

Ferry's locals' lane gets name change

Fullers' summer timetable starts on Monday, 14 October with the much maligned locals' lane becoming a "residents' lane". But to make sure the queues are properly policed they're asking some Waiheke residents to get an ID card from Matiatia.

Last year's locals' lane caused heated arguments as it often didn't give priority boarding and frequently featured non-locals getting their one-way or return tickets scanned alongside the monthly or flexi-passes.

This year, though, Fullers say they'll police the line more stringently.

Fullers also say they're relaunching their app in order to help ferry-users navigate the new summer timetable and more frequent sailings.

"To make sure customers are ready for the change, they can preview the timetable in our customer updates section of the website and on the MyFerry app," says a Fullers360 spokesperson.

"We're also pleased to announce that the boarding queue for Waiheke residents will begin for the season on 14 October. We've heard your feedback and have ex-



tended the hours and operation through to 3 May 2020."

The residents' lane will begin boarding just before the general boarding queue and remain open with dual boarding until the sailing reaches capacity or the gates are about to close. The daily hours of operation will be from 3pm to 6pm at Matiatia and from 9am to 6pm daily in Downtown Auckland. Waiheke residents with monthly passes, 40-trip tickets and off-island tickets are eligible to use the residents' lane queue. Those with AT SuperGold Cards or flexi passes will be required to provide proof of residency or employment on the island from Saturday,

21 December.

"We'll be providing instructions to claim a resident's ID from our Matiatia ticket office shortly," says Fullers.

"Prior to 21 December, please understand that this queue is intended for Waiheke residents and our team will use their best judgement when allowing use of the residents' lane."

An update to the MyFerry app is currently in the final testing stage and will be available later in October. More information on the boarding process and eligible pass types can be found at fullers.co.nz/commuter-hub/residents-lane/.
• Sophie Boladeras

Waiheke Island - passenger and vehicle ferry summer timetable
Valid from 30 September 2019

Departure times from:		WAIHEKE ISLAND Kennedy Point		AUCKLAND CITY Wynyard Wharf		WAIHEKE ISLAND Kennedy Point	
AUCKLAND EAST Half Moon Bay	Sat & Sun	Mon - Fri	Sat & Sun	Mon - Fri	Sat & Sun	Mon - Fri	Sat & Sun
▲ 5am	▲ 6am	▲ 6am	▲ 7am	● 6.50am	■ 8.30am	● 8.40am	■ 9.45am
▲ 6am	(Sat only)	▲ 7am	(Sat only)	■ 10.40am	■ 11am	■ 12.15pm	■ 12.15pm
■ 6am	■ 6am	■ 7.30am	■ 7.30am	● 2.15pm	■ 1.30pm	● 4pm	■ 2.45pm
▲ 7am	▲ 8am	▲ 8am	▲ 9am		● 1.50pm		■ 3.30pm
▲ 8am	▲ 9am	▲ 9am	■ 10.30am	Fri only	(Sun only)	Fri only	(Sun only)
▲ 9am	▲ 10am	▲ 10.30am	▲ 11am	■ 7.30pm	■ 4.15pm	■ 6pm	■ 5.30pm
▲ 10am	■ 12pm	▲ 11am	■ 1.30pm		● 5pm	■ 8.30pm	■ 6.40pm
▲ 11am	▲ 2pm	▲ 12pm	▲ 3pm		(Sun only)		(Sun only)
(Mon & Fri only)	■ 3pm	(Mon & Fri only)	▲ 4.30pm				
■ 12pm	▲ 4pm	■ 1.30pm	▲ 5pm				
▲ 2pm	▲ 6pm	▲ 3pm	▲ 7pm				
■ 3pm		■ 4.30pm					
▲ 4pm		▲ 5pm					
▲ 5pm		▲ 6pm (excl Fri)					
▲ 6pm		▲ 7pm					

Approx travel times: ● 80mins | ■ 60mins | ▲ 45mins
Please note crossing times may vary, please check when booking

Tickets must be purchased and vehicles checked in at least 30 mins prior to departure time to and from Waiheke Island.

Fares and timetables are subject to change without notice.
Full terms and conditions of travel available at;
SEALINK.CO.NZ/TERMS

