



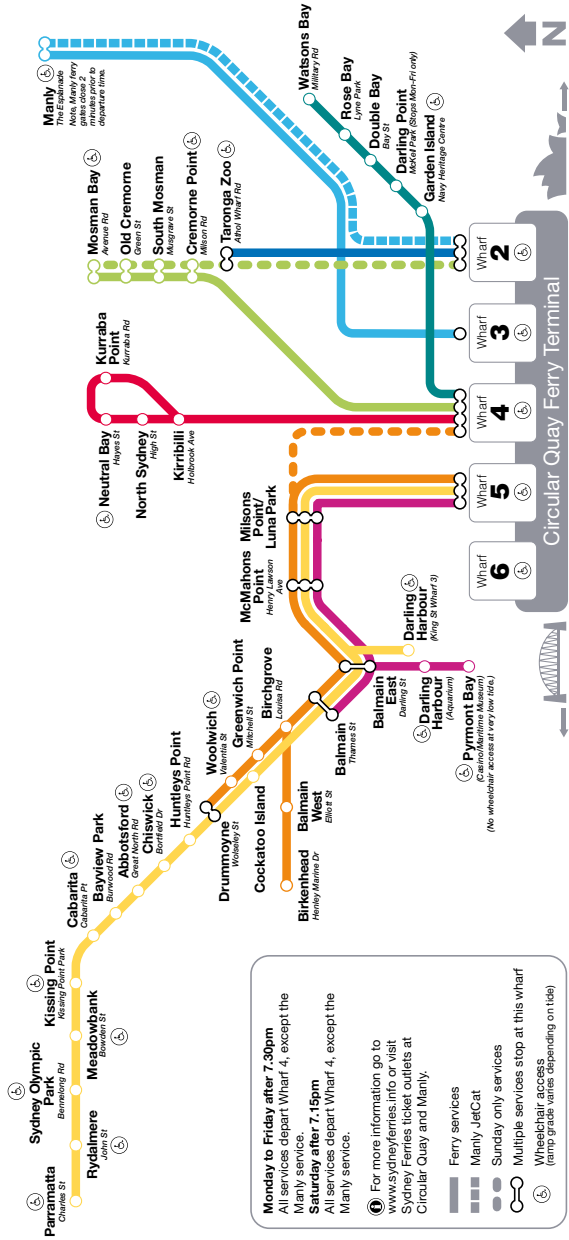
Sydney Ferries

guide to Travelling with Sydney Ferries



explore ... experience ... escape ...

Sydney Ferries Network Map



Using the right ticket



TICKETS

CONCESSIONS

SPECIAL NEEDS

TRAVELLING SAFELY

USEFUL INFORMATION

Which ticket best suits my travel needs?

	Single ticket	Return ticket	FerryTen	TravelPass	Day Tripper
I need to travel one way on the ferry a couple of times a week.	✓		✓		
I would like to go for a return ferry trip on Sydney Harbour.		✓			
I travel to work by ferry regularly.			✓		
I travel to work on both a bus and ferry on a regular basis.				✓	
I travel on a combination of bus, train and ferry on a regular basis.				✓	
I want to save time and get the one pass that allows me to travel all day on bus, train and ferry.					✓
I am a tourist and would like to spend the day exploring Sydney by train, bus and ferry.					✓

Where can I purchase my ferry ticket and how much does it cost?

Ferry tickets can be purchased from:

- Sydney Ferries ticket outlets at Circular Quay and Manly
- Ticket vending machines located at Circular Quay
- Ticket sellers onboard **most** Sydney Ferries services.

Zones	Adult Single	Concession Single
Inner Harbour Zone 1	\$5.20	\$2.60
Balmain/Woolwich		
Darling Harbour		
Mosman Bay		
Neutral Bay		
Taronga Zoo		
Watsons Bay		
Inner Harbour Zone 2	\$5.50	\$2.70
Meadowbank		
Rydalmere/Sydney Olympic Park		
Parramatta		
Manly Ferry		
Manly JetCat	\$8.20	No concession

Fares correct at time of printing. Return fares are equal to two single fares. Children under the age of four travel free. Concession fares apply to children aged 15 years or under. Pensioner Concession Card holders may purchase \$2.50 Pensioner Excursion Tickets.

What is a FerryTen?

FerryTen tickets save you money and provide you with the convenience of travelling at any time and on any day of the week. A FerryTen ticket entitles you to ten trips and is valid for travel on Sydney Ferries services only.

Where can I travel using my FerryTen?

Depending on where you wish to travel, there are six FerryTen ticket options available to choose from:

1. The **Inner Harbour FerryTen** can be used for all ferry services except services to Manly and services west of Kissing Point wharf (Meadowbank, Sydney Olympic Park, Rydalmere and Parramatta).
2. The **Meadowbank FerryTen** is for travel between Circular Quay and Meadowbank.
3. The **Rydalmere FerryTen** is for travel between Circular Quay, Rydalmere and Sydney Olympic Park.
4. The **Parramatta FerryTen** is for travel between Circular Quay and Parramatta.
5. The **Manly FerryTen** is for travel between Manly and Circular Quay and can only be used on the Manly Ferry service.
6. The **JetCat Ten** is for the high speed premium JetCat service between Manly and Circular Quay (no concessions are available).

Where can I purchase my FerryTen and how much does it cost?

You can purchase FerryTen tickets from Sydney Ferries ticket outlets, selected ticket resellers and onboard most ferry services.

FerryTen (valid for ten trips)	Adult	Concession		
Inner Harbour Zone 1	\$33.50	\$16.70		
Balmain/Woolwich				
Darling Harbour				
Mosman Bay				
Neutral Bay				
Taronga Zoo				
Watsons Bay	\$35.60	\$17.80		
Inner Harbour Zone 2				
Meadowbank				
Rydalmere/ Sydney Olympic Park			\$48.10	\$24.00
Parramatta			\$54.30	\$27.10
Manly Ferry			\$48.10	\$24.00
Manly JetCat	\$67.80	No concession		

Fares correct at time of print. Return fares are equal to two single fares. Children under the age of 4 travel free. Concession fares apply to children aged 15 years or under. Pensioner Concession Card holders may purchase \$2.50 Pensioner Excursion Tickets. All passengers must disembark at the end of a journey and must board again for a return journey.

What is a TravelPass?

A TravelPass gives you unlimited travel around Sydney using a combination of Sydney Ferries services, Sydney Buses and CityRail trains on a weekly, quarterly or yearly basis.

Is my TravelPass ticket valid on all services across Sydney?

TravelPasses are not valid on premium services including:

- The Sydney Explorer bus service
- Bondi Explorer bus service
- Special event services on Sydney Buses or Sydney Ferries
- Manly JetCat services
- Private buses
- Entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations.

TravelPass tickets are colour coded to travel zones. Please refer to the tables below for the TravelPass zones that relate to Sydney Ferries services.

TravelPass validity – train, bus & ferry

Zone	Sydney Ferries wharf boundaries
Red	All wharves except Manly, Sydney Olympic Park, Rydalmere and Parramatta
Green	All wharves. Not valid for travel on Manly JetCat
Yellow	All wharves. Not valid for travel on Manly JetCat
Pink	All wharves. Not valid for travel on Manly JetCat
Purple	All wharves. Not valid for travel on Manly JetCat

TravelPass validity – bus & ferry

Blue	All wharves except Manly, Sydney Olympic Park, Rydalmere and Parramatta
Orange	All wharves. Not valid for travel on Manly JetCat
Pittwater	All wharves. Not valid for travel on Manly JetCat

How do I choose a TravelPass ticket?

It's easy and convenient!

1. Please refer to the TravelPass tables below to assess what ticket product meets your needs. You can also pick up a TravelPass brochure from Circular Quay or Manly for more information.
2. Select the colour coded TravelPass that best suits your travel plans according to the tables below. **Please note the tickets are coded for specific TravelPass zones** and should not be confused with separate train, bus or ferry network maps.
3. Purchase your TravelPass from any of the following locations:
 - Sydney Ferries ticket outlets at Circular Quay or Manly
 - Ticket vending machines at Circular Quay
 - Sydney Buses TransitShops (except at Railway Square)
 - Most CityRail ticket offices and ticket vending machines
 - Selected ticket resellers.

Your TravelPass starts from the day you use it, except if you purchase it from either a Sydney Ferries ticket outlet or CityRail station, in which case it will automatically start from the day of purchase. All tickets are valid until 4.00am the morning after the expiry date and are non-transferable. Please note, quarterly and yearly TravelPasses can only be purchased from State Transit Authority (STA) or CityRail.

Pick up your copy of the TravelPass brochure for more information about the travel zones for bus and train services.

TravelPass – train, bus & ferry

(prices correct at time of print)

Zone	Adult weekly	Concession weekly	Adult quarterly	Adult yearly
Red	\$35.00	\$17.50	\$385.00	\$1,400.00
Green	\$43.00	\$21.50	\$473.00	\$1,720.00
Yellow	\$47.00	\$23.50	\$517.00	\$1,880.00
Pink	\$50.00	\$25.00	\$550.00	\$2,000.00
Purple	\$57.00	\$28.50	\$627.00	\$2,280.00

TravelPass – bus & ferry

(prices correct at time of print)

Zone	Adult weekly	Concession weekly	Adult quarterly	Adult yearly
Blue	\$32.00	\$16.00	\$352.00	\$1,280.00
Orange	\$40.00	\$20.00	\$440.00	\$1,600.00
Pittwater	\$55.00	\$27.50	\$605.00	\$2,200.00

Children under the age of four travel free. Concession fares apply to children aged 15 years or under. Pensioner Concession Card holders may purchase \$2.50 Pensioner Excursion Tickets each day.

What is a DayTripper ticket?

Save time and money with a DayTripper ticket. The DayTripper ticket gives you unlimited travel on all regular Sydney Ferries services, Sydney Buses services and CityRail trains within the Sydney suburban area, bounded by Cowan, Emu Plains, Richmond, Carlingford, Macarthur, Cronulla, Otford and Bondi Junction stations. You only need to queue once to buy your ticket and the DayTripper is valid until 4.00am the next day.

Is my DayTripper ticket valid on all transport services across Sydney?

The DayTripper is not valid for use on premium services including:

- Sydney Explorer
- Bondi Explorer
- Special event services on Sydney Buses or Sydney Ferries
- Manly JetCats
- Private buses
- Entry/exit into Green Square, Mascot, Domestic and International Airport stations.

Where can I purchase a DayTripper ticket?

You can purchase DayTripper tickets from:

- Sydney Ferries ticket outlets at Circular Quay and Manly Wharf
- Ticket vending machines at Circular Quay
- Ticket sellers on board most Sydney Ferries services
- Sydney Buses TransitShops (except at Railway Square)
- Most CityRail stations
- Onboard Sydney Buses (excluding 'PrePay Only' bus services)
- Selected ticket resellers.

Tickets purchased from Sydney Ferries ticket outlets, CityRail stations and onboard Sydney Buses will automatically start from the day of purchase. Tickets purchased from TransitShops and newsagents are valid at the time of first use and can be pre-purchased.

What is a Family Fare Deal?

With the Sydney Ferries Family Fare Deal, you pay for all adult fares, one child fare from each family and the rest of your children and grandchildren travel free. The Family Fare Deal applies to most Sydney Ferries tickets, excluding premium tickets such as the Manly JetCat and ZooPass. Child fares apply to children aged 15 years or under. Children under the age of 4 travel free.

Pick up your free **Guide to Sydney** to discover popular locations and the many hidden secrets of Sydney Harbour with Sydney Ferries.

How much does a DayTripper cost?

DayTripper	Pricing
Adult:	\$16.00
Child:	\$8.00
Family:	Adults pay and the first child pays. Other children travel free!

Fares correct at time of print. Children under the age of four travel free. Child fares apply to children aged 15 years or under, or holders of a Senior Secondary Student Concession Card form 202. Pensioner Concession Card holders may purchase \$2.50 Pensioner Excursion Tickets.

did you know

More than 80 percent of Sydney Ferries brochures and timetables are produced from recycled or environmentally managed paper services.

did you know

More than 270 ferry services depart from Circular Quay each week day.

Concession guide

CONCESSIONS

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How does my child apply for a complimentary school ferry pass?

Complimentary school passes are issued by the State Transit Authority (STA). To receive a pass you need to fill out an application form, which is available from your child's school, and send it in to the STA School Passes section. If approved, the STA will post out a complimentary student pass. The STA School Passes section can be contacted on **02 9245 5300**.



Are students eligible to travel on concession tickets?

If you're a student aged 16,17 or 18 years, currently attend a NSW/ACT school and hold a Senior Secondary Student Concession Card (form 202), then you are entitled to half fare travel for all ticket types, plus child off-peak tickets on CityRail, Sydney Buses and Sydney Ferries. The card must have a current CityRail transport foil to be valid.



Can apprentices purchase concession tickets?

If you're a 1st, 2nd or 3rd year apprentice and hold an Apprentice Identification Card, then you are entitled to concession fares for single cash fare tickets, FerryTen tickets and Weekly TravelPasses on Sydney Buses and Sydney Ferries for travel to and from work only. Concessions are not available on Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations – an additional access fee applies at these stations.



Are trainees allowed to travel on concession tickets?

Holders of an Australian Traineeship System Trainee ID Card are entitled to concession fares for single cash fare tickets, FerryTen tickets and Weekly TravelPasses on Sydney Buses and Sydney Ferries for travel to and from work only. Concessions are not available on Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations – an additional access fee applies at these stations.



What is a Pensioner Excursion Ticket?

A Pensioner Excursion Ticket entitles valid concession card holders to all day travel on the Sydney suburban transport network for \$2.50. All Australian Pensioner Concession Card holders, NSW Seniors Card holders and NSW or Victorian War Widow/er Pension Card holders may purchase this ticket. All Australian Pensioner Concession Card and NSW Seniors Card holders are entitled to \$2.50 Pensioner Excursion Tickets. Pensioner Excursion Tickets are not valid for travel on Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations – an additional access fee applies at these stations.



What other pensioner concession tickets can I purchase?

All Australian Pensioner Concession Card holders, NSW Seniors Card holders and NSW or Victorian War Widow/er Pension Card holders can also purchase Weekly TravelPasses at concession rates for ferry travel. The Weekly TravelPass extends across Sydney Buses and/or CityRail services, except for Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations - an additional access fee applies at these stations. These concession card entitlements do not apply to FerryTen tickets.



I have a NSW Half Fare Entitlement Card, how much do I pay?

NSW Half Fare Entitlement Card holders are entitled to concession fares for single and return tickets on CityRail and private buses and for single tickets only on Sydney Buses and Sydney Ferries. This does not apply to FerryTen tickets. Concessions are not available on Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic Airport and International Airport stations – an additional access fee applies at these stations.



I am visually impaired, can I travel for free on Sydney Ferries?

Holders of a Vision Impaired Persons Pass are entitled to free travel on all CityRail, Sydney Buses and Sydney Ferries services. An attendant or carer may also travel free if the pass allows.



Are International Students entitled to concession travel?

International student identification card holders are not eligible for concession fares. If you study in New South Wales, application forms may be obtained from your place of study for a NSW Student Identification Card.

Are TAFE or university students entitled to concession travel?

NSW/ACT students holding a NSW Student Identification Card are entitled to half fare travel for single, Weekly TravelPasses and TravelTen tickets on Sydney Ferries, CityRail and Sydney Buses services. The card must have a current CityRail transport foil to be valid. Concessions are not available on Manly JetCat services, private buses and entry/exit into Green Square, Mascot, Domestic and International Airport stations – an additional access fee applies at these stations.



It is your responsibility to have a valid ticket

To ensure your ticket is valid:

- **Always carry your concession card when travelling with a concession ticket.**
- **Do not use an outdated or false concession card or authority.**
- **Check with Sydney Ferries staff or crew if you are unsure of your ticket's validity for the trip.**

Fines Process

State Transit Revenue Protection Officers are employed to ensure customers have valid tickets while travelling on ferries and at wharves. They have the power to issue penalty notices for ticketing, safety, behavioural, property and compliance offences and have the power to ask people to leave ferries and wharves.

Customers with special needs



Sydney Ferries provides customers with information in a wide range of formats to support customers with special needs. Service information, wharf signage, audible announcements, knowledgeable staff, the Transport Infoline **131 500** and the websites **www.131500.info** and **www.sydneyferries.info** communicate up-to-date information and service changes. The TTY (teletypewriter service) **1800 637 500** is available for the hearing impaired to access up-to-date information and service changes.

The Sydney Ferries website allows customers to print A3 timetables and network maps. The website and network maps contain accessibility information including a list of wharves that are wheelchair accessible. Customers can also pick up hard copies of large format timetables from Sydney Ferries ticket outlets at Circular Quay and Manly.

As part of Sydney Ferries ongoing commitment to the Disability Discrimination Act 1992 (DDA), the next page outlines examples of how Sydney Ferries will be continuously improving accessibility of information for customers with special needs.

- ✓ Readability of handheld timetables has been improved including ferry service information, service maps and a new section listing the special information points available to customers with special needs.
- ✓ Large format timetables are now available from Sydney Ferries ticket outlets at Circular Quay and Manly.
- ✓ Sydney Ferries is developing large format locality maps, providing information about surrounding facilities and accessibility information (this is currently being rolled out and improved with the new signage infrastructure project due for implementation by NSW Maritime).
- ✓ The Sydney Ferries website complies with W3C Web Accessibility Guidelines, enabling users to increase the font size and display of information.
- ✓ Sydney Ferries service information is now accessible in audible, visual and assisted information formats through the Transport Infoline **131 500** call centre, the websites **www.131500.info**, **www.sydneyferries.info** and the TTY (teletypewriter service) **1800 637 500**.
- ✓ The Sydney Ferries website contains accessibility information including a list of wharves that are wheelchair accessible.
- ✓ Hearing loops are available at Circular Quay and Manly wharves.
- ✓ Public announcements are a priority service for customers at wharves and on vessels.

Included in this brochure is a Customer Service Card for customers with special needs. This card has been provided as a tool to further assist customers to easily communicate with staff members.

Travelling safely



Sydney Ferries is dedicated to delivering a safe, reliable and customer focused service. Safety is our first priority, and we uphold high standards to provide both a safe work environment for staff and a safe transport service for customers.

Closed-circuit TV cameras operate 24 hours a day, seven days a week. Emergency Help Points located on most wharves in our network provide a two-way communication system with a Customer Service Officer.

Because your safety is important to us, our ferries are maintained by highly trained and skilled engineers and tradesmen. Our entire ferry fleet also meets the safety survey requirements of NSW Maritime. All ferries have the following devices installed:

- Lifejackets for each passenger, and life buoys and safety signage on each vessel
- Safety messages played on board vessels
- Appropriately skilled, qualified and trained staff to manage regular passenger transport and emergency situations.

In the interests of your safety, Sydney Ferries vessels are licensed to carry a set number of passengers. This number relates to the number of life-saving equipment available, vessel survey requirements and the ability of staff to effectively manage emergency situations.

If a ferry reaches maximum capacity, the law prevents Sydney Ferries from allowing additional people onboard. This means vessels may not stop at your wharf or passengers may be left behind if the vessel is full. Where possible, Sydney Ferries will provide an additional vessel to pick up passengers and/or provide alternate transport advice.

Please understand that our captains and crew must abide by this regulation to ensure the safety of all our customers and staff.

To provide you with a positive and memorable Sydney Ferries experience, we ask that, where possible, you practice the following tips for safe ferry travel:

- Arrive at least five minutes prior to departure
- Obey signage instructions on wharves and ferries
- Behave safely at all times (e.g. avoid running or riding bikes, skateboards, scooters or skates on the wharves and ferries)
- Keep yourself and anything you are carrying clear of aisles, steps, gangways and thoroughfares
- Follow the instructions of crew and staff at all times
- Closely supervise your children
- Respect the needs and comfort of other passengers
- Use non-offensive language and behave appropriately at all times (e.g. avoid swearing, spitting, fighting, throwing items into the water and keep feet off seats)
- Report graffiti and vandalism by calling the Transport Infoline on **131 500**
- Take your rubbish with you or dispose of it thoughtfully
- Allow other passengers to alight before boarding and following the crew's instructions at all times
- Do not carry knives, spray cans and permanent marker pens
- Please do not smoke or drink alcohol on wharves and ferries.

Useful information



Arrive at the wharf early

The Manly gates close two minutes prior to the scheduled time for departure to allow for the safe boarding of passengers and safe manoeuvre of the ferry. When travelling with Sydney Ferries, it is important you arrive at the wharf early to give you plenty of time to purchase a ticket and board the ferry safely.

Lost Property

For lost property items, please contact the Lost Property Officer on **+61 (0) 2 9207 3101** or, alternatively, enquire in person at Wharf 3, Circular Quay. The Lost Property Office is open between 8.00am and 4.00pm weekdays.

Information in other languages

Sydney Ferries *Guide to Sydney* is available in English, German, Chinese, French and Japanese.



Japanese



German



French



Chinese

Customer Feedback

Customer feedback is highly valued by Sydney Ferries. If you have any suggestions, compliments, queries or complaints please contact the Transport Infoline on **131 500** or online at **www.131500.info**. Any feedback provided is strictly confidential.

Newsagents that sell tickets

88 TOBACCONIST	SYDNEY	9290 2598
HUNTERS HILL NEWSAGENCY	HUNTERS HILL	9817 2228
KINGS WHARF SUPERMARKET	SYDNEY	9299 3632
MOSMAN NEWSAGENCY	MOSMAN	9969 4159
NO 8 KIOSK	SYDNEY	9281 1561
THE CONNECTION NEWSAGENCY	SYDNEY	9223 8731
7 ELEVEN DRUMMOYNE 2048B	DRUMMOYNE	9181 2528
7 ELEVEN GEORGE ST 2121A	SYDNEY	9251 6967
ABBOTSFORD POINT NEWSAGENCY	ABBOTSFORD	9713 8890
ANGELA CONVENIENCE STORE	HURLSTONE PARK	9558 5638
AUSTRALIA SQUARE NEWSAGENCY	SYDNEY	9247 5882
BALMAIN NEWSAGENCY	BALMAIN	9810 1028
BURDETT HOLDINGS PTY LTD	SYDNEY	9299 2037
CASAMENTO NEWSAGENCY	GLADESVILLE	9817 3847
CONCORD NEWSAGENCY	CONCORD	9743 2026
DARLING STREET NEWSAGENCY	BALMAIN	9810 1308
DOUBLE BAY NEWSAGENCY	DOUBLE BAY	9327 7949
HUMPHREYS MANLY WHARF	MANLY	9977 7988
HUMPHREYS NEWSAGENCY	MANLY	9977 1699
iNEWS	SYDNEY	9231 4439
MANLY EAST NEWSAGENCY	MANLY	9977 3595
MCMAHONS POINT NEWSAGENCY	MCMAHONS POINT	9955 1919
MIDDLEHEAD SUB NEWSAGENCY	MOSMAN	9960 1421
MOSMAN AVENUE ROAD NEWSAGENCY	MOSMAN	9960 1188
NEUTRAL BAY WYCOMBE ROAD	NEUTRAL BAY	9953 0760
NO 1 MARGARET STREET NEWS	SYDNEY	0411 508 836
NORTHPOINT NEWSAGENCY	NORTH SYDNEY	9955 1985
ROSE BAY NEWSAGENCY	ROSE BAY	9371 7376
ST MARTIN'S TOWER NEWSAGENCY	SYDNEY	9261 5947
SUNFLOWER CONVENIENCE STORE	NEUTRAL BAY	9953 2174
SYDNEY COVE NEWSAGENCY	THE ROCKS	9247 2678
THREE ONE NEWSAGENCY	ROSE BAY	9327 3292
WAREEMBA NEWSAGENCY	FIVE DOCK	9713 7833
WORLD NEWS METCENTRE	SYDNEY	9247 9317
WORLD NEWSAGENCY HARBOURSIDE	DARLING HARBOUR	9281 3707
WORLD NEWSAGENCY WINTERGARDEN	SYDNEY	9247 7607
SPIT JUNCTION NEWSAGENCY	MOSMAN	9969 4407
BIRCHGROVE NEWSAGENCY	BIRCHGROVE	9810 2246
BIRKENHEAD POINT NEWSAGENCY	DRUMMOYNE	9181 5435
ELLIOTT STREET NEWSAGENCY	BALMAIN	9810 2280
HARBORD DISCOUNT TOBACCONIST	HARBORD	9938 1043
J T DARLING SUPERMARKET AND DELI	BALMAIN	9818 7468
JUNE'S STORE (KURRABA STORE)	NEUTRAL BAY	9904 4655
MANLY BEACH MILK BAR	MANLY	9976 5039
MOSMAN WHARF STORE	MOSMAN WHARF	9969 9369
THE CREMORNE NEWSAGENCY	CREMORNE	9909 2267
THE SCOOP FOOD	CREMORNE	9953 2111
PUTNEY NEWSAGENCY	PUTNEY	9809 3245

did you
know

More than 14 million
passengers travel
with Sydney Ferries
each year.

Customer Service Card

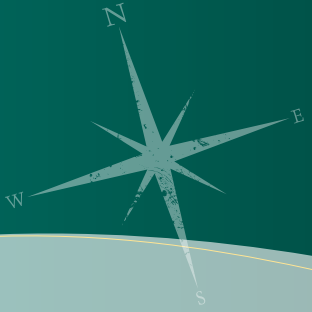
The Customer Service Card helps Sydney Ferries staff assist passengers with special needs. In order to ensure our staff can provide you with the assistance you require, please fill in the card below, or ask your carer or a Sydney Ferries staff member to help you complete the card, and carry it with you when travelling on our ferries.

Sydney Ferries Customer Service Card

Destination / Trip: _____

Special requirement or information for Sydney Ferries staff:

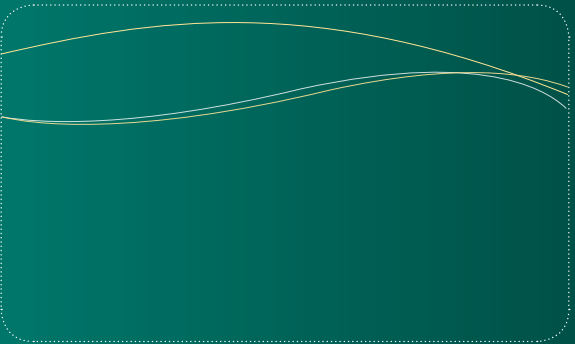




Sydney Ferries is a convenient, serene and scenic way to explore Sydney. There are a number of ticket options available to suit your individual travel needs such as:

- One way tickets
- Return tickets
- Convenient daily, weekly, quarterly or even yearly passes to save you time and money.

Plus, you also have the option and flexibility of accessing a combination of train, bus and ferry services. This comprehensive guide will provide you with all the information you need to travel with Sydney Ferries.



explore ... experience ... escape ...

