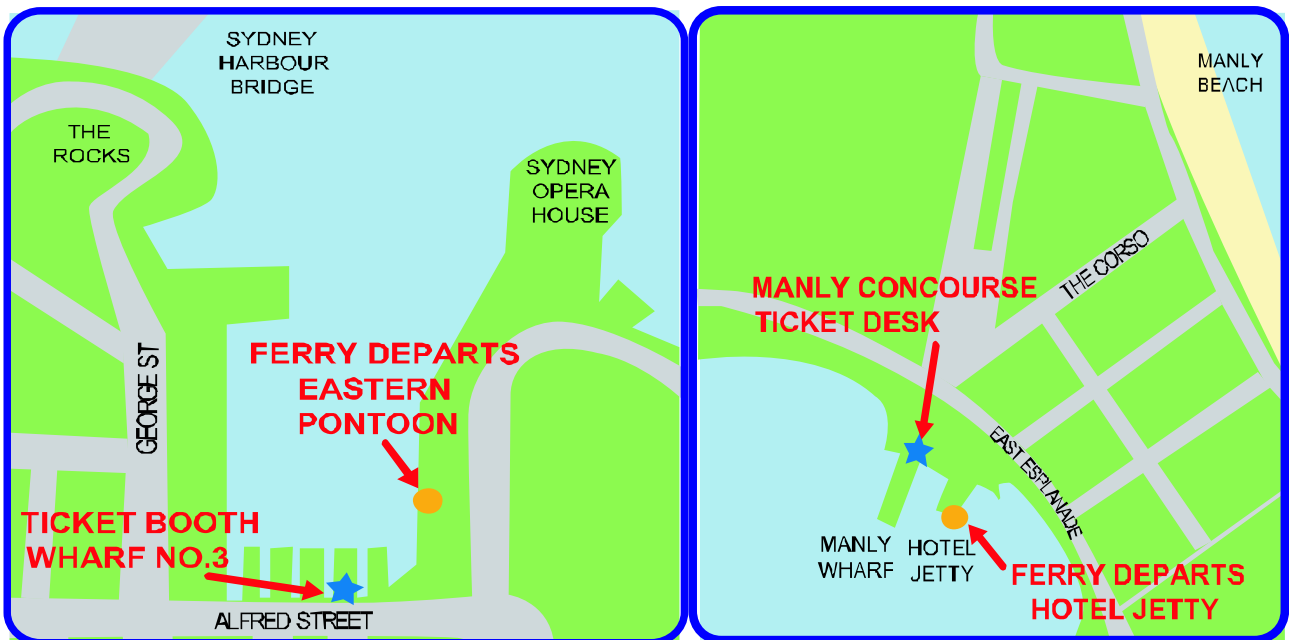




Manly Fast Ferries would like to thank you for using and supporting us over the past year. We'd also like to acknowledge your generous support towards safeguarding the future of our service.

As many of our regular passengers will now know, Manly Fast Ferries is facing enforced government changes which are due to commence on April 1<sup>st</sup>. Whilst we are committed to minimising any disruption for our customers, we would like you to note that starting from April 1<sup>st</sup> we will be picking you up at Manly from the Hotel Jetty and setting you down at the Eastern Pontoon at Circular Quay (please refer to the map).



These are the same wharves to use for your return trip home. While it's a small change for you, the quality of our service will be absolutely unaffected.

The enforced changes mentioned will mean direct competition from the traditional Sydney Ferry service and a new service, Sydney Fast Ferries.

Continues over the page



As a result of these changes, a number of you have raised valid questions which we'd like to answer!

**Can Manly Fast Ferries continue to operate?**

YES WE CAN (apologies BO) - because our business approach focuses on both a commuter and tourism service that support each other financially and operationally, we will remain viable for the long term.

With the additional tourist routes, and by developing the Darling Harbour service, Manly Fast Ferry will continue to operate on all weekdays, weekends and most public holidays. In addition, by adding new services and routes in the future we hope to bring further convenience and value to the residents and businesses of Manly.

**Can Manly Fast Ferries continue to provide the same superior service?**

YES WE CAN – Manly Fast Ferries already has a proven track record and we will continue to lead with our friendly service – just think of our staff and the bar!

YES WE CAN and will continue to be reliable – we've been getting you to and from work on time for over a year now, and we commit to continuing to do so in the future. Remember one of our recent customer service surveys revealed 99.85% of all ferries ran to time, even after the infamous sand storm – we were one of the only ferries on the harbour!

**Can Manly Fast Ferries commit to providing the same efficiency and price point?**

YES WE CAN – because of our focus on commuter as well as tourism services we balance costs across the business and so have always, and will continue to maintain fares at the lowest, most competitive level.

**WE HAVE A COUPLE OF QUESTIONS FOR YOU...**

**Can you support us to help ensure the continued smooth running of our service?**

YES YOU CAN – by continuing to use us. By continuing to use us, we'll continue to operate. We ask you to make your decision early on, so that your message is clear message from day one. Then we can get on with business – looking after you.

**Can you show your displeasure to the people responsible for changing the service without consultation?**

YES YOU CAN – spread the word and ensure customer demand wins.

An electronic version of this newsletter is available if you'd like to distribute it to other supporters. A copy can also be printed from our Facebook page (Manly Fast Ferry) and webpage [www.manlyfastferry.com.au](http://www.manlyfastferry.com.au)

For any inquiries or comment please email: [info@bassflinders.com.au](mailto:info@bassflinders.com.au)