



## Travel Tips

We are looking forward to welcoming everybody aboard our Rakino service, and hope that you will all be making the most of what will surely be another stunning summer season. We are preparing for an even busier season than last summer and thought now would be good time to remind everyone of a few things to make sure that their trips are plain sailing.

### Departure

Getting away on time is important to everyone. Please make sure to allow enough time to get to the wharf, ready to load at least 15 minutes prior to departure.

With all public transport services, on-time performance is monitored by Auckland Transport. We want everyone to get to where they want to go in a timely manner. Please help us to do that.

Auckland Transport have introduced a new safety practice where passengers/ luggage are not to be on pontoons unless a vessel is alongside. In line with this, all passengers need to wait at the top of the Pier 3B ramp with their luggage until the Rakino ferry has finished berthing. Please give consideration to disembarking passengers before approaching the pontoon. Please help us make this work.

If you need to buy a ticket, please make yourself known to the crew once on board. If you are regular travellers, perhaps consider a ten-trip pass, as up to four passengers can clip on per trip.

Please listen to crew directions for stowing luggage and be prepared to work as group to load/unload the vessel and assist any elderly passengers.

When departing Rakino, there is a very short turnaround time in which to unload and load before departing. Please do your farewells before we get there, so as to help us get away again on time.

### Luggage

We are a passenger ferry service and space is at a premium on board. Please ensure you are familiar with our generous luggage allowances: each passenger may have a carry on and a suitcase or equivalent (in total approximately 3 banana boxes worth). At the Skipper's discretion, additional items may be carried when space is available and a fee will be charged.

See [www.belaire.co.nz](http://www.belaire.co.nz) for our full luggage policy requirements.

Our vessels are surveyed and licenced as passenger vessels; we are not surveyed to carry freight. This means we are unable to carry unaccompanied luggage or oversize items. We offer a \$25 'Delivery Fare' for people to accompany their luggage to the island before returning to Auckland immediately on the same service. Alternatively, consider asking another passenger at the wharf to take responsibility for your item during the trip and handing it over on arrival.

For large, bulky or heavy items please use SEALINK (0800 732 546) or the Facilitator barge (0211 666 136)

## **Dangerous Goods**

If you have any fuel, flammable liquids, batteries, gas bottles, or fuel-powered tools, please let your crew know and stow them as directed and a carriage charge will apply under a separate ticket.

Empty fuel and gas containers are still classified as a dangerous good and need to be treated as such.

All dangerous goods must be carried in the correct containers for the fuel/gas, and be marked with substance identification. Gas cylinders can be no larger than 9kg, petrol/diesel containers no larger than 20L. Batteries need to have terminals taped/covered up and weigh less than 23kg.

For large items, we recommend using the Sealink or Facilitator barge transport options.

Please beware that Dangerous Goods are carried at the Skipper's discretion and there is only a limited volume of dangerous goods that can be carried on each vessel.

## **A Pest-Free Rakino**

Belaire Ferries enthusiastically supports the community's commitment to biosecurity on the island; following our recent Audit by DOC and Auckland Council Biosecurity teams, we will be stepping up our efforts this year to ensure unwanted pests are not inadvertently transported to the island on our vessels:

- All luggage must be packed in zipped up bags or sealed containers, in order to prevent any unwanted insects or rodents reaching the island. Open-top reusable cloth bags from the supermarkets are no longer appropriate and banana boxes should have all openings taped over.
- All plants should be soaked in water (preferably for an extended period) just before transporting so that any ants or pests are washed off or drowned.
- Boots, luggage and equipment (i.e. tools) must be free of mud to prevent transferring unwanted seeds or plant matter to the island.

Our crew are required to check all luggage at the time of boarding and to refuse anything that does not comply with biosecurity requirements. To avoid disappointment and a disruption to your trip, please see [www.treasureislands.co.nz](http://www.treasureislands.co.nz) for more details on keeping Rakino pest-free.

## **Children**

All children under the age of 14 MUST be accompanied by a responsible person at least 14 years old.

We do not have staff available to take responsibility for unaccompanied children on board.

Either make use of the \$25 Delivery Fare to travel to and from the island with your child or arrange for another passenger to take responsibility for your child to travel to or from the island.

Please be sure to plan your child's travel well in advance, as crew must refuse to carry unaccompanied minors.

## **Dogs**

All Dogs are to be kept on a leash outside the main cabin and owners are responsible for cleaning any mess. To ensure everyone has a seat on busy days, passengers who are not in charge of a dog may be requested by crew to sit inside the main cabin, so that everyone can travel safely.

If your dog has a tendency to nip or bite, please refrain from bringing them on the ferry or ensure your dog is muzzled. Safety of passengers is of utmost importance and we remind you that dogs are carried at the sole discretion of the Skipper.

## **Guests/ Tradesmen**

Got guests coming to visit or a few tradesmen working on the bach? Be sure to pass them a copy of these Tips so that they know what to expect and don't get caught out.

Please also remind your tradesmen to have either a ticket or money available for their return trip, we can't "bill the boss" once they are on board.

## **Text Alerts**

Are you a subscriber to our text alert system yet? This summer, we will be continuing to use the text alert system to assess demand ahead of big weekends. We want to make sure we have suitable capacity for busy days, so a few days in advance we will text subscribers for details of their weekend plans.

Any information you can provide regarding passenger numbers and sailings is a great help to making the weekend a success for everyone. Please feel free to update us if your plans change.

If you are not already registered for text alerts, text "Rakino" to 021 073 2597 to receive service updates. Texts sent to you will be free of charge.

## **Final Reminder**

None of our vessels has a liquor license and so alcohol is not to be consumed and smoking of any kind is not permitted on our ferries.

Save it for the island!

Any other questions just ask your friendly crew or visit us online at [www.belaire.co.nz](http://www.belaire.co.nz)

**YOUR SAFETY IS IMPORTANT TO US – ALWAYS FOLLOW THE INSTRUCTIONS OF THE CREW**