



Accessibility and Inclusion Statement

At the Original Tea Gardens Ferry, we are committed to fostering an inclusive and accessible environment for all passengers. We believe that everyone deserves the opportunity to travel comfortably and safely across our waters, regardless of their abilities or needs.

We offer varying levels of accessibility across our fleet:

MV Tea Gardens (Queen of the Fleet):

- Easy wheel-on, wheel-off access, unique in the bay
- Suitable for wheelchair users, vision-impaired individuals, and those with noise sensitivities
- Operates the main route between Nelson Bay and Tea Gardens three times daily
- The staff is trained to aid and accommodate diverse passenger needs, and feedback is encouraged to improve services.

Additional two Ferries:

- Accessing our two additional ferries requires climbing a few steps to board.

All three ferries in the fleet have toilets, but they are not disability friendly.

Our staff is trained to aid and accommodate the diverse needs of our passengers with respect and care. We continually seek feedback to improve our services and ensure that our ferry experience is enjoyable and accessible for everyone. Should you have any specific needs or require additional assistance, please do not hesitate to contact our customer service team. Together, we can make your journey a pleasant and inclusive experience.

For passengers with special needs:

- It's recommended to book in advance and specify accessibility requirements
- Arrive at least 15 minutes prior to departure
- Wheelchair access is only available on MV Tea Gardens; confirm availability when booking