

Please use a blue or black pen and tick the box which best describes your answer

Q1 Which route are you commenting upon ?

- Portsmouth - Fishbourne Wightlink car and passenger ferry
- Lymington - Yarmouth Wightlink car and passenger ferry
- Portsmouth - Ryde Wightlink passenger catamaran service

Q2 Please give your opinion of each of the following aspects of the Wightlink service by using the following scale.

	Excellent	Good	Satisfactory	Poor	Don't know
The frequency of departures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The punctuality of the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The speed of crossing the Solent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The reliability of the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The cleanliness of the ships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the staff at the port	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the staff on board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The range of food and drinks on board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of food and drinks on board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value for money on board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q3 Now please give your opinion of the value for money of the crossing by using the following scale. The crossing is...

	Excellent value for money	Good value for money	Acceptable value for money	Poor value for money	Very poor value for money	Don't know
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q4 In which area do you live?

- Isle of Wight - permanent residence
- Isle of Wight - second home
- UK in Dorset, Hampshire, Surrey, West or East Sussex
- UK other area
- Abroad

Q5 Date travelled (please enter as DDMMYYYY)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please put the questionnaire in the postbox provided on this ferry.

INTRODUCTION

This charter sets out our commitment to you, our customer, and the high standards we strive to adhere to in delivering a quality, safe and enjoyable service at all times.

About us

Wightlink provides the main link between the Isle of Wight and the mainland. Every year, we carry over 5 million passengers, making us one of the UK's largest domestic ferry operators. We endeavour to provide Island residents with an easy and frequent service to the mainland, as well as giving millions of holidaymakers from all across the UK a taste of Island life.

At around 20 minutes a crossing on the FastCat and from 30 minutes by car ferry, there's no easier way to get across the Solent. With our three great routes and close to 70,000 crossings a year, we strive to be the most flexible too. We are dedicated to delivering excellent customer service and offering facilities that make your trip even more enjoyable.

As most people who travel to and from the Island do so with us, we are truly a part of Island life.

Our mission

Is to deliver a quality service to all our customers with the ultimate aim of being:

“The preferred choice of operator for cross-Solent travel”

OUR COMMITMENT TO YOU

- that you, the customer will always be our primary focus
- never to compromise on your safety
- to offer you a quality service operating our scheduled services with minimum disruption, on time and, wherever possible, with capacity available to satisfy your demand
- to furnish you with a trouble-free experience, from your first contact with us in making a booking, to arriving at your destination
- to be courteous and honest with you and our stakeholders and to deliver the highest standards of customer service
- to foster mutual respect
- to ensure that our ships, terminals and facilities are kept to the highest standard of cleanliness

We will make every effort to deliver this commitment at all times. If you have comments, compliments or complaints we want to hear from you, so please take a moment to complete the attached questionnaire and return back to us at the below address or hand back to one of our members of staff, or post in the marked boxes on board the vessels. We take your comments most seriously and assure you that questionnaires are reviewed and actioned regularly. Thank you.

Customer Services
Wightlink Ltd
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