

Commuter service relaunch

COVID-19 COMMUTER
CUSTOMER GUIDANCE

Version 1 - July 2020



The stress and hassle free commute.
Every great journey starts here.

Ticketing

Following the Covid-19 lockdown announced on 23rd March 2020 and the suspension of commuter services from 6th April 2020, all customer commuter tickets have been temporarily suspended. After the reintroduction of commuter services on 13th July 2020, customer tickets will be reinstated upon request via this online form:

https://docs.google.com/forms/d/e/1FAIpQLSetuST59kjOtssNYPBO7aTbgXmPHL9_vCxh2QKhEQejj7Ybdw/viewform

At the point of reinstatement, customers can request to transfer period tickets to single journeys to reflect changes to work patterns post Covid-19. Customer ticket validity will be extended in recognition of the period that tickets were frozen.

As the reintroduced commuter services will initially be operated by Kings Ferry vehicles, Clarkes customer accounts will be transferred to the Kings Ferry booking platform. Prior to the relaunch of services, Clarkes customers will be asked to confirm the transfer of their account when accessing the booking platform.

Kings Ferry and Clarkes customers can request a pro rata refund of their remaining ticket validity from the point that tickets were suspended by completing this form:

<https://go.pardot.com/e/108602/PCA1NiFxtvX1MGKA/862dmn/221824827?h=lnQzqWRtvYVkJCUqONvZ9OfeyVY8-l1iZAppVxqV4>

The Services

From 13th July 2020, The Kings Ferry Group will be operating 10 vehicles across 7 routes covering Swale, Medway, Maidstone and Gravesham. AM drop off locations in London include Canary Wharf, the City and Westminster. PM pick-up locations are located in the City and Canary Wharf.

All services will be operated by Kings Ferry liveried vehicles.

Our emphasis remains on the benefits of the park and ride sites located at Wigmore, Bluebell Hill and Cyclopark where customers have the greatest service choice and quickest journeys. Park and ride site details can be found on The Kings Ferry website:

<https://www.thekingsferry.co.uk/commuter-services/park-ride>

Through our park and ride sites, we are able to offer customers journeys to Canary Wharf from as little as:

Cyclopark P&R- 42 minutes

Bluebell Hill P&R-52 minutes

Wigmore P&R- 65 minutes

Our relaunched commuter services have been devised based on the feedback we received from customers in our recent survey with a focus on those who plan to start travelling into London between July 2020 and September 2020. The survey was made available to customers via our Kings Ferry and Clarkes of London Twitter pages as well as via our email alert system from 22nd May 2020.

The services in operation from 13th July 2020 have been scheduled to operate at the times favoured by the majority and through the areas where there is most demand at this time. This is our initial introduction of services and as demand increases we will then re-evaluate to see how this could be expanded further to best suit those travelling.

To help us measure increasing demand, we have created a second survey for customers to complete once they have received confirmation from their employer that they are required to return to work in London. This survey can be accessed here:

<https://docs.google.com/forms/d/e/1FAIpQLSdILE2VzephyDpHZx-9GsEcKxyDxRjOSjiHzUY-vUmNlkBzyg/viewform>

Seat Reservations

Social distancing measures are now required to mitigate the spread of the Covid-19 virus. It is important that we minimise the opportunities for the transmission of the virus by maintaining a distance of 1 meter between individuals onboard services where possible, and implementing reasonable mitigation measures where a 1 meter distance cannot be maintained.

The capacity of all coaches will be limited to 50% and customers will be required to pre-book their place onboard services to ensure that social distancing is maintained.

To access the seat reservations system, click here:

<https://mticket.thekingsferry.co.uk/webapp/tickets/KINGSFERRY>

Or log in via The Kings Ferry app on your mobile phone or web enabled device.

Please follow these instructions to book your seat:

1. Go to 'Buy Tickets' and select 'Pre-Booking Voucher'.
2. You will then be prompted to select your date of travel and then choose which service you wish to book.
3. Once you have selected a service, simply click the 'Get Ticket Now' button to confirm your reservation.

Please be aware of the following system rules:

- Once your reservation has been confirmed, you will receive an email confirmation for your selection and the confirmation will also be visible under 'My Tickets' on the 'My Dashboard' screen.
- You must hold a valid commuter ticket prior to reserving your seat onboard the commuter services.
- When boarding the coach, you will be required to show the driver your seat booking confirmation within 'My Tickets' upon request prior to scanning your commuter journey ticket in the usual way.
- You are able to book your travel up to two weeks in advance following the method detailed above.
- Seat reservations can be made as little as 30 minutes prior to the scheduled departure for the service.
- Seat bookings are available on a first come first serve basis so please ensure that you book in advance.
- It is possible to cancel individual seat reservations by clicking the 'Cancel Booking' button located within 'My Tickets'.
- You can only reserve a seat on one AM and one PM service per day.
- If you wish to change the service you have booked onto for a particular journey, you must first cancel your original reservation for that journey
- Please ensure that you cancel your reservation if you are not able to travel to allow another passenger to book the seat.
- A journey credit will be deducted from carnet bundles for failure to cancel seat reservations that are no longer required.
- Passengers must book their seats in advance of travelling to ensure that social distancing is maintained onboard services. Failure to book a seat in advance can result in travel being refused onboard the desired service.

Please complete this form if you have been unable to book a seat on your desired service due to it being fully booked:

<https://forms.gle/mkBpuG9wfxLvtHZH9>

We will monitor demand across all services and increase vehicle sizes and/or introduce further coaches once sustainable.

Safety

The Kings Ferry Group has always put safety as its number one priority and right now, this is more important than ever as we continue to operate during these uncertain times.

Things may be a little different but ensuring safety and well-being always comes first and we want our customers to be confident and feel secure when travelling with us, and our staff to have peace of mind when at work.

We have implemented a number of key risk controls across our depots, stations, and vehicle fleet as follows:

- Social Distancing
- Signage, posters and onboard announcements to control social distancing standards
- Physical screens in driver cabs
- Seating and floor signage to indicate where customers cannot sit, or cannot walk past at certain times
- Drivers issued with visors to ensure further protection when in close proximity with customers
- Limiting the capacity of all coaches to 50% and asking passengers to only sit in window seats with aisle seats blocked and fill vehicles from the back and empty from the front where possible to reduce interaction

To aid with ensuring social distancing is maintained whilst not onboard vehicles, several steps must be followed:

- When passengers are waiting to board the coach, they must be one meter apart in a line, where it is safe and possible to do so.
- Commuter services drivers must wear their visor whilst customers are passing them or remain behind the driver screen.
- When loading items (i.e. bicycles or cases) into the luggage hold, drivers must wear full PPE inclusive of face mask, protective visor and gloves. Passengers should position their items close to the open locker and then step away to give the driver a minimum clearance of 1 meter for loading.
- When completing visual ticket checks or checks of seat reservation confirmations, the driver should wear full PPE inclusive of face mask, protective visor and gloves.
- When checking temperatures, the driver should wear full PPE inclusive of face mask, protective visor and gloves.
- Drivers should remove gloves and protective visors prior to driving and also clean hands with antibacterial gel.
- We have increased our onboard cleaning and hygiene regime as follows:
- Enhanced cleaning of touch points
- The introduction of regular aerosol based disinfection with a high performance antiviral solution - sometimes called 'fogging' - on board vehicles.

- The installation of an additional coach air filter to reduce bacteria and corona type viruses
- Mandatory requirement for customers to wear a face covering when onboard the vehicle; unless part of an exempt group or you have a medical condition preventing this. If you are part of an exempt group, please contact our Commuter Team via commuter@thekingsferry.co.uk
- Hand sanitiser available onboard all of our vehicles
- Disposable gloves, face masks and visors available to all colleagues
- Commuter services will only be available to passengers who have pre booked their seats via the app

Customer FAQ's

How do I freeze my commuter ticket?

All commuter tickets have been frozen. The validity of tickets will be extended to reflect the duration for which tickets have been unused.

How do I reinstate my commuter ticket?

To arrange for your ticket to be reinstated, please complete this form:

<https://forms.gle/euYaRi7m9yTNVxhCA>

How long does ticket freezing last for?

As standard, ticket freezing will last for the duration in which our services are suspended, starting from Monday 6th April. Prior to the relaunch of commuter services, a form will be shared with customers via our commuter email system asking for you to confirm the exact date you stopped travelling and the date you intend to start travelling again.

I am awaiting a response from my email, what is the best way to contact you?

We apologise for any delay in our responses. Due to the COVID-19 outbreak, we have had limited staff available to answer customer queries. We hope that these FAQ's have answered your questions. Should you wish to talk to a member of our teams, please use the live chat function.

Am I able to get my ticket refunded?

Due to the current Covid-19 situation, we are offering pro rata refunds on all ticket types for a limited time, this is outside of our normal terms and conditions. To apply for a ticket refund, please complete this online form: <https://forms.gle/PCA1NiFxgtvX1MGKA>. Once complete, we will arrange payment to the nominated account as soon as possible. Please be aware that due to the current situation, refunds are taking longer to process than normal.

Will the validity of my current ticket be extended when services resume?

Yes, all tickets will have an extension of its validity period to reflect the duration for which our services were suspended

My shift pattern will change when I return to work therefore I will not need to travel as often, how will this affect my existing season ticket and will I be able to claim money back?

We are able to convert your current ticket bundles of singles or return journeys for you to allow extra flexibility in your travel. When you are ready to return to work, please complete this form to confirm your return to work date as well as the ticket type you require: <https://forms.gle/euYaRi7m9yTNVxhCA>

When will the commuter service resume?

Commuter services will resume on Monday 13th July 2020.

Will the timetable be the same as the previous contingency timetable?

The commuter timetable has been amended to reflect the number of customers we know will be travelling over the next few months. We will be monitoring demand over this period with the intention of increasing service provision once sustainable.

To view our current timetable, please click here:

<https://www.thekingsferry.co.uk/commuter-services/routes-and-times/timetables-and-departures>

Can I use my existing ticket when the service restarts?

Yes you can. All tickets have been frozen and will gain an extension on their validity period when our services resume. Please complete this form to confirm the date you need your ticket to be reinstated:

<https://forms.gle/euYaRi7m9yTNVxhCA>

How do I create an account for the mobile ticketing system?

To create your account, please click here and following the online instructions:

<https://mticket.thekingsferry.co.uk/webapp/login.aspx>

How do I reserve a seat onboard the commuter services?

To access the seat reservations system, click here:

<https://mticket.thekingsferry.co.uk/webapp/tickets/KINGSFERRY>

Or log in via The Kings Ferry app on your mobile phone or web enabled device.

Then, follow these instructions:

1. Go to 'Buy Tickets' and select 'Pre-Booking Voucher'.
2. You will then be prompted to select your date of travel and then choose which service you wish to book.
3. Once you have selected a service, simply click the 'Get Ticket Now' button to confirm your reservation.