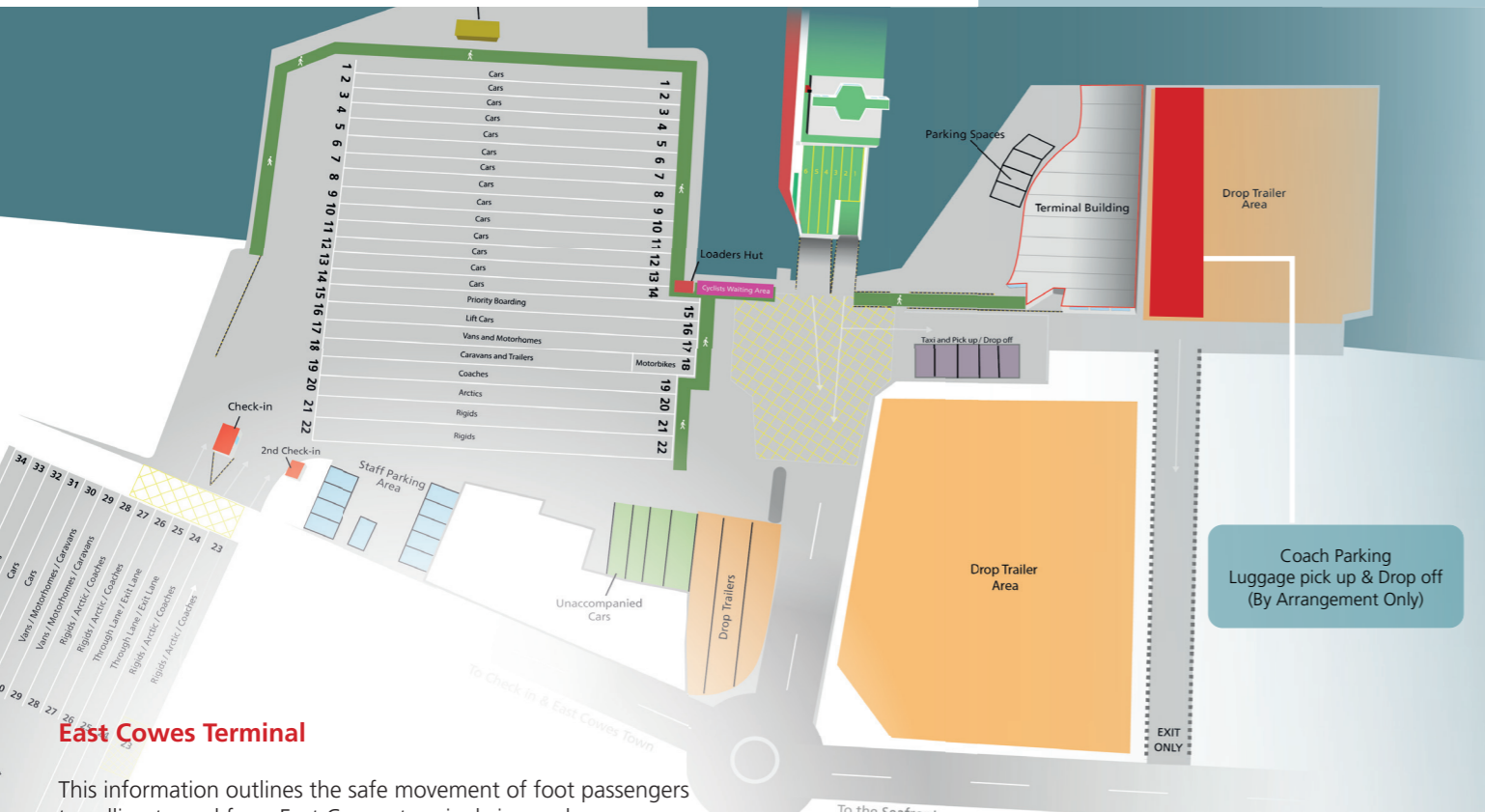
Once checked in coach passengers may disembark the coach/minibus and use the facilities in the terminal.

✓ Please ensure that passengers remain vigilant in the yard and within the designated passenger areas and green walk-ways, following any applicable signposting or instruction from Red Funnel Personnel.

✓ Please ensure that passengers are reseated in the vehicle and ready for vessel loading at least 20 mins prior to sailing time.

Once loaded onto the vessel, please do not disembark the vehicle until advised safe to do so.

When moving around the vehicle decks, stairwells, or passenger accommodation, please do so cautiously and remain vigilant.



### East Cowes Terminal

This information outlines the safe movement of foot passengers travelling to and from East Cowes terminal via coaches.

This will also cover any luggage that is being collected or dropped off from the terminal.

For Red Funnel Staff to accommodate coach and luggage pick up and drop off in our terminal yard (Seaholme yard) the below must be followed:

- ✓ **Customers must arrive between 30 minutes to 1 hour before the sailing. If sailings are delayed customers may be made to wait or advised to return at a more suitable time.**
- ✓ **Arriving less than 30 minutes before sailing may result in no parking or luggage cage being available; we will always try to accommodate where possible, but this could result in luggage being walked on by the customer or waiting for the next sailing if a cage is vital to the group.**
- ✓ **Coach drivers or customers must speak to a member of Red Funnel staff before being allowed access to the parking area.**
- ✓ **There will only be space for 2 x full size coaches.**

### The map above shows the pickup and drop off point for coaches and luggage.

- ✓ Vehicles must only be parked in this area (highlighted above)
- ✓ All customers must make sure that all passengers stay within the barriered area as this is the safe zone.
- ✓ It is the responsibility of customers to make sure all belongings are taken with them
- ✓ It is the responsibility of the coach driver to make sure passengers stay within the area
- ✓ If vehicle traffic is being discharged through the yard, customers must wait until staff give the all clear before exiting the yard
- ✓ Passenger access to/from the terminal/coaches will be given via the side entrance
- ✓ Any special requirements must be notified to a member of staff upon arrival

### FOOT PASSENGER TRAVEL - RED JET

Passenger travel on the Red Jet is on a 'first-come, first-served' basis and specific sailing times cannot be guaranteed. If travelling as a group it is highly advisable to arrive in good time for the required sailing.

#### Southampton Terminal 2

Coaches carrying foot passengers should drop off outside the Red Jet terminal at Town Quay.

The ticket office inside the terminal is the best place to seek assistance with any of your group's needs.

All luggage's must be carried on by customers – trolleys may be available but are subject to demand and generally are not allowed on board

Group travel of children under 12 must be notified in advance to enable Red Funnel team to provide correct number of child life jackets. Please contact the Sales Team in good time in advance of travel to ensure such group travel can be accommodated.

#### West Cowes Terminal

Coaches carrying foot passengers cannot access Fountain yard and so should drop off at a suitable alternative location.

The ticket office inside the terminal is the best place to seek assistance with any of your group's needs.

All luggage's must be carried on by customers – trolleys may be available but are subject to demand and dare generally not permitted on board.

Group travel of children under 12 must be notified in advance to enable Red Funnel team to provide correct number of child life jackets. Please contact the Sales Team in good time in advance of travel to ensure such group travel can be accommodated.

### IMPORTANT CONTACTS AND INFORMATION

**Sales Team**  
01983 681338  
sales@redfunnel.co.uk

**Contact Centre**  
02380 019192  
post@redfunnel.co.uk

#### VEHICLE FERRY

**Southampton Terminal 1**  
Terminal 1, Dock Gate 7 (Royal Pier), Town Quay Road,  
Southampton, SO14 2AL

**East Cowes Terminal**  
Trinity Wharf, Dover Rd, East Cowes PO32 6RA

#### RED JET

**Southampton Terminal 2**  
7 Town Quay, Southampton SO14 2AQ

**West Cowes Terminal**  
Fountain Yard, West Cowes, Isle of Wight, PO31 7AR

