



Accessibility & Inclusion Statement

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

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 passengers**, and those with **noise sensitivities**
- Operates the main route between Nelson Bay and Tea Gardens **three times daily**
- Crew are trained to assist passengers with diverse needs; feedback is welcomed to help improve our services

Additional Ferries (2 vessels)

- Boarding requires climbing a **small number of steps**
- Suitable for passengers able to manage steps with or without assistance

All three ferries in our fleet are equipped with toilets; however, these facilities are **not wheelchair accessible**.



Our Commitment

Our crew are trained to assist passengers with respect, care, and professionalism. We continually seek feedback to improve accessibility and ensure our ferry experience is welcoming and enjoyable for everyone.

If you have specific needs or require additional assistance, please contact our customer service team prior to travel so we can best support your journey.

Information for Passengers with Additional Needs

- Advance booking is recommended, with accessibility requirements noted at time of booking by phone 0412682117
- Please arrive at least **15 minutes prior to departure**
- **Wheelchair access is available only on MV Tea Gardens;** availability must be confirmed when booking by phone 0412682117

Together, we can ensure your journey is a pleasant, safe, and inclusive experience.