

# Accessibility Policy

## We try our best to meet the needs of our customers

We try our best to assist all our customers and in particular, those who need a little extra help. If you need assistance, have reduced mobility, are travelling with young children, or with a lot of luggage, we will try our best to make your journey easy and as stress-free as possible.

If you need assistance let us know when you book, or at least 24 hours before your scheduled departure time. You can contact us by:

- calling 01955 611 353 (9am – 6pm May to Sept)
- email – [contact@jogferry.co.uk](mailto:contact@jogferry.co.uk)

There are however certain constraints and we can speak about these when you contact us – then we can alleviate your fears or suggest alternatives. For example while our coaches are new and accessible to most they have a few steps on boarding and a degree of mobility is required for this part of your journey.