

Isle of Wight Floating Bridge Service Charter

The first floating bridge between East Cowes and Cowes was established in 1859 and is one of the few remaining in the country that has not been replaced by a physical bridge. There has been a crossing here for over 150 years carrying millions of people, cars, horses and livestock across the river. The floating bridge and its crew, past and present are regarded as an essential part of the community.



Mission Statement

- The Isle of Wight Council will provide an essential, safe and value for money crossing of the River Medina.
- The council will operate a high-quality service focussing on passengers' requirements irrespective of nationality, gender, race, language, religion, political opinion, wealth, social and psychophysical characteristics.
- The service will support the local economy, protect the environment and provide a stimulating workplace for all its employees.

The Isle of Wight Council will:

- Provide a quality service for up to 19½ hours per day, every day of the year.
- Deliver a regular programme of customer service training for passenger-facing staff.
- Treat all passengers with courtesy and be empathic to their needs.
- Provide the information necessary to cause minimum disruption to passengers, when service interruptions occur.

Expectations of staff

- Isle of Wight Council employees are expected to perform to the highest standards. The council has invested significantly in a training programme for the floating bridge employees, which encourages approachable, friendly and customer-focussed behaviour at all times.

Expectations of passengers

- It is the responsibility of our customers to respect and treat the floating bridge, the crew and other passengers with respect at all times and not to compromise in any way journey safety or the standards of service for other passengers.
- Customers are expected to abide by the general terms and conditions for the Isle of Wight Council floating bridge, which can be found at iwfloatingbridge.co.uk/about/terms-of-use/

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