



**Hovertravel User Group Meeting. (HUG)**  
**Wednesday 21st July 2021–11.30am (Teams)**

**In Attendance**

• 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		
• Richard Price		
• Vaughan Martin		

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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 received feedback of ongoing issues with ‘manage your booking’, where it was confirmed, further explanation of the process will be investigated and welcomed any feedback. Hovertravel advised approx. 75% of transactions are now online. **ACTION – ongoing.**
  - **Season/Travel Cards (print quality);** Feedback was received as to the poor quality of the print on the season/travel cards, with it being often impossible to read the bar code number. **ACTION HT to ask IT dept to review.**
  - **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.**
  - **Priority Boarding for Wessex Cancer Trust;** It was noted that while the priority boarding is very welcome for those using the Daisy Bus, it was advised that it’s not implemented consistently. **ACTION – HT to brief the operational staff.**

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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.
- 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 This will replace the current process and all current compensation/vouchers arrangements, as these will be withdrawn from 1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 will continue 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. 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.

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### **AOB**

**Hover Care – Try Before You Fly** mornings will shortly be re-instated, allowing those who have not travelled for a while, or wishing to ask any questions as to accessibility requirements can do so, with a craft ‘parked up’. Dates will be announced. (expected Oct 21 for the first).

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

**Next Meeting dates; Thursday 4<sup>th</sup> November 2021 @ 10am – Teams**

### **Dates for 2022**

- Thursday 17<sup>th</sup> February 2022      10am Teams
- Thursday 19<sup>th</sup> May 2022          10am Teams
- Thursday 3<sup>rd</sup> November 2022      10am Teams