

Name	Date	Customer update content
ANZAC Day Travel	4/18/2018 2:17:07 PM	The Fullers360 Auckland to Coromandel ferry is taking a break from its scheduled services. We hope to be back cruising to this incredible part of the Hauraki Gulf shortly, please check back in with us soon.If you're travelling on our services for ANZAC Day commemorations on Wednesday 25 April, free travel* will be available all day for:Uniformed servicemen or womenHolders of SuperGold, Veteran's SuperGold and RSA membership cardsWe'll also operate an additional service ex Devonport at 5.00am for customers travelling to the city for ANZAC Services.For more information about public transport travel to ANZAC Day Dawn Service visit <a href="https://at.govt.nz/bus-train-ferry/events/anzac-day-dawn-service/">https://at.govt.nz/bus-train-ferry/events/anzac-day-dawn-service/</a> *Free travel excludes all tour products, Rangitoto Island, Rotorua Island, Coromandel and Tiritiri Matane Island
Freight service	9/21/2018 3:34:11 PM	We wanted to let you know about a few changes to the way we deliver freight to and from Waiheke Island. From 15 December 2018, we'll be operating Monday to Friday only, and moving to a more agile system using smaller, more transportable trolleys. This will replace the large cages currently in use, which may affect the size of goods you'll be able to send to and from the island through Fullers360. Due to new size and weight restrictions, unfortunately, we'll no longer be able to carry large or oversized items that won't fit into the new trolleys.Why are we making these changes?Fullers360 is in the process of streamlining our freight service for various reasons, including to address health and safety issues, upcoming changes to wharf infrastructure and planned improvements to the Downtown Ferry Terminal and most importantly to create a far more efficient and agile system. The Downtown Programme, as publicised by Auckland Transport and Auckland Council, is expected to cause a number of challenges to our business. Due to works over the high season and anticipated disruption to ferry passengers, we needed to find a new solution for freight to minimise disruption to our core passenger service. The use of trucks and cages for oversized items will no longer be feasible, given health and safety considerations for our customers and crew. Quite simply, Fullers360 has never been a bulk freight service, and is better suited to providing quick and efficient transportation of small packages and perishables. We need to be able to move these items alongside our core ferry customers, during our regularly scheduled sailings.How did we decide on the new trolley size?A lot of thought went into this decision. We've looked at historical demand and have been in discussions with key customers and businesses for a month – and these talks resulted in the new trolley size. We're still able to cater for key needs of the island, such as urgently moving lab samples – as our service is intended for this type of time-sensitive shipment. While demand trends show that the trolley system will work for many customers, we're open to increasing the frequency and number of trolleys that can travel on each service if it's needed and appropriate.What other freight options are available? While the changes won't affect all our customers, we do recognise that others with oversized items will be greatly impacted. We're very sorry that we'll no longer be able to offer the oversized freight service to you and would like to take this opportunity to acknowledge and thank our long-time customers of this service. As you'll be aware there is an existing bulk freight service offered to Kennedy Point by other companies.We also want to remind you that you're still welcome to carry larger, attended items on with you. We've always been flexible with what locals can carry on board while travelling with us, as long as the item doesn't impact other customers or the boarding process. When will the new changes take effect? We initially announced that the changes would go into effect on 15 October. However, based on further feedback and having discussed this at a board level, we've decided to delay the effective date of these changes by two months, to allow businesses more time to adjust their operations or work through alternatives. While we'll be moving forward with the published freight changes on 15 December, we'll take learnings as we go and remain flexible and open to further change.Do you have questions or concerns about these changes?We encourage those with concerns about freight changes to please come chat to us. For those who are unsure whether the new trolley system will still work for your needs, please reach out to <a href="mailto:freightenquiries@fullers.co.nz">freightenquiries@fullers.co.nz</a> and we'll help work through your situation. Please see the below table for more details about the new Fullers360 Freight Service – including the new size requirements and rates, plus Freight Shed hours of operation and delivery times.
Introducing Two New Fullers360 Vessels	8/30/2019 2:36:37 PM	Introducing two new Fullers360 vessels, named Kekeno and Ika Kākahi with support from the Department of Conservation.Fullers360 invests \$15 million to add resiliency to the fleet from SeptemberFullers360 today has announced the imminent arrival of two new vessels following its \$15 million investment into two four-engine jet propulsion vessels.The arrival of the vessels, named Kekeno and Ika Kākahi, will provide further resilience to the ferry fleet. While they'll service the Waiheke Island and Devonport routes, key ferry services for both commuters and visitors, two additional vessels will benefit the entire network of destinations. The fully refurbished ferries will permanently join the fleet this September.Well suited for these routes, the sister vessels have a capacity of 400 customers and wide side doors for efficient boarding. The ferries will be familiar to customers, as one was previously leased from Australia on a temporary basis. Both vessels are in the final stages of complete refurbishment, with new engines, luggage and bike racks, tables and canopies. The vessels are expected to both be in service by late September, one joining the Waiheke fleet full time. The other will be dedicated to Devonport during commuter times, and support Waiheke on the weekends and busy periods. Importantly, they are interchangeable and having four engines provides the vessels with a greater level of reliability."The new vessels are a demonstration of our commitment to improving our service and developing an integrated network. This requires extensive collaboration – involving a range of Government and Local government departments, and equally as importantly, operators, businesses, communities, innovators and investors," says Fullers360 CEO Mike Horne."We're really excited for customers to experience these new ferries, as we've invested in improving onboard amenities to suit daily commuters and visitors alike. They'll be in service in time for the busy summer season, and supporting the return of our high-frequency Waiheke summer timetable." Horne continues.DOC guides selection of vessel namesFullers360 collaborated with the Department of Conservation (DOC) and internal staff to select names that reflect our operating environment. Kekeno (meaning New Zealand fur seal) and Ika Kākahi (meaning Orca) raise awareness of the precious marine mammals prevalent in the Hauraki Gulf. "Fullers360 are champions of the Hauraki Gulf's marine environment, and with their commitment to biosecurity are integral to the protection of the predator free islands in Auckland's big blue backyard. We're honoured to have helped name Kekeno and Ika Kākahi, vessels that will continue this important work and support key communities," says Andrew Baucke, Operations Director, Department of Conservation, Tāmaki Makaurau/Auckland.The announcement comes in time for Conservation Week, happening 14-22 September. In its 50th year, Conservation Week is a national celebration encouraging New Zealanders to help take care of nature. Fullers360 is again supporting several Conservation Week activities including full sponsorship of travel for Sport Auckland's Green Preparation walk on Rangitoto, in partnership with DOC.Both Kekeno and Ika Kākahi will be entering service in the next 2 to 3 weeks. Ika Kākahi arrived in Auckland on Thursday, 29 August and is currently undergoing final preparations.Kekeno commenced sea trials in Whangarei on Monday 2 September, and upon successful completion she'll depart for Auckland.We'll update you again when they go into service and celebrate their arrival to the fleet!
FREE Child Weekend Fares	9/05/2019 12:06	Fullers360 is proud to support Auckland Transport's Free Child Weekend Fares!From 7 September, with a registered AT HOP card, children aged 5 to 15 years travel for free on weekends and public holidays when tagging on to select ferry services.
Summer timetable	10/08/2019 12:24	We're gearing up for a busy summer. Our high season timetable featuring more frequency will begin next week – in line with the start of the new bus network.To make sure you're ready for the change, here's a preview of the Waiheke Island ferry timetable effective 14 October. Residents LaneWe're pleased to announce that the boarding queue for Waiheke Island residents will begin for the season on 14 October. We've heard your feedback and have extended the hours and operation through 3 May 2020. For more information on updated boarding processes, visit <a href="https://fullers.co.nz/commuter-hub/residents-lane/">https://fullers.co.nz/commuter-hub/residents-lane/</a> .New Bus Network for WaihekeWaiheke Bus Company is ready to service the New Network with completely refurbished buses. For more information about the Waiheke New Network and the bus timetable, visit <a href="http://at.govt.nz/newnetworkwaiheke">at.govt.nz/newnetworkwaiheke</a> . Here's to longer days and warmer weather – brine on summer!
MyFerry app new updates	11/18/2019 4:16:20 PM	After reviewing feedback from our customers, we are pleased to let you know we've made some updates to the Fullers360 MyFerry app which are now live. Stay in the know with the MyFerry app and make your ferry travel easier with quick access timetables and fares, renew your monthly and multi-trip passes, purchase, view or use QR code tickets to board, receive instant travel alerts and more. Make sure you're using the latest version by ensuring the app is updated on your phone. If you don't already have MyFerry installed, you can download the updated version in the IOS App Store or Google Play. What are the new updates?Speed – faster loading time across the appManage tickets and passes – new push notifications are available to alert you when your pass is due to expire or only has a few trips leftTrips Activity – on the My Tickets and Passes page, see a log of how many trips you've used on a pass by clicking on the View Trips Activity>Delete button – you can now delete old passes/tickets and stored credit card detailsSelected Travel Alerts – select the destinations you want to receive travel alerts for, you can switch these off at anytimeHomepage redesign – there is a new homepage design which means that Alerts and Notices are now in one place under the Alerts section/visit our website MyFerry app help page for step by step guidance on key features of the app and find answers for frequently asked questions.
FULLERS360 SUMMER SEASON PRICING	43628.45083	Fullers360 is introducing visitor summer season pricing on our Waiheke, Motutapu and Rangitoto ferry routes. The adult visitor fares for Waiheke, Rangitoto and Motutapu sailings will rise by \$4 and \$8 for our family return tickets during the period of 21 December 2019 to 29 February 2020. Commuter fares (e.g. AT HOP cards, Flexi, Monthly, Off-island tickets), child visitor fares, and all other destination pricing will remain unchanged. Please note from 21 December 2019, customers can continue to access current ticket prices online for Waiheke and Rangitoto island destinations. On-wharf* summer season pricing will be applied and customers can choose to access the online savings through website transactions at <a href="http://fullers.co.nz">fullers.co.nz</a> and on the MyFerry app. Planning ahead will avoid on-wharf ticket queues when pre-purchasing your tickets online for your travel this summer. When you purchase online, save \$4* on individual visitor tickets, and \$8* on family passes via our website during the summer season period. If you're planning to travel to Waiheke or Rangitoto after 21 December, we encourage you to look out for our summer promotion "buy online & save", launching soon to help you plan your summer travel and access online savings.*Online savings compared to on-wharf retail ticket pricing from 21 December to 29 February 2020. On-wharf pricing is applied to contact centre transactions as well.
An update on the Kea	43720.47096	Dear customers, You may have noticed our much-loved Kea has had a rest these past few days. After more than 30 years of dedicated service to the Devonport Community, we wanted to let you know that the Kea will become a part time vessel in our fleet effective immediately. Kea has loyally transported Devonport commuters and visitors to-and-from Auckland since her commission 1988. Due to her age, issues with the vessel are becoming more frequent and we hope her part time availability will extend her useful life. To avoid disruption during peak commuter travel times, from today onwards her sailings will be reduced. She will miss seeing the familiar faces regularly each day but looks forward to seeing customers on sailings from time to time. Between our two new vessels Ika Kākahi and Kekeno, Devonport will continue to have a dedicated Devonport vessel from Thursday 12 December onwards, with additional vessels within our fleet on hand to support in peak travel times. The nature of our network requires us to use our vessels flexibly to meet capacity and provide resilience on this route. Kea is Fullers360's second longest serving vessel, holding a special place in the hearts of our crew members and passengers. More than 30 years ago, the Hudson family commissioned and introduced the Kea into the fleet as an innovative and purpose-built vessel for Devonport, responsible for the service and network we see today. She has loved her role serving the Devonport community and is not yet ready for full retirement. We believe Devonport services will benefit from the two newly introduced four-engine jet propulsion vessels, providing more resilience. Well suited for these routes, the sister vessels have a capacity of 400 customers and wide side doors for efficient boarding. Weekday Devonport services and customers will benefit from their increased capacity, and the support of our other vessels, due to the increased reliability they bring as newer vessels. As we are now in peak summer, we will continue to do all we can to deliver an efficient service and avoid disruption to our customers where possible.
Changes to Hobsonville and Beach Haven timetable starting 16 December	12/13/2019 1:34:02 PM	We want to advise customers that from 16 December, Auckland Transport is making some changes to the Hobsonville and Beach Haven ferry service. Currently, the midweek Hobsonville ferry services operate from Auckland to Beach Haven via Hobsonville Point (Downtown – Beach Haven – Hobsonville Point – Beach Haven – Downtown). The updated service route will operate from Auckland to Hobsonville Point and Beach Haven with an additional stop at Hobsonville (Downtown – Hobsonville Point – Beach Haven – Hobsonville Point – Downtown). On weekends and public holidays, there will be an extra stop at Beach Haven on the first 4 services before 4:00 pm (Downtown – Hobsonville Point – Beach Haven – Hobsonville Point – Beach Haven – Downtown). There will also be an additional 11.30 am return service departing Auckland on this route, which will be supported by an extra staff on-board ferry services at busier times. Please download the timetable and familiarise yourself with the changes before travelling. Download the timetable here. For more information, please visit <a href="http://at.govt.nz/about-us/news-events/changes-to-hobsonville-point-ferry-timetable/">at.govt.nz/about-us/news-events/changes-to-hobsonville-point-ferry-timetable/</a> . New Timetables effective from 16 December 2019.
Auckland Transport Annual Fare Changes affecting ferry services from 9 February 2020	1/17/2020 11:12:08 AM	Dear Customers, Recently Auckland Transport announced their annual fare changes which come into effect from 9 February 2020. As a result, there will be a fare change on some of the ferry services including Devonport, Gulf Harbour, Hobsonville, Beach Haven, Stanley Bay, Birkenhead, Bayswater and Half Moon Bay. Some individual AT Hop ferry fares will increase between 5 cents and 10 cents and other monthly ferry passes between \$5 and \$10. There will be no changes to cash fares (return or one-way tickets). There are no changes to Waiheke Island fares. Every year we review our Devonport fares in alignment with Auckland Transport. Please see the revised Devonport fares – these new prices will be in effect from 9th February 2020: For further information on all the Auckland Transport annual fare changes please visit <a href="http://at.govt.nz/bus-train-ferry/service-announcements/public-transport-fare-changes-2020/">at.govt.nz/bus-train-ferry/service-announcements/public-transport-fare-changes-2020/</a>
Online and offline pricing for selected visitor destinations to continue from 1 March 2020	2/21/2020 9:11:37 AM	Following the introduction of the visitor summer season ticket pricing from December 2019 – February 2020, where an attractive online or offline pricing offer was introduced, there has been a significant shift of customers making the move to buy online. From 1 March 2020 Fullers360 will permanently retain its visitor ticket online pricing offer to customers. We are pleased to give our customers the ongoing choice to access tickets at a lower fare when they buy online, to skip ticket queues at the wharf when travelling to these popular destinations. The move to encourage customers to purchase tickets online was a deliberate measure implemented to help reduce ticket queue congestion for popular destinations. From 1 March 2020, customers can continue to access current ticket prices online for Waiheke, Rangitoto and Motutapu island destinations. Customers can choose to access these online savings through website transactions at <a href="http://fullers.co.nz">fullers.co.nz</a> and on the MyFerry app. If you're planning travel to Waiheke or Rangitoto we encourage you to plan ahead and book your travel in advance. Online purchases will save \$4 on individual visitor tickets, and \$8 on family passes via our website. All other Waiheke fares remain unchanged and will not be affected by the online / offline visitor pricing. Offline pricing for these destinations will remain for customers purchasing at on-wharf ticket offices and also via our customer call centre transactions. Commuter fares (e.g. AT HOP cards, Flexi, Monthly, 40 trip, Off-island tickets), child visitor fares, and all other destination pricing remains unchanged. Ready to book? Simply visit <a href="http://fullers.co.nz">fullers.co.nz</a> to pre-purchase tickets, print tickets at home or download your ticket confirmation email to your mobile phone, or directly download your ticket to your MyFerry app. With your tickets printed or downloaded - head straight to the boarding queue when you arrive at the ferry terminal. For more information please visit our online vs offline pricing information page.
COVID-19 Update - 19-03-20 7:30PM	3/19/2020 5:46:49 PM	Dear Customers, As the New Zealand COVID-19 situation unfolds it's clear we are in unprecedented times. The current situation is evolving daily, and we are committed to responding in the best interest of our customers and are dedicated to doing our part in public safety. We are working closely everyday with the new information from Ministry of Health and Auckland Transport and are working hard to respond quickly. In line with the Ministry of Health, if you are feeling unwell you are advised to avoid public transport and stay at home. This is in the interest of public health. Here are the new measures we are taking to keep our customers safe on board: Removing unwrapped food from our cafes There will be no use of customer keep cups allowed – takeaway cups are still available Alternative travel arrangements are restricted to bus only, Uber will no longer be available as a replacement service – if a new service is cancelled, we will advise via Travel Alert if there is a replacement bus Increased cleaning and sanitisation of our vessels is taking place You may see some of our crew wearing Personal Protective Equipment (PPE) Social distancing on-board our vessels is encouraged. If possible we suggest customers leave one seat between other passengers For those who continue to travel with us, this is our advice: Where possible, travel off-peak and avoid crowds Find a quiet space on board and make the most of fresh air Wash your hands regularly using soap and water in the bathrooms or use the sanitiser on wharves and vessels Be kind to one another, including our crew who are committed to keeping you safe If you are feeling unwell and need to travel with us, this is our advice: Find an isolated area on board the vessel to limit close contact Wear a protective mask to limit spread Regularly wash your hands with hand soap Travel outside of peak times if you are travelling home to self-isolate, this is our advice: Practice social distancing and find a quiet space away from customers on board Please wear PPE gear if you feel unwell Travel outside of peak commuter periods Make use of the outside space on-board Utilise the hand sanitiser available on wharves, before boarding Avoid touching surfaces where possible Sealink is a service available to Waiheke where you can travel in your own vehicle As always, our crew are here to help and ensure your journey is a safe one. For the latest information please visit <a href="http://fullers.co.nz/covid-19-updates/">fullers.co.nz/covid-19-updates/</a>

COVID-19 Update - 23-03-20 9:10PM	3/23/2020 9:07:43 PM	Tourism Product and Services Temporary SuspensionFollowing today's announcement, we have temporarily suspended all Fullers360 tourism products and tours effective immediately.Keeping our crew, customers and New Zealand safe is a top priority as we get through this, together.For any enquiries on current or future bookings please reach out to our customer care team, enquiries@fullers.co.nz. We will endeavour to get back to you as soon as is possible during normal office hours.We will notify our customers when we are able to reinstate these products and we hope to have you back exploring the Hauraki Gulf shortly.
Extension applied to 40-trip passes affected during alert levels three and four	5/15/2020 4:04:15 PM	With the arrival of Alert Level Two, we are pleased to let our customers know we have extended the expiry date for all 40-trip pass holders who were impacted due to COVID-19 restrictions.We are adding 50 days to every 40-trip pass which has remaining travel and expired on or after 26 March 2020. This means those who had 40-trip passes expire during the lockdown, and those with remaining trips on their 40-trip pass will get an extension that covers the duration of alert levels three and four. The extension will be applied automatically to all affected passes. The remaining 50 days on the 40-trip passes are calculated from when the Alert Level four came into effect on 26 March 2020.We understand the recent COVID-19 travel restrictions have impacted our customers who have had 40-trip passes expire or couldn't use their 40-trip passes during alert level three and four. It is important to us that these customers can redeem the remaining time now travel restrictions have eased.At Alert Level Two, we urge our customers to be flexible with their travel times and follow physical distancing guidelines onboard the vessels.With more passengers travelling with us please remember to continue following the Ministry of Health guidelines to keep your fellow passengers, and our crew, safe.
Introducing the monthly pass with flexible start dates	5/21/2020 9:58:03 AM	We all want a little more flexibility in our lives, so we are introducing the monthly pass which is now available with flexible purchase and start dates.Effective from Thursday 21 May 2020, we have upgraded our monthly pass products for Waiheke and Devonport with flexible purchase and start dates, to give you more choice with your purchase date, and the date you start using your monthly pass.This means you can now purchase your monthly pass on a day you choose that works for you, and your month of travel will start from the first day you scan it. This improved monthly pass will replace the current pass where previously there was a mandatory 5-day window for purchasing your monthly pass.You can now purchase your monthly pass any day, online, at our ticket offices and through our customer call centre.If you have a current monthly pass, it will still work as normal and you can enjoy the new benefits from 21 May. If you have a Devonport 30-day pass, this will still work as normal and can be renewed as normal; however, we recommend switching to the new monthly pass as we will no longer be offering this product going forward.The current March 2020 monthly passes are still valid for use until their expiry on the 31 May. You can choose to purchase your new monthly pass any day you like and start using it after 31 May, it will be activated from the first day you scan it. For those who travel on our monthly passes, you will need to renew your pass from 31 May.With an increased number of passengers travelling with us at alert level two, we recommend adjusting your travel times, and avoiding peak periods where possible.For travel advice during alert level two please visit: fullers.co.nz/covid-19-updates/covid-19-travel-advice/#Thank you for your continued support in following government guidelines onboard to help keep fellow passengers and our crew, safe.
NZ COVID Tracer app available for Fullers360 Passengers	5/22/2020 4:08:09 PM	The Ministry of Health has recently launched the 'NZ COVID Tracer app' as a fast and effective method of contact tracing to assist with the New Zealand wide COVID-19 response.You can now use this contact tracing tool to track your movements on our services. We have provided COVID-19 QR code posters at the Downtown Ferry Terminal, and onboard our ferries.For all passengers travelling with us, we encourage you to download the app on your smartphone to trace your movements and create a digital diary of the of the locations you visit.Before you join the queue, simply select the 'scan' option and point your camera at any COVID-19 QR code poster so the code fits within the target area on the display of your phone.Alternatively, you can use the app once onboard your service, QR code posters are provided on the ferries.For more information on the app and how it works, please click here.Your safety is our top priority and we thank you for making an effort to keep New Zealand safe.
Additional Waiheke Sailings commencing Monday - 8 June 2020	5/27/2020 5:03:03 PM	As part of our commitment to assess demand and frequency requirements for our ferry services, and to practically look at the feasibility of adding in services, we want to provide a level of certainty for Waiheke island residents.We are pleased to advise we will be adding additional sailings to our Waiheke schedule. We have been closely following the trends of Waiheke Island residents as commuters return to the city, as well as the demand for visitation to the island.From 8th June onwards, we will be running the following additional services:Monday to Friday7:30 am Waiheke to Auckland8:30 am Waiheke to Auckland6:45 am Auckland to Waiheke7:45 am Auckland to Waiheke10:15 pm Auckland to Waiheke11:00 pm Waiheke to Auckland Fridays Only3:30 pm Auckland to Waiheke4:30 pm Auckland to Waiheke4:30 pm Waiheke to Auckland5:30 pm Waiheke to AucklandThese timetable changes will be in place from 8th June until the 11th October 2020. We will continue to operate the hourly timetable until 8th June.TRAVEL ADVICE – During peak commuter periods we are experiencing higher passenger numbers and encourage you to catch an alternate service. Our 7:00 am sailing from Waiheke – Auckland is consistently busy, however 6:00 am and 8:00 am services have more capacity available, based on current commuter trends. Please check the timetables before planning your travel with us: fullers.co.nz/covid-19-updates/covid-19-timetables/The safety of our passengers and crew is our top priority; thank you for your patience and understanding.
Waiheke Residents' Lane operational through winter season	43927.59605	As New Zealand entered Alert Level 2, we resumed the Waiheke Residents' Lane for our commuters. We are pleased to advise that the Waiheke Residents' Lane will remain open throughout winter, during the following hours until 11th October 2020:From Downtown Auckland:Monday to Friday4:00PM – 6:00PM/Sat/Sun/Public Holidays9:00AM - 12:00PMFrom Matiatia (Waiheke Island):Sat/Sun/Public Holidays3:00pm – 6:00pmFor more information on Waiheke Residents' Lane, please visit fullers.co.nz/commuter-hub/residents-lane/
Reintroducing 2.30pm Sailing from Auckland to Devonport commencing Monday, 15 June 2020	44171.69104	To provide more flexibility for Devonport parents to meet school finishing times, we are pleased to reintroduce the 2.30 pm sailing from Auckland to Devonport on the weekdays (Monday – Friday) starting Monday, 15th June 2020. The Devonport to Auckland 2.45 pm sailing will also resume.We are keeping a close eye on passenger numbers and the needs of our customers and are committed to providing a resilient service now, and in the future.Please check the timetables before planning your travel with us: fullers.co.nz/covid-19-updates/covid-19-timetables/Thank you for your patience and understanding, we look forward to seeing you on the water.
Canopy works at Matiatia wharf starting Thursday 18 June	6/16/2020 4:35:38 PM	Dear Customers,Auckland Transport will commence work on the canopy at Matiatia Ferry Terminal starting Thursday 18th June 2020. As a result, some sections of the wharf will be closed, and passengers will need to board and disembark and walk through the building instead of the outside areas.The construction work is expected to continue for approximately 10 days.Travel Advice: Please allow some extra time during peak hours as there will be no access to outside areas.Please look out for signs or reach out to Auckland Transport representatives at the wharf for directions, and walk through the Matiatia Terminal for boarding or disembarking from the ferry.We look forward to seeing you onboard.
Reintroducing the 8.15 am sailing from Devonport to Auckland from Monday, 29 June 2020	6/23/2020 11:28:36 AM	As a part of our long-standing commitment to provide a resilient service to Devonport, and to support commuters during mornings, we are pleased to reintroduce the 8.15 am sailing from Devonport to Auckland on weekdays (Monday – Friday) starting Monday, 29 June 2020.We will continue to assess what is needed to satisfy demand and reintroduce more services when it is practically possible.We encourage all our passengers to keep an eye on the website and the MyFerry app for updates. If you do not have a MyFerry app account, we encourage you to sign up so you receive up to date information through notifications. Please check the timetables before planning your travel with us: <a href="https://fullers.co.nz/timetables-and-fares/">https://fullers.co.nz/timetables-and-fares/</a> See you on the water.
7.45 am sailing from Devonport to Auckland is back commencing Monday 20 July 2020	44050.70535	Great News! We are delighted to welcome back the 7.45 am sailing from Devonport to Auckland on weekdays (Monday – Friday) starting Monday 20th July 2020. Reintroducing this service means we can provide a 15-minute frequency during the peak morning commuter hour of 7.30 am – 8.30 am.As we continue to operate in this dynamic environment, we will continue to assess what is needed to satisfy demand and reintroduce more services when it is practically possible.The 7.45 am sailing has been reintroduced to offer resilience to the Devonport community residents and will coincide with the start of term 3 following school holidays. We encourage all our passengers to keep an eye on the website and the MyFerry app for updates. If you do not have a MyFerry app account, we encourage you to sign up, so you receive up to date information through notifications. Please Check the timetables before planning your travel with us: fullers.co.nz/timetables-and-fares/See you on the water.
Greater flexibility with the new improved monthly pass	44081.564	Good news! Now you can renew your monthly pass at ease on a day that works for you. Your month of travel will start from the first time you scan your pass and will be valid for a month. The previous five-day window to purchase your monthly pass no longer applies.We recently upgraded the monthly pass product for Waiheke & Devonport customers to offer more choice with your purchase date, and the date you start using your monthly pass. This means you can renew your monthly pass on a day you choose, and your month of travel will start from the first day you scan it. Remember, passes are valid for a month from your first scan and will need to be renewed before expiry.To renew your pass, simply follow the instructions online on fullers.co.nz/myferryapp/ or please visit one of our friendly ticket office staff for assistance. Alternatively you can call our Customer Care team on 093679111.For more information, please visit <a href="https://fullers.co.nz/customer-updates/customer-updates/introducing-the-monthly-pass-with-flexible-start-dates/">fullers.co.nz/customer-updates/customer-updates/introducing-the-monthly-pass-with-flexible-start-dates/</a> .
Additional sailings for Hobsonville on Friday 17 July 2020	7/15/2020 2:03:33 PM	In conjunction with Auckland Transport, we are pleased to provide the following additional sailings for Hobsonville customers to assist with the shutdown of AT Western Rail line train services on Friday, 17th July 2020:17 July 202010:30 am Auckland – Hobsonville11:00 am Hobsonville – Auckland12:30 pm Auckland – Hobsonville01:00 pm Hobsonville – AucklandPlease note that these are direct sailings, with no stops at Beach Haven.Please check the timetables before travelling with us: fullers.co.nz/timetables-and-fares/
Good news for ferry passengers with AT's Integrated fares starting Sunday 26 July 2020	7/21/2020 4:45:44 PM	Now save on all Fullers360 commuter ferry fares when you travel on ferries, buses or trains as part of your journey when using an AT HOP card. Fullers360 is pleased to incorporate Ferry Fare integration into Devonport and Waiheke routes for customers who are using AT HOP for their travel.Starting 26 July, ferry fares will be joining AT Metro's integrated fares system. For ferry customers, this means if you use a single-zone bus or train at the start or end of a ferry trip, the cost of the train and bus will be included in your total fare. Beyond single zone, incremental price per zone travelled will apply. Just tag on and tag off on each stage of your ferry, train and bus trip and the system will automatically calculate the fare for your entire journey eliminating the fare of any single-zone bus or train trip.Take advantage of integrated fares on all Fullers360 commuter ferry services - to Waiheke & Devonport, Bayswater, Birkenhead, Gulf Harbour, Half Moon Bay, Hobsonville Point, Stanley Bay, Beach Haven and Northcote Point (when the service reopens).For fare integration, customers will need to tag on within 30 minutes of tagging off your previous trip and complete your journey within 4 hours.For more information on how the fare integration works please visit <a href="https://at.govt.nz/farezones">at.govt.nz/farezones</a>
Maintenance at Devonport Wharf Pier 2	7/31/2020 4:07:00 PM	Pier 2 at Devonport Wharf will be undergoing maintenance work next week from Monday 3rd August – Friday 7th August 2020.Due to this, all ferry services will arrive and depart from Devonport Pier 1 instead of Pier 2 from 3rd – 7th August (Monday-Friday).TRAVEL ADVICE: Please allow extra time while travelling. There may be slight delays during this time to ferry services departing Devonport Ferry Terminal, between the hours of 9.00 am – 3.30pm.Please follow signage at the Devonport wharf for directions.
AT HOP Retailing for Waiheke Island	43959.48573	Fullers360 has partnered with Auckland Transport to become an AT HOP retailer at the established Fullers360 Matiatia Ticket Office.For Waiheke commuters and visitors to the Island – now you can purchase or top up your AT HOP Card at the Fullers360 ticket office at Matiatia ferry terminal, Waiheke Island starting today - Wednesday 5th August 2020.Visitors to the island who do not already use AT HOP can purchase AT HOP at Matiatia Ferry Terminal conveniently before or after their ferry service, and therefore use the public transport bus service to circulate around the island. The addition of AT HOP at the Fullers360 Matiatia Ticket office will also provide residents with another location to purchase or top up AT HOP cards for public transport requirements.Fullers360 Ticket Office opening hours:Mon – Fri: 5:30am – 6:00pmSaturday: 6:30am – 6:00pmSunday: 7:15am – 6:00pmTop up your AT HOP card there today.For more information, visit <a href="https://at.govt.nz/athop">https://at.govt.nz/athop</a>

Downtown Ferry Terminal Redevelopment Update - Construction work at Pier 1C	43990.74802	Work continues to progress with Auckland Transport's Downtown Ferry Terminal project as part of Auckland Council's vision to transform the waterfront into an attractive, people friendly environment. Due to the ongoing construction work, Auckland Transport is making pier changes at the Downtown Ferry Terminal. From Monday 10th August 2020 Pier 1C will be closing and Half Moon Bay sailings will be departing from a different pier. Most Half Moon Bay sailings will depart Auckland from Pier 2B instead of Pier 1C on the weekdays (Monday – Friday).The following services will operate from Pier 1A:6.45 AM Auckland – Half Moon Bay:3.20 PM Auckland – Half Moon Bay11.45 PM Auckland – Half Moon BayDue to the increased number of vessels using shared berths, there may be additional impacts to other routes and ferry services. We're working closely with Auckland Transport to inform our customers of all the changes and potential disruptions in advance.During this phase of redevelopment, we encourage you to please allow more time while travelling. Please follow signage or ask wharf hosts for navigating through the Downtown Ferry Terminal.The construction works are in preparation for the installation of the canopy for piers 1D and 1E and we anticipate Pier 1 C will be closed until mid-October 2020.Thank you for your patience and understanding.For more information, visit <a href="https://at.govt.nz/projects-roadworks/downtown-programme/#">https://at.govt.nz/projects-roadworks/downtown-programme/#</a> .
Update - Extension for monthly passes	8/18/2020 4:55:55 PM	Good news! We are pleased to inform our Waiheke & Devonport monthly passes holders we will be applying an extension to your monthly pass. The total number of days you had remaining when we went into alert level 3 will be automatically be added to your monthly passes once we are out of alert level 3 restrictions.If you still require our services for essential travel on your monthly pass and your pass has expired during level 3 restrictions, please either renew your monthly pass as normal via the MyFerry app or purchase a return ticket. We will add the remaining days to your monthly pass once we are out of alert level 3 restrictions.The remaining days on the Devonport and Waiheke monthly passes will be calculated from when the alert level 3 came into effect in Auckland: 12 August 2020.This means we will honour the remaining days you were unable to use in your monthly pass, up until the length of alert level 3, ensuring customers are not out of pocket due to travel restrictions. When Auckland moves down an alert level and travel restrictions ease, a new expiry date will be automatically applied to your monthly pass. If your pass expired with no renewals during alert level 3 restrictions, then we will add the days when you next renew your monthly pass.Please note there will be no other credit, refund or discount options.Please remember, at alert level 3 the Government guideline is to travel for essential reasons only.Thanks for your continued cooperation and patience during this time.
Te Wiki O Te Reo Māori – Māori Language Week	44144.51832	Te Wiki O Te Reo Māori (Māori Language Week) is nearly upon us. As you travel with us next week you will notice we have introduced te reo Māori translations to our onboard announcements. To support and celebrate Māori Language Week the announcement will play in te reo Māori following the English announcement.We encourage you to use te reo Māori to in your conversations while travelling with us. We are encouraging our people to use te reo Māori greetings throughout the day.For more information on this national initiative visit: <a href="http://te.wikiofereomaori.co.nz/about/Ngā mihi">te.wikiofereomaori.co.nz/about/Ngā mihi</a> . See you on the Water.
COVID-19 Update - 16-09-20 4:30PM	9/16/2020 4:35:18 PM	Passenger Capacity restrictions ease on public transportIn line with Government guidance of physical distancing restrictions easing on public transport in Auckland from Monday 14th September, our ferry services have resumed operating to standard operating capacity.While we are back to normal capacity, wearing a face mask or covering is still mandatory on public transport and we urge our customers to keep your face covered when boarding the ferry and for the duration of your journey. Our crew are reminding customers of the use of face coverings and where appropriate, crew will seek the support of on-wharf security or the police who are responsible for enforcing the alert level 2 guidelines.As we welcome more passengers, we have a few tips for a smooth sailing experience:Try to travel off-peak and avoid crowded peak hour sailings wherever possiblePhysically distance yourselves in queues while boarding, and where possible take responsibility for your own physical distancing on boardContinue to keep up high levels of personal hygiene – make use of the sanitising stations on wharves before boarding, alternatively wash your hands with soaps available in the bathrooms onboard our vesselsArrive at least 15 minutes early for your service if you are unable to be flexible with your travel.Please continue to scan the QR codes onboard vessels and on the wharfs via the NZ COVID Tracer App to help with contact tracing.For travel advice during alert level 2, please visit <a href="http://fullers.co.nz/covid-19-updates/covid-19-travel-advice/">fullers.co.nz/covid-19-updates/covid-19-travel-advice/</a> For more information, please visit <a href="http://at.govt.nz/about-us/news-events/covid-19-update-physical-distancing-seating-restrictions-lifted-on-public-transport/">at.govt.nz/about-us/news-events/covid-19-update-physical-distancing-seating-restrictions-lifted-on-public-transport/</a> Thank you for doing your bit to keep yourself and those around you safe.
Gulf Harbour bus replacement process	9/18/2020 4:04:42 PM	Dear customers,For our customers using the Gulf Harbour bus replacement service, a friendly reminder that you are required to Tag On and Tag Off using the AT HOP Card for the bus replacement service, instead of proceeding straight to the bus.Customers traveling from Auckland – Gulf HarbourAll customers traveling from Auckland city to Gulf Harbour using the bus replacement service must either present their Fullers360 ticket or Tag On through the Pier 1 gate. You will be taken through an internal exit door within Pier 1 to board the bus. On arrival at Gulf Harbour Marina, please Tag Off to avoid a default fare to your AT HOP Card.Customers traveling from Gulf Harbour – AucklandCustomers traveling to Auckland must Tag On at Gulf Harbour. On arrival at the Downtown Ferry Terminal, you will be transferred from the bus through the side door into Pier 1 to have your Fullers360 ticket scanned or Tag Off using your AT HOP card.Please remember to Tag Off at your end destination to avoid a default fare to your AT HOP Card. Please reach out to our one of our friendly ticket office staff for assistance.
Additional 30-minute off peak sailing for Devonport to remain in place	43871.69538	Following the reintroduction of the 30-minute off peak sailings provided for Devonport in response to the Harbour Bridge situation, we are pleased to share with our customers the additional services will now remain in place for the next few months as we head into summer.The increased frequency means the Devonport community will enjoy services running at a 30-minute frequency from 5:45am to 12:00am on weekdays. This is in addition to the current 15-minute frequency available from 7:30am to 8:30am during the peak commute hour on weekdays.The 30-minute timetable will run throughout the weekends as well.We are pleased to provide additional frequency in the Devonport timetable to support those seeking alternative transport into the City, as well as providing further flexibility for regular commuters and passengers on our services.With the Harbour Bridge situation vulnerable, catching a ferry is a great option to avoid congestion and take cars off the roads.Thank you to the Devonport community for being patient while we responded to the increased demand, and for being kind to our crew who have done an incredible job, stepping up to yet another challenge in 2020.For customers looking to travel with us more frequently, purchasing a monthly or flexi pass is a cost-effective option for your transport. Now is a great time to take advantage of the weather getting warmer and longer days - with sailing across the Waitematā Harbour a great way to get to and from the CBD.See you on the water.
Our services at Alert Level One	44049.71535	Following the Government announcement on Monday 5th October, Auckland will be moving to Alert Level 1, at 11:59pm on Wednesday 7th October.Face coverings encouraged on public transportDuring alert level 1, masks or face coverings are not mandatory on public transport. We encourage you to continue wearing a mask or face covering while travelling with us. When you wear a mask, you help protect those around you, while keeping yourself safe.While we will not be enforcing the use of masks for passengers travelling with us, we encourage their use. Wearing a mask or face covering is at the discretion of the passenger.ServicesOur services will continue to run on the current operating timetables. Please keep an eye on our website and the MyFerry App for our latest updates.The recently reintroduced 30-minute off-peak timetable on the Devonport service will continue to run.To check the timetable for your sailing please visit: <a href="http://fullers.co.nz/timetables-and-fares/">fullers.co.nz/timetables-and-fares/</a> Increased cleaningThroughout all alert levels, we have maintained increased cleaning and sanitisation onboard our ferries and buses. We will continue our enhanced cleaning practices and regimes, including regular disinfecting of all vessels, with antimicrobial protection fogging. We want to ensure our passengers feel safe while travelling with us at every alert level.There is hand sanitiser available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards will remain in place at our ticket offices, and onboard cafes.Contact tracingNZ COVID Tracer app posters will continue to be displayed onboard all our vessels. We ask all passengers to use this app to document movements and the service they have travelled on.If you don't have the app, we also maintain manual passenger registers on all our vessels to further support contact tracing efforts, located at the onboard cafes.Passenger capacity restrictions ease on public transportOur ferry services continue to operate at standard capacity. Physical distancing is still encouraged, if maintaining a safe distance is not possible, then masks or face coverings are recommended.For those looking to continue practicing social distancing our advice is to travel off-peak and to avoid our busier peak hour sailings.The Government advice is to stay home if you're unwell.For travel advice during alert level 1, please visit <a href="http://fullers.co.nz/covid-19-updates/covid-19-travel-advice/">fullers.co.nz/covid-19-updates/covid-19-travel-advice/</a> For more information, please visit <a href="http://at.govt.nz/about-us/news-events/face-coverings-encouraged-on-public-transport/">at.govt.nz/about-us/news-events/face-coverings-encouraged-on-public-transport/</a> Thank you for doing your bit to keep yourself and those around you safe.
Self Service Kiosks are arriving on Pier 2 at the Downtown Ferry Terminal	44053.49306	Starting today, 8th October, customers can purchase tickets to all destinations leaving from Auckland through Fullers360 new self-service kiosk technology. This trial will be running from 8 October to 15 January and seeks to support customers who are looking for a quick and easy solution to purchasing tickets.During this trial period, our Pier 2 Waiheke Ticket Office will be closed to in-person transactions, and those seeking counter service can visit the iTourism Information Centre on Pier 2 next to the Pier 2 queuing. The information centre is also open daily from today, 8th October.Our friendly ticket office staff will be available at the self-service kiosks from 8:00am - 6:00pm to assist customers using the kiosks with their transactions.Fullers360 are investing in streamlining the customer experience to enable customers to purchase tickets on the wharf at any time of day.Throughout the trial, customers can use the self-service kiosks for the following functions:Buy Ferry tickets to all destinationsPrint their pre-purchased ticketsRenew their monthly and flexi passesPurchase tickets for the Waiheke Explorer Hop On Hop Off bus tourOur staff will be on hand to redirect customers to the recently re-opened Fullers360 Tourism Information Centre on Pier 2 if you have questions or want to speak with one of our Hauraki Gulf experts. For example, if a customer wants to buy tour products or a brand-new pass, he/she will be directed to the information centre.The self-service kiosks will only accept contactless payment options - including EFTPOS and all major credit cards.We hope this technology will be welcomed by our customers to assist with the on-wharf experience.See you on the wharf.
Additional services for Waiheke with a new summer timetable starting 19th October	10/15/2020 12:48:27 PM	We have some great news! From Monday 19th October, we're adding 86 extra sailings for the Waiheke service as part of a new summer timetable.The timetable changes will take effect from Monday 19th October and includes additional frequency, with half-hour sailings during key peak times on weekdays and weekends.Below are the key updates to services in the Waiheke summer timetable:Weekdays timetable: Half hourly sailings through the morning peak hours (6:00 am - 9:00 am)Half hourly sailings through the evening peak hours (4:00 pm – 6:30 pm).Outside of peak times, services will run on the current weekday schedule.Weekend timetable:Hourly sailings between 6:00 am – 9:00 am (7:00 am – 9:00 am and 12:00 pm – 3:00 pm on Sundays)Half hourly sailings between 9:00 am - 12:00 pm and 3:00 pm – 6:30 pmOutside of these peak times, services will run on the current Saturday/Sunday schedule, operating hourly.The added frequency will provide resilience to the Waiheke community for the upcoming summer season as more people seek to visit Waiheke, as well as provide additional frequency to support commuters through the summer period. We look forward to welcoming more domestic visitors to New Zealand's very own paradise island as kiwis start planning their summer holidays.We are also keeping a close eye on our passenger numbers and will review frequency with plans to provide additional capacity if needed during summer.We encourage you to continue wearing a mask or face covering while travelling with us and use the NZ Covid tracer app to record your service with Fullers360.Please check the timetable before travelling with us: <a href="https://www.fullers.co.nz/timetables-and-fares/">https://www.fullers.co.nz/timetables-and-fares/</a> .See you on the water.
Fullers360 suite of 'summer ready' products and services launching in time for Labour weekend	10/21/2020 2:09:19 PM	We have some exciting news for you – Fullers360 is all set to welcome summer with a full suite of products and services in time for Labour Weekend.Our new summer initiatives include:Rotorua Island and Coromandel services back on streamWe're thrilled to be resuming our popular Auckland-to-Rotorua and Auckland-to-Coromandel services starting Friday 23 October, for the first time since 23 March. Please check the timetable before travelling with us: <a href="https://www.fullers.co.nz/timetables-and-fares/">https://www.fullers.co.nz/timetables-and-fares/</a> .New tour products for Waiheke We're launching 2 new exciting summer products on Waiheke Island: Summer Wine & Dine and Waiheke Explorer Plus, designed to appeal to both residents and visitors alike.Summer Wine & Dine offers premium lunch or dinner options for customers looking for an affordable, all-inclusive service package on Waiheke Island. The Waiheke Explorer Plus tour offers a variety of lunch options or a wine tasting option for customers in addition to a one-day Explorer bus pass.Both these products have been designed to make the island more accessible and to encourage more kiwis to explore their own backyard.Self-service kiosks and a new booking engine Alongside our other ticketing options, we're trialling self-service kiosks on Pier 2 of the Auckland Downtown Ferry Terminal until the end of January 2021. The kiosks provide self-service options to our customers to reduce and prevent queuing on the wharf at peak times, and enable them with the option of purchasing tickets on the wharf at any time of the day or to renew their commuter pass options easily & quickly. See more information on the self-service kiosks here. Fullers360 is also launching a brand-new booking engine on the website, which will enable customers with an option to purchase ferry tickets and Waiheke accommodation combined as a 'sail and stay' package via the Fullers360 website. One of its objectives is to assist in extending the average stay of visitors to Waiheke Island. The booking engine is a pilot project and its success will be reviewed in March 2021. This activity is in addition to the already operational Waiheke Summer timetable announced on 19th October, where we added 86 additional services for our Waiheke passengers. We are thrilled to launch these new products and services, reinvigorated to make the Hauraki Gulf as accessible as possible for all New Zealanders and encourage domestic visitation to the Gulf's treasured destinations. See you on the water.
Downtown Ferry Terminal Redevelopment Update - Construction work at Pier 1	10/27/2020 12:45:34 PM	Work continues to progress with Auckland Transport's Downtown Ferry Terminal project as part of Auckland Council's vision to transform the waterfront into an attractive, people friendly environment.Due to construction work, Pier 1 at the Downtown Ferry Terminal will be closed from 9.15 pm - 11 pm today (Tuesday) 27th, and tomorrow (Wednesday) 28th October to enable the Jack Up Barge to carry out pre-load testing. During this time, Pier 1 will be completely clear of vessels, personnel and the public. As a result, Devonport ferry services will depart from Pier 2B and all Birkenhead ferry services will depart from Pier 4 during this time. Please see below the impacted Devonport ferry services which will depart from Pier 2B:Auckland – Devonport:9:30 PM10:00 PM11:00 PMThe only exception is the 11:30 PM sailing from Auckland – Devonport which will depart from Pier 1.Below are the impacted Birkenhead ferry services which will depart from Pier 4:Auckland – Birkenhead:9:40 PM10:40 PMDue to the increased number of vessels using shared berths, there may be additional impacts to other ferry services. We are working closely with Auckland Transport to inform our customers of any changes or potential disruptions in advance.During this phase of redevelopment, we encourage all passengers to allow more time while travelling. If you need assistance, please follow the signage, or ask one of the wharf hosts at the Downtown Ferry Terminal.Thank you for your patience and understanding.For more information, visit <a href="https://at.govt.nz/projects-roadworks/downtown-programme/#">https://at.govt.nz/projects-roadworks/downtown-programme/#</a> .

Half Moon Bay services returning to Pier 1C with minor changes to timetable from 2nd November	10/30/2020 3:51:07 PM	As construction work continues at the Downtown Ferry Terminal, Auckland Transport has advised that from Monday 2 November, the weekday Half Moon Bay ferry services will resume from Pier 1C. To allow for timely arrival and departures for Pine Harbour and Half Moon Bay services during this time, there will also be some temporary timetable changes to Half Moon Bay sailings. This means there are minor 5-minute changes to some sailings. Please refer to the below poster to see the changes. Alternatively, you can download the temporary Half Moon Bay Ferry timetable for Monday 2 November here. For more information, visit <a href="https://at.govt.nz/bus-train-ferry/service-announcements/temporary-timetable-changes-for-bus-routes-734-735-and-half-moon-bay-ferry/">https://at.govt.nz/bus-train-ferry/service-announcements/temporary-timetable-changes-for-bus-routes-734-735-and-half-moon-bay-ferry/</a>
COVID-19 Update - 12-11-20 7:30PM	44176.81116	Following the Ministry of Health update on Thursday 12th November we would like to inform our customers that services on Friday 13th November will be running as scheduled, with no changes to timetables. Face Coverings: Our crew will be wearing face coverings onboard your service and we strongly encourage all passengers to please wear a face covering while travelling with us at all alert levels. We urge you to cover your face to keep yourself and your fellow passengers safe. NZ COVID Tracer app: We ask all passengers to please continue using the COVID Tracer app onboard your service. COVID Tracer QR code posters are displayed on all vessels in several locations for easy access. Please ensure you scan the poster to record your service with us. Cleaning: Throughout all alert levels we have maintained a high level of cleaning and sanitization of our ferries. This includes daily cleaning, cleaning high-touch surfaces in between sailings, and routinely deep cleaning our vessels with an antimicrobial fogging solution. We ask all passengers to continue following the COVID-19 Ministry of Health guidelines to keep themselves, and those around them, safe. For the latest COVID-19 update and guidelines please visit: <a href="https://covid19.govt.nz/">https://covid19.govt.nz/</a> Thank you for following the guidelines. The safety of our passengers, and crew, is our priority.
Closure of the Bayswater Marina for maintenance work from 17 November to 19 November	11/16/2020 4:31:51 PM	Auckland Transport has advised Bayswater Marina will be closed between the below mentioned times on 17, 18 & 19 November (Tuesday – Thursday) due to essential maintenance and repair works taking place at the wharf: Tuesday, 17 November & Wednesday, 18 November: 9.15 AM - 4.00 PM Thursday 19 November: 10.00 AM – 2.30 PM To assist passengers, Auckland Transport has made alternate arrangements and replacement buses will operate between Devonport Ferry Terminal & Bayswater Marina during these times. For more information and bus departure times, please visit <a href="https://at.govt.nz/bus-train-ferry/service-announcements/bayswater-marina-wharf-temporary-closure/">https://at.govt.nz/bus-train-ferry/service-announcements/bayswater-marina-wharf-temporary-closure/</a> .
Face coverings will be mandatory on public transport from 19 November	11/18/2020 12:33:21 PM	The New Zealand Government has mandated the use of face coverings on public transport including ferries, starting Thursday 19 November. We therefore ask all customers to please play their part and wear a face mask or covering while travelling with us. When you wear a mask, you can help protect yourself and those around you. Our crew will be wearing face coverings onboard your service. When boarding, passengers will be monitored for the use of face coverings or masks, and our Fullers360 crew will be supported by on-wharf security staff and Police – who are responsible for enforcing the government guidelines. Masks are not mandatory for children under the age of 12, as well as people with a disability or health condition which makes it unsuitable for them to wear face coverings. There are other times when wearing a mask is not required – for more information please visit: <a href="https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/#face-coverings-on-public-transport-in-auckland-and-on-all-domestic-flights">https://covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/#face-coverings-on-public-transport-in-auckland-and-on-all-domestic-flights</a> We encourage passengers to have your face coverings or masks on prior to boarding, and throughout your journey. Stay home if you're unwell. Alongside the mandatory wearing of masks or face coverings, we urge passengers to avoid public transport if you have cold or flu-like symptoms and to keep up regular handwashing. Track your journey: COVID Tracer QR code posters are displayed on all vessels in several locations for easy access. We ask all passengers to please continue using the COVID Tracer app onboard to record your service, as well as at the wharf before boarding. Cleaning: Throughout all alert levels we have maintained a high level of cleaning and sanitization of our ferries. This includes daily cleaning, cleaning high-touch surfaces in between sailings, and routinely deep cleaning our vessels with an antimicrobial fogging solution. Thank you for continuing to follow the COVID-19 Ministry of Health guidelines to keep yourselves and those around you safe. For the latest COVID-19 update and guidelines please visit: <a href="https://covid19.govt.nz/">https://covid19.govt.nz/</a>
Ferry services during 36th America's Cup	43933.34288	The 36th America's Cup, presented by Prada, is almost here! The first round of racing is taking place on the Waitematā Harbour from 17th December through to March 2021. The first event affecting ferry services is the America's Cup World Series and Christmas Race taking place from Thursday 17th to Sunday 20th December. To steer clear of the racing and spectators on the Harbour, speed restrictions are in place for ferries from midday until 7pm on race days. This will mean some changes to service times and timetables, increased travel times, and delays when the harbour is busy before, during and after racing. We have worked closely with Auckland Transport to deliver a custom race day timetable for Devonport and Waiheke, and AT contracted services, in order to provide consistent frequency and resilience over the America's Cup period. The timetables have been designed to accommodate mandatory speed restrictions in place from midday each race day to increase safety on the water. Timetable changes will be in operation for the first round of racing, the 'Christmas Cup' - starting Thursday 17th December – Sunday 20th December. We will be operating a 45-minute service frequency for the Waiheke Island service and a 20-minute frequency for the Devonport service over this time. Both timetables will provide the most capacity and frequency we have available to service our customers. Race day timetables On race days our services will operate as follows: Waiheke: From midday the Waiheke ferry will operate with a 70min journey time until 6.45 PM in time for speed restrictions lifting at 7pm. From 2pm the ferry service will operate every 45 minutes. Devonport: From midday Devonport operates a 20-minute frequency with approximate 15 – 20 minutes journey time until 8pm Gulf Harbour will operate by bus during race days. There will be some additional services in place for Hobsonville, Half Moon Bay and Birkenhead/Tiritiri Matangi and Rangitoto have a minor timetable changes – leaving later and coming back later to avoid key race time congestions. There are no timetable changes to Coromandel and Rotorua Island. There are no timetable changes to Bayswater. There are no changes to our WBC operations. For 2020 Waiheke timetables please download here. For 2020 Devonport timetables please download here. Please note, these timetables and race day timetables throughout the America's Cup period are subject to change. If you can't be flexible with your travel, we suggest seeking travel outside of race days, including the upcoming Christmas Cup on 17 – 20 December. Tips for travel on race days: Check timetables before travelling with us. Download MyFerry app and opt in to Travel Alerts for your destination. Keep an eye on the Fullers360 and AT website for updated travel information. Arrive at least 30 minutes early for your service. Allow extra time for navigating foot traffic in downtown Auckland. With over 200,000 visitors expected in the Auckland CBD over the America's Cup period, Auckland Transport are advising all Aucklanders and visitors to plan their journeys in advance, expect longer travel times and allow extra time for navigating foot traffic in downtown Auckland. If possible, you may want to consider re-scheduling your travel outside of race day periods, as journey times will be longer and may be subject to delays on the day as well. For more information about the 36th America's Cup and race courses please visit: <a href="http://americascup.com/en/events">americascup.com/en/events</a> . For information on impacts to ferry services visit: <a href="http://at.govt.nz/bus-train-ferry/service-announcements/ferry-changes-due-to-the-americas-cup-world-series-regatta-and-christmas-race/">at.govt.nz/bus-train-ferry/service-announcements/ferry-changes-due-to-the-americas-cup-world-series-regatta-and-christmas-race/</a> . Thank you to our customers for your cooperation patience during a busy period. See you on the water.
Advice for customers ahead of an expected busy day in the festive season, Friday 18 December	44147.64416	The busy summer season on the water has started! With increased visitors supporting local tourism and exploring the beautiful Hauraki Gulf, we want to share an update about the expected passenger volumes in the lead up to Christmas. We anticipate that Friday 18 December 2020 will be our busiest day on the water since March 2020. We advise all customers who intend to travel on this date to expect an increased volume of travellers and to arrive at least 30 - 45 minutes ahead of their preferred sailing. As well as allowing extra journey time, please stay up to date by regularly checking the Fullers360 and Auckland Transport websites and mobile apps for the latest information regarding any changes to services. We understand delays can be frustrating and want to ensure you that we will endeavour to have all capacity available to ensure we get passengers where they need to be. Important information about Friday 18 December includes: Prada America's Cup World Series Auckland and Prada Christmas Race: With the second race day of the sailing event taking place in the Waitematā Harbour from 17 – 20 December, there will be an increased number of vessels sharing the water space, and we will be required to operate our services under speed restrictions from midday. Services to Waiheke Island, Devonport, Birkenhead, Hobsonville and Half Moon Bay will run on customised race day timetables. For more information about travelling on race days, visit: <a href="https://www.fullers.co.nz/customer-updates/customer-updates/ferry-services-during-36th-americas-cup/">https://www.fullers.co.nz/customer-updates/customer-updates/ferry-services-during-36th-americas-cup/</a> . Fullers360 is supporting Auckland Transport's Home Free initiative, which provides a safe alternative home for customers as the festive season starts. From 4pm on Friday 18 December and all-day Saturday 19 December, public transport will be free on buses, trains and select ferry services for all customers. For more information, please visit: <a href="https://at.govt.nz/about-us/campaigns/home-free/">https://at.govt.nz/about-us/campaigns/home-free/</a> . Large number of corporate bookings: We are anticipating the largest volume of ferry passengers for corporate functions on 18th December, with a significant increase in groups travelling to Waiheke Island in particular. We encourage all large groups to please familiarise themselves with our race day timetable, arrive at least 30 minutes early for their sailing and to allow additional time for travelling. Last but not least, please remember to wear a face mask or face covering on our services, as mask-use continues to be mandatory on all public transport in Auckland. Thank you for your patience and understanding as we approach the peak summer season. See you on the water.
Christmas and New Year timetables	12/14/2020 2:16:31 PM	As we approach the end of 2020 with the Christmas and New Year holiday season upon us there will be minor changes to our timetables operating over this period. Changes to timetables are minor and in most instances on public holidays our services will be running to the Sunday / public holiday published timetables. Summary of Waiheke Island & Devonport timetable changes during the holiday season: While travelling with us during the holiday season we would like to remind our customers to please continue to wear your mask and to continue scanning the QR code posters on board to record your service. Please click to download individual timetables: Waiheke Island – Christmas Day and New Year's Eve timetable Devonport – Holiday Season timetable – 25th December 2020 to 10th January 2021 Birkenhead and Bayswater, Christmas and Holiday timetable Gulf Harbour, Christmas and Holiday timetable Hobsonville and Beach Haven Christmas and Holiday timetable Half Moon Bay, Christmas and Holiday timetable Happy Holidays from the team at Fullers360.
fake customer update	12/16/2020 2:16:31 PM	""
Ferry services during the PRADA Cup Challenger Selection Series 15 Jan – 22 Feb	1/14/2021 9:45:44 AM	The next part of the thrilling 36th America's Cup series will start on Friday 15th January and we want to remind customers about how the racing will affect ferry services on the water. Due to speed restrictions in place and course locations there are changes to ferry timetables as well as journey times. The same 'race day' timetables for Devonport and Waiheke as what was operating for Christmas Cup in December will remain in place, and there are minor changes to Auckland Transport services. Check the website before travelling with us. As with the pre-Xmas series there are 5 possible courses, with the final course selected on the morning of each race day, according to the weather. The races will then take place between 3pm-6pm. Keep an eye on the America's Cup hub and travel alerts on the website for the most up to date information: <a href="https://fullers.co.nz/destinations/americas-cup-hub/">fullers.co.nz/destinations/americas-cup-hub/</a> Race day timetable changes Hobsonville Point and Beach Haven - Only minor delays expected during race days. Allow an extra five minutes on top of normal travel times. The normal timetable will operate. Birkenhead - Delays possible on race days due to congestion on the harbour. Normal timetable operating. Bayswater - Delays possible on race days due to congestion on the harbour. Normal timetable operating. Devonport - Delays likely on race days. Allow for a 15-20-minute trip time. Additional services running every 20-minutes from 12:00 to 20:00 hours. Normal timetable at all other times. Waiheke - Services running every 45-minutes from 14:00 to 20:45 hours, normal timetable at all other times. Services will not call in at Devonport. Estimated journey times 70-minutes. Gulf Harbour - Services suspended on race days. Buses replacing ferries. Service suspended between 14:00 and 17:30 hours due to course impact and expected extended journey times (over 90 minutes) due to harbour congestion. Half Moon Bay - Some minor changes to Downtown departures from early afternoon, and for Half Moon Bay departures between 14:00 and 19:00 hours. Please check the timetable carefully. Normal weekend timetable. Estimated journey time 60 minutes. The timetables have been designed to accommodate the mandatory speed restrictions on the harbour that will occur from midday on race days to increase safety on the water. While network wide there may be longer journey times and possible delays, some of the selected courses have more of an impact on ferry destinations where the racecourse intercepts the usual ferry routes. With expected large passenger volumes, and congestion both on and off the water during race days, we ask for patience from our customers as we navigate our ferry services through a dynamic marine environment. Keep an eye on the America's Cup hub and travel alerts on the website for the most up to date information: <a href="https://fullers.co.nz/destinations/americas-cup-hub/">fullers.co.nz/destinations/americas-cup-hub/</a> For full information about transport in and around the 36th America's Cup, visit <a href="https://at.govt.nz/americascup">AT.govt.nz/americascup</a> See you on the water.

Tertiary & Student Passes	1/18/2021 2:53:01 PM	Do you travel with Fullers360 on a tertiary student Monthly or FlexiPass? In time for the 2021 tertiary year, we are making changes to how these passes work. Tertiary students with a valid student ID can purchase a discounted Waiheke Monthly tertiary pass or Waiheke Monthly FlexiPass. If you are a new student travelling via ferry from Waiheke or Devonport, check out our available tertiary passes where you are eligible for discounted frequent travel. From 2021 we are introducing a new process to register and validate tertiary passes and confirm eligibility for the discounted fares available to students. This change aligns tertiary passes more closely to the way Auckland Transport keeps track of their student concessions. Changes to the tertiary passes: From 31 March 2021 we now require all new and current Monthly and tertiary FlexiPass to be registered with a current, and valid Student ID. If you currently hold a Monthly and tertiary FlexiPass, please come into a Fullers360 ticket office as soon as possible to get your pass registered with a current valid Student ID, before 31 March 2021. Monthly and FlexiPass will be valid for one year, and will need to be validated each calendar year with a Student ID. All existing tertiary passes must be registered with a Student ID by 31 March 2021. After 31 March 2021, customers who have not registered their current tertiary passes with Fullers360 will not be able to top up their pass online and their pass will be invalid. All tertiary passes will now require a photo, in some cases this will mean you may need a new pass printed. If you try to top up an invalid pass online, you will be unable to proceed and will be required to come into one of our ticket offices to have your pass registered or purchase an adult fare. Tertiary passes that are not registered with a valid Student ID will automatically be blocked from 31 March 2021. All tertiary passes expire after one year, and will need to be re-registered with a Student ID. All tertiary passes must be registered with a valid and current Student ID from an Auckland tertiary institution. A valid Student ID card must be presented at the time of purchase and when registering or validating your ticket/pass, along with one of the following: An AT Tertiary ID sticker for the current year. A tertiary concession loaded on your AT Hop card, or your semester enrolment confirmation letter. Please make sure you have the correct documentation to validate your tertiary pass when speaking with one of our friendly ticket office team members. For more information on these changes, please speak to our Customer Call Centre or one of our lovely wharf hosts. See you on the water.
Smooth sailing for Devonport Service in 2021 with more sailings added	1/19/2021 8:48:38 AM	Cruise into 2021 with more frequency and flexibility on the Devonport – CBD Ferry service, with more services available on the route, with an extended peak service window, and the introduction of a frequent 20-minute timetable during peak times. From Monday, 25 January 2021, North Shore commuters who travel on the Devonport to Auckland CBD ferry commuters will experience the new and improved 20-minute extended peak commuter schedule, enjoying additional services provided to support commuters in 2021. The new timetable will have sailings running every 20 minutes from 7am – 10am and 4pm – 8pm on weekdays. This will give our customers greater certainty and efficiency for both the ferry and connecting transport services. The new 20-minute frequency replaces the temporary mixed 15-minute and 30-minute service launched in July last year. The new timetable factors in changing commuter travel patterns and trends due to COVID-19, the evolving water space and increased congestion, and ongoing construction in the Downtown Auckland ferry basin. The new 20-minute ferry timetable aligns with Auckland Transport's revised Devonport Bus Timetable, meaning North Shore communities who rely on the service will benefit from the best possible customer experience from a network perspective. Delivering exemplary reliability and punctuality levels is a critical measure for our team, and the 20-minute timetable with allows us to do this within a dynamic operating environment. Despite COVID-19, we are striving to deliver on our vision for the Hauraki Gulf - to scale up our services for treasured destinations such as Devonport, for Aucklanders and visitors alike. We look forward to welcoming more commuters back for 2021 and hope the additional frequency will encourage more locals to include a ferry service in their travel to and from the CBD. Click here to view the new timetable effective from January 25th.
fake CU devonport 2021	1/19/2021 9:31:58 AM	""
Mandatory masks and face coverings	1/29/2021 11:40:31 AM	We are happy to announce we have partnered with New Zealand company MEOTM to provide our passengers with world-leading reusable face masks. Made using scientifically selected New Zealand sheep wool, MEOTM masks are extremely efficient in helping to reduce the risk of infections. Passengers can purchase a MEOTM reusable face mask from Fullers360 ticket offices at the Auckland Downtown Ferry Terminal, Devonport and Matiatia and onboard ferry services. Alternatively, we have single-use MEOTM face masks at those same locations. To all our customers, we kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. This reminder comes as part of the New Zealand Government's mandate for the use of face coverings on public transport, including ferries, for all Auckland passengers. If you arrive for your service and you don't have a face covering or mask with you, our Fullers360 teams, who are actively monitoring the use of face masks prior to boarding will politely remind you that wearing a face mask or covering is a mandatory requirement. If a passenger becomes disruptive and does not purchase a mask, we will issue them with a single-use mask as a final measure. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary we will report incidents to the Police and enlisted support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. We encourage passengers to have their face coverings or masks on prior to boarding, and to keep it on throughout their journey. As a final measure our crew have single-use face masks to issue to passengers. For more information on the Government's Mandatory mask requirement, please visit: <a href="http://www.covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/">www.covid19.govt.nz/health-and-wellbeing/protect-yourself-and-others/wear-a-face-covering/</a>
Fake CU - Mandatory face mask	1/29/2021 1:47:10 PM	""
Covid-19 Level 3 Update	2/14/2021 9:29:38 PM	Our services at Alert Level Three Following the Government Announcement, the Auckland region is in alert level 3 from midnight Sunday 14 February, for 3 days. Here is what this means for our Fullers360 services: Timetables From Monday 15 February, all Fullers360 commuter service timetables are unchanged until further notice. This includes Waiheke and Devonport which will run on their usual timetables on Monday 15 February and until further notice. Services cancelled and on hold until further notice include: Rangitoto Island, Tiritiri Matangi, Rotoroa Island and Coromandel from Monday 15 February until further notice. We encourage all customers to keep an eye on the website for updates and MyFerry app for alerts as the situation unfolds and we adjust accordingly. Essential Travel Only While under alert level 3 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support necessary travel. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your Mask or Face Covering Wearing a mask or face covering is mandatory on public transport in Auckland. We kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Contact Tracing The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Please scan the NZ COVID Tracer app posters onboard our vessels when travelling with us. Please click here to download the app if you haven't previously: <a href="http://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app">health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app</a> Passenger Guidelines We ask all passengers to follow the 2-metre physical distancing guidelines between yourself, and fellow travellers at all times. Our ferry services will be running at 20% passenger capacity in line with Government guidelines and to enable safe physical distancing. Health & Safety The health and safety of our passengers and crew, is a top priority. Throughout all alert levels we have maintained our increased cleaning regimes and regular disinfecting of vessels and will continue to do so. We want to ensure our passengers feel safe while travelling with us at every alert level. There is hand sanitizer available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards remain in place at our ticket offices, and onboard cafes. Personal Responsibility While travelling with us, it's important everyone follows the guidelines of alert level three, outlined by the Ministry of Health here: <a href="http://covid19.govt.nz/covid-19/restrictions/auckland/">covid19.govt.nz/covid-19/restrictions/auckland/</a> If you are unwell, please stay home. A reminder that the use of Public Transport is restricted to essential travel only while at alert level 3. For more information on alert level three guidelines, please visit: <a href="http://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> As we all adjust to alert level 3, please continue to be kind and considerate of one another, and our crew. See you on the water.
Devonport and Waiheke services revert to Alert Level 3 essential service timetable	2/15/2021 4:36:18 PM	From Monday 1 March, Fullers360 will revert services to and from Waiheke and Devonport to a reduced essential service timetable while Auckland is in alert level 3. The timetable changes will be implemented to support those who require essential travel during alert level 3. Waiheke passengers Services to and from Waiheke Island will run hourly from 6am and throughout the day, including the peak commuter periods. In the evening, services will then move to a 90-minute frequency from 8pm for the late evening runs. Devonport passengers Services to and from Devonport will run hourly from 6am and throughout the day. Please check the updated timetables at this link before travelling with us and allow extra time in your journey getting from A to B, and where possible we ask passengers to avoid travelling in peak commuter periods. For more information on essential travel at alert level 3 and COVID-19, please head to <a href="http://www.covid19.co.nz">www.covid19.co.nz</a> The following services will continue to run as scheduled on their current timetables - Birkenhead, Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay. While at alert level 3, our ferry services will be running at 50% passenger capacity in line with Government and Auckland Transport guidelines and to enable safe physical distancing. Essential Travel Only While under alert level 3 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support necessary travel. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your Mask or Face Covering Wearing a mask or face covering is mandatory on public transport in Auckland. We kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Passenger Guidelines We ask all passengers to follow the 2-metre physical distancing guidelines between yourself, and fellow travellers, at all times. Effective immediately, at alert level 3 onboard cafes will be closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with Government and Auckland Transport guidelines to enable safe physical distancing. Contact Tracing Please scan the NZ COVID Tracer app posters onboard our vessels to record your service when travelling with us. The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Personal Responsibility While travelling with us, it's important everyone plays their part and follows the alert level three guidelines, outlined by the Ministry of Health here: <a href="http://covid19.govt.nz/covid-19/restrictions/auckland/">covid19.govt.nz/covid-19/restrictions/auckland/</a> For more information on alert level three guidelines, please visit: <a href="http://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> Once again, as we all adjust to alert level 3 please continue to be kind and considerate of one another, including our crew who are committed to keeping those who require our services safe while travelling with us.
Our services and travelling safely at Alert Level 2	2/17/2021 8:36:17 PM	Following the Government's announcement Auckland will be moving to Alert Level 2, at 11:59pm on Wednesday 17 February. Here is what this means for our Fullers360 services: Waiheke Passengers For weekdays, sailings from Waiheke to Auckland will operate every 30 minutes between 7 – 9am, and in the evening peak extra sailings will be provided from Auckland to Waiheke to support commuters. Evening sailings will be every 45 minutes from 6.30pm to 8.45pm Auckland to Waiheke. Outside of the peak periods, sailings will be hourly, and every 90 minutes on the late evening runs. From Saturday, 20 February sailings to and from Waiheke Island will be increased to every 30 minutes between 9am – 6.30pm to accommodate the expected increase in passengers. Devonport Passengers From Thursday 18 February, services on Devonport will revert to the previous peak 20-minute timetable that has been newly implemented from 25 January 2021. Remaining routes & tourism services Services to Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay will remain unchanged and run on their usual schedules. All tourism services will recommence from Friday 19 February, including Tiritiri Matangi, Coromandel, Rotoroa Island, Rangitoto and the Explorer Hop on Hop of Bus and Summer Wine & Dine. We are working to update our timetables as quickly as possible. Face coverings are mandatory on public transport A reminder to our customers that the Government has mandated passengers to wear a mask or face covering on public transport. Please wear your mask or face covering onboard our services and keep it on throughout your journey. We encourage our customers to please play their part. When you wear a mask, you help protect those around you, while keeping yourself safe. When boarding, passengers will be monitored for the use of face coverings or masks, and our Fullers360 crew will be supported by on-wharf security staff and Police – who are responsible for enforcing the alert level 2 guidelines. Our Fullers360 crew will be wearing masks onboard your service. Physical distancing Physical distancing is an important foundation of New Zealand's COVID-19 response and will continue throughout alert level 2. Be mindful of where you queue, sit, or stand. Please continue to practice physical distancing, keeping 1 meters apart from fellow passengers onboard. Contact Tracing The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Please scan the NZ COVID Tracer app posters onboard our vessels to record your services if you are travelling with us. Please click here to download the app if you haven't previously: <a href="http://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app">health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app</a> If you don't have the app, we also maintain manual passenger registers on all our vessels to further support contact tracing efforts. They are located at the onboard cafes. Cleaning and sanitisation Throughout all alert levels, we have maintained increased cleaning and disinfection on-board our ferries and buses. We will continue our enhanced cleaning practices and regimes, including regular disinfecting of all vessels, with antimicrobial protection fogging. We want to ensure our passengers feel safe while travelling with us at every alert level. There is hand sanitizer available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards will remain in place at our ticket offices, and onboard cafes. Our onboard cafes will remain closed to the sale of food & beverage from Thursday 18 February and throughout the weekend, in line with the Ministry of Health guidance. Follow the guidelines to keep safe For more information on alert level two guidelines, please visit: <a href="http://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> As we all adjust to alert level two, please remember to wear a mask or face covering, keep at a safe distance, practice kindness and if you're unwell - stay home. Thank you for following the guidelines and please continue to be kind and considerate of one another, and our crew.

Our services at Alert Level 1	2/22/2021 4:35:03 PM	Following the Government's announcement, Auckland will move to alert level 1 at midnight on Monday 22 February. Here is what this means for our Fullers360 services: Timetables Services to Waiheke will revert to the summer schedule that was in place immediately before Auckland moved into alert level 3 on 14 February. The timetable will change from Tuesday 23 February. Services to Devonport, Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay will remain unchanged and run on their usual schedules. All tourism services also remain unchanged including Tiritiri Matangi, Coromandel, Rotoroa Island, Rangitoto and the Explorer Hop on Hop of Bus and Summer Wine & Dine. Face coverings are mandatory on public transport. A reminder to our customers that the Government has mandated passengers to wear a mask or face covering on public transport. Please wear your mask or face covering onboard our services and keep it on throughout your journey. We encourage our customers to please play their part. When you wear a mask, you help protect those around you, while keeping yourself safe. When boarding, passengers will be monitored for the use of face coverings or masks, and our Fullers360 crew will be supported by on-wharf security staff and Police – who are responsible for enforcing the alert level 1 guidelines. Fullers360 crew will be wearing masks onboard your service. Physical distancing Physical distancing is an important foundation of New Zealand's COVID-19 response and will continue throughout alert level 1. Be mindful of where you queue, sit, or stand and continue to practice physical distancing. Contact tracing The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Please scan the NZ COVID Tracer app posters onboard our vessels to record your services if you are travelling with us. Please click here to download the app if you haven't previously: <a href="https://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/">health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/</a> if you don't have the app, we also maintain manual passenger registers on all our vessels to further support contact tracing efforts. Cleaning and sanitisation Throughout all alert levels, we have maintained increased cleaning and disinfection on-board our ferries and buses. We will continue our enhanced cleaning practices and regimes, including regular disinfecting of all vessels, with antimicrobial protection fogging. We want to ensure our passengers feel safe while travelling with us at every alert level. There is hand sanitizer available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards will remain in place at our ticket offices, and onboard cafes. Onboard cafes will reopen following Auckland's move to alert level 1. Follow the guidelines to keep safe. For more information on alert level 1 guidelines, please visit: <a href="https://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> As we all adjust to alert level 1, please remember to wear a mask or face covering, keep at a safe distance, practice kindness and if you're unwell - stay home. Thank you for following the guidelines and please continue to be kind and considerate of one another, and our crew.
Devonport and Waiheke services revert to Alert Level 3 essential service timetable (1)	2/28/2021 12:55:23 PM	From Monday 1 March, Fullers360 will revert services to and from Waiheke and Devonport to a reduced essential service timetable while Auckland is in alert level 3. The timetable changes will be implemented to support those who require essential travel during alert level 3. Waiheke passengers Services to and from Waiheke Island will run hourly from 6am and throughout the day, including the peak commuter periods. In the evening, services will then move to a 90-minute frequency from 8pm for the late evening runs. Devonport passengers Services to and from Devonport will run hourly from 6am and throughout the day. Please check the updated timetables at this link before travelling with us and allow extra time in your journey getting from A to B, and where possible we ask passengers to avoid travelling in peak commuter periods. For more information on essential travel at alert level 3 and COVID-19, please head to <a href="https://www.covid19.co.nz">www.covid19.co.nz</a> . The following services will continue to run as scheduled on their current timetables - Birkenhead, Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay. While at alert level 3, our ferry services will be running at 50% passenger capacity in line with Government and Auckland Transport guidelines and to enable safe physical distancing. Essential Travel Only While under alert level 3 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support necessary travel. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your Mask or Face Covering Wearing a mask or face covering is mandatory on public transport in Auckland. We kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Passenger Guidelines We ask all passengers to follow the 2-metre physical distancing guidelines between yourself, and fellow travelers, at all times. Effective immediately, at alert level 3 onboard cafes will be closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with Government and Auckland Transport guidelines to enable safe physical distancing. Contact Tracing Please scan the NZ COVID Tracer app posters onboard our vessels to record your service when travelling with us. The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Personal Responsibility While travelling with us, it's important everyone plays their part and follows the alert level three guidelines, outlined by the Ministry of Health here: <a href="https://covid19.govt.nz/covid-19/restrictions/auckland/">covid19.govt.nz/covid-19/restrictions/auckland/</a> For more information on alert level three guidelines, please visit: <a href="https://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> Once again, as we all adjust to alert level 3 please continue to be kind and considerate of one another, including our crew who are committed to keeping those who require our services safe while travelling with us.
Monthly pass holders to receive a 10-day extension	44258.68677	Following Auckland's recent moves to alert level 3, all customers who hold a valid monthly pass will receive a 10-day extension to their current monthly pass expiry date. We understand not all monthly pass holders will be using our services for essential travel during alert level 3, so these additional 10 days will compensate monthly pass holders for the duration of the two recent alert level 3 periods. The 10 days is calculated to include both recent alert level 3 periods, the current alert level 3 from 28 February and the previous 3 day alert level 3 from 15-18 February. We will keep customers updated regularly through our website and MyFerry app as we continue to respond to the ongoing situation. Additional days will automatically be added to monthly passes, there is no need to visit one of our ticket offices to redeem them. For more information, please call our friendly customer services team on 0800 FULLERS. We look forward to seeing our regular passengers back on the water soon.
Waiheke services departing and arriving in Auckland return to operating from Pier 2B	44289.45348	Waiheke ferry services departing and arriving in Auckland return to operating from Pier 2 from 6 March. Waiheke services were temporarily shifted Pier 1D and 1E to facilitate works in the Ferry Basin as part of Auckland Transport and Auckland Council's six project Downtown Programme which includes the Ferry Basin Redevelopment project. These works are now complete. All services to Waiheke will return to the original Pier 2 that residents and regular commuters will be familiar with. Waiheke residents will continue to have access to the Residents Lane with the same standard operating hours. If at any time you need help finding your way, our friendly Fullers360 wharf hosts are more than happy to help point you in the right direction. Note while Auckland is currently in alert level 3, our ferry services will be running to support necessary travel. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. We kindly remind you wearing a face mask or covering is mandatory on all public transport, please play your part when travelling with us.
Our services and travelling safely at Alert Level 2 2021-03-07	44319.73137	Following the Government's announcement, Auckland will be moving to Alert Level 2 at 6am on Sunday 7 March. Here is what this means for our Fullers360 services: Waiheke Passengers From Sunday 7 March, additional services will be provided to Waiheke, in line with our alert level 2 timetable. On weekdays, sailings from Waiheke to Auckland will operate every 30 minutes between 7 – 9am, and in the evening peak extra sailings will be provided from Auckland to Waiheke to support commuters. Evening sailings will be every 45 minutes from 6.30pm to 8.45pm Auckland to Waiheke. The 3.30pm and 4.30pm sailings will operate from Auckland on Friday only. Over the weekend we will continue to provide adequate frequency on the Waiheke service, with the timetable to support an expected increase in demand with sailings available half-hourly from 9am. Please keep an eye on the website and MyFerry app as we work to update our information as quick as possible, and check the timetables before travelling with us. Devonport Passengers From Sunday 7 March, services on Devonport will revert to the previous peak 20-minute timetable that has been newly implemented from 25 January 2021. Remaining routes & tourism services Services to Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay will remain unchanged and run on their usual schedules. All tourism services will recommence from Sunday, 7 March, including Tiritiri Matangi, Coromandel, Rotoroa Island and Rangitoto. We are working to update our timetables as quickly as possible. Please check the updated timetables at this link before travelling with us, and allow extra time in your journey getting from A to B. Where possible we ask passengers to avoid travelling in peak commuter periods. Face coverings are mandatory on public transport. A reminder to our customers that the Government has mandated passengers to wear a mask or face covering on public transport. Please wear your mask or face covering onboard our services and keep it on throughout your journey. We encourage our customers to please play their part. When you wear a mask, you help protect those around you, while keeping yourself safe. When boarding, passengers will be monitored for the use of face coverings or masks, and our Fullers360 crew will be supported by on-wharf security staff and Police – who are responsible for enforcing the alert level 2 guidelines. Our Fullers360 crew will be wearing masks onboard your service. Physical distancing Physical distancing is an important foundation of New Zealand's COVID-19 response and will continue throughout alert level 2. Be mindful of where you queue, sit, or stand. Please continue to practice physical distancing, keeping 1 meters apart from fellow passengers onboard. Contact Tracing The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Please scan the NZ COVID Tracer app posters onboard our vessels to record your services if you are travelling with us. Please click here to download the app if you haven't previously: <a href="https://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/">health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/</a> if you don't have the app, we also maintain manual passenger registers on all our vessels to further support contact tracing efforts. They are located at the onboard cafes. Cleaning and sanitisation Throughout all alert levels, we have maintained increased cleaning and disinfection on-board our ferries and buses. We will continue our enhanced cleaning practices and regimes, including regular disinfecting of all vessels, with antimicrobial protection fogging. We want to ensure our passengers feel safe while travelling with us at every alert level. There is hand sanitizer available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards will remain in place at our ticket offices, and onboard cafes. Please note, our onboard cafes will remain closed to purchasing food and beverage whilst at alert level 2. Follow the guidelines to keep safe. For more information on alert level 2 guidelines, please visit: <a href="https://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> As we all adjust to alert level two, please remember to wear a mask or face covering, keep at a safe distance, practice kindness and if you're unwell - stay home. Thank you for following the guidelines and please continue to be kind and considerate of one another, and our crew.
Our services at Alert Level 1 2021-03-12	44533.55803	Following the government's announcement, Auckland moved to alert level 1 at midday on Friday 12 March. Here is what this means for our Fullers360 services: Timetables Waiheke: Services to Waiheke will revert to the peak summer schedule that was in place immediately before Auckland moved into alert level 3 on 28 February. The timetable will change from Saturday, 12 March. All other destinations: Services to Devonport, Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay will remain unchanged and run on their usual schedules. All tourism services also remain unchanged including Tiritiri Matangi, Coromandel, Rotoroa Island, Rangitoto and the Explorer Hop on Hop of Bus and Summer Wine & Dine. America's Cup finals are this weekend, so we are operating race day timetables when racing takes place. Plan ahead, allow extra time in your journey, and expect delays while we navigate a busy water space. Plan your journey here: <a href="#">[Insert AC Hub link]</a> Face coverings are mandatory on public transport. A reminder to our customers that the government has mandated passengers to wear a mask or face covering on public transport. Please wear your mask or face covering onboard our services and keep it on throughout your journey. We encourage our customers to please play their part. When you wear a mask, you help protect those around you, while keeping yourself safe. When boarding, passengers will be monitored for the use of face coverings or masks, and our Fullers360 crew will be supported by on-wharf security staff and Police – who are responsible for enforcing the alert level 1 guidelines. Fullers360 crew will be wearing masks onboard your service. Physical distancing Physical distancing is an important foundation of New Zealand's COVID-19 response and will continue throughout alert level 1. Be mindful of where you queue, sit, or stand and continue to practice physical distancing. Contact tracing The NZ COVID Tracer app from the Ministry of Health helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Please scan the NZ COVID Tracer app posters onboard our vessels to record your services if you are travelling with us. Please click here to download the app if you haven't previously: <a href="https://health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/">health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-resources-and-tools/nz-covid-tracer-app/</a> if you don't have the app, we also maintain manual passenger registers on all our vessels to further support contact tracing efforts. Cleaning and sanitisation Throughout all alert levels, we have maintained increased cleaning and disinfection on-board our ferries and buses. We will continue our enhanced cleaning practices and regimes, including regular disinfecting of all vessels, with antimicrobial protection fogging. We want to ensure our passengers feel safe while travelling with us at every alert level. There is hand sanitizer available on wharves, and onboard vessels, as well as hand soap in the rest rooms. For added safety, our sneeze guards will remain in place at our ticket offices, and onboard cafes. Our onboard cafes will reopen in alert level 1, please be patient with us while we restock onboard. Follow the guidelines to keep safe. For more information on alert level 1 guidelines, please visit: <a href="https://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> As we all adjust to alert level 1, please remember to wear a mask or face covering, keep at a safe distance, practice kindness and if you're unwell - stay home. Thank you for following the guidelines and please continue to be kind and considerate of one another, and our crew.

Fullers360 makes the annual change to off-peak season timetables	3/26/2021 2:47:54 PM	As we approach the cooler months, we will be reverting our timetables back to visitor off-peak season schedules to reflect the tapering off in visitation numbers. Waiheke From Tuesday, 6 April, after the Easter long weekend, Waiheke sailings will operate on the visitor off-peak season timetable. The changes are the same as the visitor off-peak season timetable that was introduced last year and will continue to provide significant support and frequency to Waiheke passengers. We take our role seriously as a lifeline to Waiheke and will continue to provide Waiheke passengers with adequate frequency, including 30-minute sailings during the peak commute times between 7am - 9am from Waiheke to Auckland. Seasonal transitions happen routinely each year and reflect the peak visitation demand often experienced over summer. This timetable provides significant support and public transport availability to the Waiheke community, while also recognising the tapering off in visitation numbers during the off-peak season months. Check out the Waiheke timetable, effective from 6 April below: Commuter routes Devonport, Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville, Gulf Harbour and Half Moon Bay will remain unchanged and run on their usual schedules. Tourism routes Rangitoto will move to the visitor off-peak season timetable from Monday, 3 May with daily sailings to and from Auckland. Tiritiri Matangi will also move to the visitor off-peak season from Monday, 3 May with weekend only sailings every Saturday and Sunday. Kiwis will continue to be able to access discounts with Fullers360 packages during the off-peak season with exciting products available such as Winter Wine & Dine, Explorer Hop On, Hop Off and Explorer Plus packages. For more information on all Fullers360 timetables please visit <a href="http://fullers.co.nz/timetables-and-fares/">fullers.co.nz/timetables-and-fares/</a> . Please remember to check the timetables and plan your journey before you travel and please remember to wear a mask or face covering, keep at a safe distance, be kind and if you're unwell please - stay home. See you on the water.
Fake CU	3/29/2021 9:38:40 AM	""
Fullers360 adds additional peak weekday sailings for Waiheke commuters	44443.66024	Fullers360 is pleased to announce the addition of a 5.30pm weekday sailing from Auckland to Waiheke, as well as a 6.30pm sailing returning from Waiheke to Auckland available from Monday, 19 April. See you on the water.
Fullers360 offers free sailings from Devonport to Auckland on ANZAC Day-2021	4/19/2021 10:09:19 AM	This ANZAC Day, Sunday 25 April, Fullers360 is offering free travel for everyone on a 5am sailing from Devonport to Auckland Downtown Ferry Terminal to help passengers attending the commemorative service at Auckland War Memorial Museum. *Additionally, all RSA card holders and servicemen and women dressed in full uniform will have access to free ferry travel to and from Devonport all day on ANZAC Day. Passengers will not be required to tag on with their AT Hop card or pay for the 5am service from Devonport. We kindly ask passengers to wear a mask or face covering, keep at a safe distance, practice kindness and if you're unwell - please stay at home. At the going down of the sun, and in the morning, we will remember them. See you on the water.
Pier changes and additional services come into effect from Monday 5 July	6/29/2021 1:06:03 PM	As a result of the Downtown Ferry Terminal project coming to completion this July, a number of pier and timetable changes are coming into effect from Monday, 5 July. This is the biggest upgrade to Auckland's ferry infrastructure and passenger services in more than a century to meet Auckland's transport needs now and into the future. Included in the completed works are six new piers (piers 4-9) on Queens Wharf which has prompted a new numbering system from Auckland Transport.
Fullers360 services during COVID-19 alert level 4	8/17/2021 8:14:47 PM	Following the move in alert level 4 effective 11.59pm tonight, from Wednesday, 18 August Fullers360 sailings will run to scheduled timetables as normal until further notice except island destinations: Rangitoto, Tiritiri Matangi, Rotoroa and Coromandel. The following services will continue to run as scheduled on their existing timetables - Waiheke, Devonport, Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville Point, Gulf Harbour and Half Moon Bay. Please keep an eye on our website and MyFerry travel alerts as we update information, and work to make any required changes for alert level 4 essential service timetables. Until further notice, commuter ferry services remain unchanged as outlined above. Ferry travel will remain available to those who need access to essential travel only during alert level 4. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://covid19.co.nz">covid19.co.nz</a> . While at alert level 4, our ferry services will be running at 50% passenger capacity in line with government and Auckland Transport guidelines and to enable safe physical distancing. Essential travel only. While under alert level 4 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support essential travel only. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your face mask or covering. Wearing a face mask or covering is mandatory on all public transport at all alert levels. We kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Passenger guidelines We ask all passengers to follow the two-metre physical distancing guidelines between yourself, and fellow travelers, at all times. At alert level 4 onboard cafes will be closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with government and Auckland Transport guidelines to enable safe physical distancing. Contact tracing Please scan the NZ COVID Tracer app posters onboard our vessels to record your service when travelling with us. The NZ COVID Tracer app helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Personal responsibility While travelling with us, it's important everyone plays their part and follows the alert level 4 guidelines, outlined by the Ministry of Health here: <a href="http://covid19.govt.nz">covid19.govt.nz</a> . Once again, as we all adjust to alert level 4 please continue to be kind and considerate of one another, including our crew who are committed to keeping those who require our services safe while travelling with us.
FAKE - Fullers360 services during COVID-19 alert level 4	8/18/2021 10:48:56 AM	Following the move in alert level 4 effective 11.59pm tonight, from Wednesday, 18 August Fullers360 sailings will run to scheduled timetables as normal until further notice except island destinations: Rangitoto, Tiritiri Matangi, Rotoroa and Coromandel. The following services will continue to run as scheduled on their existing timetables - Waiheke, Devonport, Birkenhead, Te Onewa Northcote Point, Bayswater, Beach Haven, Hobsonville Point, Gulf Harbour and Half Moon Bay. Please keep an eye on our website and MyFerry travel alerts as we update information, and work to make any required changes for alert level 4 essential service timetables. Until further notice, commuter ferry services remain unchanged as outlined above. Ferry travel will remain available to those who need access to essential travel only during alert level 4. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://covid19.co.nz">covid19.co.nz</a> . While at alert level 4, our ferry services will be running at 50% passenger capacity in line with government and Auckland Transport guidelines and to enable safe physical distancing. Essential travel only. While under alert level 4 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support essential travel only. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your face mask or covering. Wearing a face mask or covering is mandatory on all public transport at all alert levels. We kindly remind you to continue to please play your part and wear a face mask or covering while travelling with us. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Passenger guidelines We ask all passengers to follow the two-metre physical distancing guidelines between yourself, and fellow travelers, at all times. At alert level 4 onboard cafes will be closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with government and Auckland Transport guidelines to enable safe physical distancing. Contact tracing Please scan the NZ COVID Tracer app posters onboard our vessels to record your service when travelling with us. The NZ COVID Tracer app helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Personal responsibility While travelling with us, it's important everyone plays their part and follows the alert level 4 guidelines, outlined by the Ministry of Health here: <a href="http://covid19.govt.nz">covid19.govt.nz</a> . Once again, as we all adjust to alert level 4 please continue to be kind and considerate of one another, including our crew who are committed to keeping those who require our services safe while travelling with us.
Fullers360 services during COVID-19 alert level 4, updated 19 August	8/19/2021 9:11:55 AM	Following the move to alert level 4 at 11.59pm on Wednesday, 18 August Fullers360 maintained most sailing timetables to help people get home. From Friday, 20 August all Fullers360 sailings will move to COVID-19 alert level 4 essential travel timetables with the following changes coming into effect until further notice: Waiheke and Devonport sailings will revert to previous alert level 4 timetables with hourly sailings. Half Moon Bay, Hobsonville Point and Beach Haven timetables will change to the current Sunday schedule for all days. Birkenhead, Te Onewa Northcote Point, Bayswater, Gulf Harbour, Rangitoto, Tiritiri Matangi, Rotoroa and Coromandel sailings will be suspended and not operating during alert level 4. To view the essential travel timetables click here. Please keep an eye on our website and MyFerry travel alerts as we update information and work to make any required changes for alert level 4 essential service timetables. Ferry travel will remain available to those who need access to essential travel only during alert level 4. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://www.covid19.co.nz">www.covid19.co.nz</a> . While at alert level 4, our ferry services will be running at 50% passenger capacity in line with government and Auckland Transport guidelines and to enable safe physical distancing. Essential travel only. While under alert level 4 restrictions, Aucklanders are requested to stay at home. Our ferry services will be running to support essential travel only. Ferry travel is available to essential workers, those accessing essential services, and travel to safe workplaces and education providers. Remember your face mask or covering. Wearing a face mask or covering is mandatory on public transport for anyone aged over 12 years. It's now also mandatory to wear a face mask or covering inside ferry terminals during alert level 4. We kindly remind you to continue to please play your part and wear a face mask or covering. When boarding, passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Passenger guidelines We ask all passengers to follow the two-metre physical distancing guidelines between yourself, and fellow travelers, at all times. At alert level 4 onboard cafes will be closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with government and Auckland Transport guidelines to enable safe physical distancing. Contact tracing Please scan the NZ COVID Tracer app posters onboard our vessels to record your service when travelling with us. The NZ COVID Tracer app helps you protect yourself, your friends, your whānau and your community by enabling faster contact tracing. Personal responsibility While travelling with us, it's important everyone plays their part and follows the alert level 4 guidelines, outlined by the Ministry of Health here: <a href="http://covid19.govt.nz">covid19.govt.nz</a> . Once again, as we all adjust to alert level 4 please continue to be kind and considerate of one another, including our crew who are committed to keeping those who require our services safe while travelling with us.
Alert level 4 extended in Auckland, essential travel timetable remains	8/23/2021 4:55:37 PM	Following the government's announcement today, Monday, 23 August, Auckland will remain at alert level 4 for until 11.59pm on Tuesday, 31 August. Fullers360 ferry services will remain running to support essential travel only: essential workers, those accessing essential services, and travel to safe workplaces and education providers. To view the alert level 4 essential travel timetables, click here. Remember, wearing a face mask or covering is mandatory on public transport for anyone aged over 12 years. It's now also mandatory to wear a face mask or covering inside ferry terminals during alert level 4, so please remember to keep it on as you move through terminals. Please remember to scan in using NZ COVID tracer app and keep an eye on our website and MyFerry travel alerts as we update information and work to make any required changes for alert level 4 essential service timetables. Our crew are doing everything they can to ensure essential ferry travel remains available to Aucklanders during this time. Please continue to be kind and if you're feeling unwell please stay home. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://www.covid19.co.nz">www.covid19.co.nz</a> .
Alert level 4 extended further in Auckland, essential travel timetable remains	8/30/2021 4:23:39 PM	Following the government's announcement today, Monday, 30 August, Auckland will remain at alert level 4 until 11.59pm on Monday, 13 September. Fullers360 ferry services remain available to support essential travel only: essential workers, those accessing essential services, and travel to safe workplaces and education providers. To view the alert level 4 essential travel timetables, click here. Remember, wearing a face mask or covering is mandatory on public transport for anyone aged over 12 years. It's now also mandatory to wear a face mask or covering inside ferry terminals during alert level 4, so please remember to keep it on as you move through terminals. Please remember to scan in using the NZ COVID tracer app and keep an eye on our website and MyFerry travel alerts as we update information and work to make any required changes for alert level 4 essential service timetables. Our crew are doing everything they can to ensure essential ferry travel remains available to Aucklanders during this time. Please continue to be kind and if you're feeling unwell, please stay home. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://www.covid19.co.nz">www.covid19.co.nz</a> .

Alert level 4 extended further in Auckland, essential travel timetable remains (1)	9/13/2021 4:52:31 PM	Following the government's announcement today, Monday, 13 September, Auckland will remain at alert level 4 until 11.59pm on Tuesday 21 September. Fullers360 ferry services remain available to support essential travel only: essential workers, those accessing essential services, and travel to safe workplaces and education providers. To view the alert level 4 essential travel timetables, click here. Remember, wearing a face mask or covering is mandatory on public transport for anyone aged over 12 years old. It's now also mandatory to wear a face mask or covering inside ferry terminals, so please remember to keep it on when boarding, throughout your journey and as you disembark. Please remember to scan in using the NZ COVID tracer app and keep an eye on our website and MyFerry travel alerts as we update information and work to make any required changes for alert level 4 essential service timetables. Our crew are doing everything they can to ensure essential ferry travel remains available to Aucklanders during this time. Please continue to be kind and if you're feeling unwell, please stay home. For more information on essential travel during alert level 4 and COVID-19, please head to <a href="http://www.covid19.co.nz">www.covid19.co.nz</a> .
Fullers360 sailings remain unchanged in alert level 3	9/20/2021 4:58:16 PM	Following the government's announcement today, Monday 20 September, Auckland will move to alert level 3 at 11:59pm on Tuesday 21 September for two weeks. In alert level 3 all Fullers360 sailings remain unchanged to continue to enable essential travel for those who need it. A reminder this means: Waiheke and Devonport sailings are available with hourly sailings. Half Moon Bay, Hobsonville Point and Beach Haven timetables are running on Sunday schedules. Birkenhead, Te Onewa Northcote Point, Bayswater, Gulf Harbour, Rangitoto, Tiritiri Matangi, Rotorua and Coromandel sailings will be suspended and not operating during alert level 4. To view the essential travel timetables click here. Please continue to keep an eye on our website and the MyFerry app as we update information. Essential travel only. While under alert level 3 travel is allowed for essential personal movement in your area such as: accessing essential local services and businesses going to work, however, you should work and learn from home where possible. Low-risk recreation in the local area extended bubble arrangements in special situations travelling to vaccination appointments. For more information on where and when you are permitted to travel go to: <a href="http://www.covid19.govt.nz">www.covid19.govt.nz</a> . Remember your mask or face covering. Wearing a face mask or covering is mandatory on public transport for anyone aged over 12 years. It's also now mandatory to wear your face mask or covering inside ferry terminals, so please remember to keep it on as you queue, board and disembark from your sailing. Passengers are monitored for the use of face coverings or masks, and our Fullers360 crew are supported by on-wharf security staff who are responsible for enforcing the government guidelines. Where necessary our crew will enlist support from the Auckland Transport on-wharf security officers, and Police, who are both ultimately responsible for enforcing the mandatory mask requirement. When you wear a mask, you are helping to protect yourself and those around you. Our crew will be wearing face coverings onboard your service. Mandatory contact tracing is now mandatory to keep a record of your movements either by signing a physical register or by scanning in using the NZ COVID Tracer App to record your service when travelling with us. Passenger guidelines. We ask all passengers to follow the two-metre physical distancing guidelines between yourself, and fellow travelers, at all times. Onboard cafes will remain closed to customers for purchasing food and beverage. Face masks will still be available for purchase onboard. The 50% passenger capacity restrictions are in line with government and Auckland Transport guidelines to enable safe physical distancing. Personal responsibility. While travelling with us, it's important everyone plays their part and follows the alert level 3 guidelines outlined by the Ministry of Health here: <a href="https://covid19.govt.nz/covid-19/restrictions/auckland/">covid19.govt.nz/covid-19/restrictions/auckland/</a> . For more information on alert level 3 guidelines, please visit: <a href="https://covid19.govt.nz/covid-19/">covid19.govt.nz/covid-19/</a> . Once again, as we all adjust to alert level 3 please continue to be kind, our crew are doing everything they can to ensure essential ferry travel remains available to Aucklanders during this time.
Devonport sailings temporarily move to pier 4 in downtown Auckland	9/27/2021 1:30:36 PM	From Tuesday 28 September to Friday 1 October all Devonport sailings arriving and departing from downtown Auckland will move to pier 4 while Auckland Transport completes essential maintenance at pier 2. There will be no changes to scheduled ferry operating times. Pier 4 is a short walk around the outside of the existing ferry terminal building on Queen's Wharf. Please allow extra travel time in your journey while works are underway. For more information, please visit AT's website: <a href="https://at.govt.nz/bus-train-ferry/service-announcements/downtown-ferry-terminal-pier-2-temporary-closure/">https://at.govt.nz/bus-train-ferry/service-announcements/downtown-ferry-terminal-pier-2-temporary-closure/</a> .
Pier 1 in Downtown Ferry Terminal temporarily closing	9/27/2021 4:50:13 PM	From Tuesday 28 September to Wednesday 29 September, pier 1 will be closed for essential maintenance. While pier 1 is closed for these two days, all essential travel sailings will operate from pier 3 which is just a short walk along Queens Wharf. There will be no changes to scheduled ferry operating times.
Monthly pass holders to receive an extension	9/29/2021 2:47:46 PM	Please be advised, as a result of Auckland's latest alert level 4 and alert level 3 lockdowns, all customers who hold a valid monthly pass will receive an extension to compensate while services have been limited to essential travel only. This means anyone who had a valid monthly pass with days remaining before 17 August, when Auckland moved to alert level 4, will automatically have those days added to their monthly pass once Auckland moves to alert level 2. We will keep customers updated regularly through our website and MyFerry app as we continue to operate in a COVID-19 environment. Additional days will automatically be added to monthly passes, there is no need to visit one of our ticket offices to redeem them. For more information, please call our friendly customer care team on 09 367 9111. We look forward to seeing our regular passengers back on the water soon.
Devonport Ferry Terminal pier 1 closure	9/30/2021 11:40:51 AM	Pier 1 at Devonport Ferry Terminal is temporarily closing for essential maintenance from Monday 4 October to Friday 8 October. All essential travel ferry sailings will arrive and depart from pier 2 during this time. Timetables remain unchanged. Pier 2 in Devonport is tidal, which means during low tide passengers will board our vessels on the upper deck and need to walk down to the lower deck to exit in downtown Auckland. We recommend travelling two hours either side of high tide when you can board and depart from the same deck. High tide (best travel times): 4 October – 06.14am and 6.37pm; 5 October – 7.07am and 7.25pm; 6 October – 7.56am and 8.12pm; 7 October – 8.43am and 8.59pm; 8 October – 9.30am and 9.46pm. If you bring a bike with you onboard you will need to be able to carry it between decks. If your bike is heavy and you can't easily carry it between decks, we recommend leaving it at home during this time. Elderly and disabled passengers who are not comfortable walking up and down stairs should avoid travel at low tide. Please contact Fullers360 directly before travel to confirm if your sailing will be impacted on 09 367 9111 or 0800 FULLERS. Please allow extra travel time in your journey throughout this week.
Recreational travel to Waiheke Island not permitted at alert level 3, step 1	44357.58484	A friendly reminder to all passengers that while Auckland remains in alert level 3, recreational travel to Waiheke Island is only permitted if you are a resident on the island. We continue to follow guidance from the government and will update you if this changes, for now please continue to follow usual alert level 3 restrictions. When sailing with us please remember to wear your face mask or covering, scan in using the NZ COVID Tracer app, maintain physical distance, remain seated and be kind to our crew who are doing their best to get you there safely. For more information on the new 3-step plan visit the COVID-19 website here: <a href="https://covid19.govt.nz/alert-levels-and-updates/regional-advice/auckland/">covid19.govt.nz/alert-levels-and-updates/regional-advice/auckland/</a> .
Auckland Transport to renew Matiatia wharves	44387.74723	Matiatia's main wharf, the gateway to Waiheke Island and the second busiest ferry terminal after downtown Auckland, will be renewed in 2022. Making sure Waiheke's ferry infrastructure is maintained for the use that it sees now and into the future is the role of Auckland Transport (AT). In January 2022, AT will begin work to renew the main wharf at Matiatia. This follows on from the first stage of work completed earlier this year to the old wharf in preparation for this renewal project. Works will involve the replacement of the pontoon and gangway infrastructure for the southern berth. The final stages of the project will see the completion of the northern berth in 2022. AT will be building the replacement structure off site to minimise disruption as much as possible and aims to start work on site in January 2022. For this work to happen safely, AT will need to close the main wharf. They plan to do this at the end of November 2021 and when this happens, all ferry services will be relocated to the old wharf. Temporary shelter, new AT Hop machines and signage will also be installed on the old wharf. The wharf is monitored regularly. If engineers have any safety concerns, the main wharf will be closed and all ferry services will move to the old wharf. We will keep you updated on progress and let you know when Fullers360 sailings will need to be relocated. Thank you for your understanding while this important work is completed. For more information, visit <a href="http://at.govt.nz/projects-roadworks/matiatia-improvements/">at.govt.nz/projects-roadworks/matiatia-improvements/</a> .
Fullers360 services at COVID-19 alert level 3, step 1	44510.75259	Auckland is at step 1 of alert level 3. This means friends and whānau can reconnect and you can travel throughout the Auckland region to do exercise, sports or recreation outdoors, excluding Waiheke Island. What does this mean for ferry travel? You can use public transport to travel throughout the Auckland region to do exercise, sports or recreation outdoors. You can only travel to Waiheke Island for recreation if you live on the island. The government has advised you must maintain physical distancing on public transport, we are operating with reduced passenger capacity to enable this. Remember to scan in using the NZ COVID Tracer app. Ferries are running to reduced timetables, click here to view them. A face mask or covering must be worn inside ferry terminals and on board. You do not need to wear a face mask or covering if you are under the age of 12 or have medical reasons not to. For more information on exemptions go to: <a href="https://covid19.govt.nz">covid19.govt.nz</a> . Onboard cafes remain closed and the consumption of your own food and beverage on board is discouraged, please wait until after your journey with us. We continue to follow government advice and will keep you updated as more information is made available. For more information on where and when you are permitted to travel go to: <a href="https://covid19.govt.nz">covid19.govt.nz</a> . Sailing safely, see you on the water.
Gulf Harbour and inner harbour routes return	10/22/2021 10:48:31 AM	With senior students able to return to school from Tuesday, 26 October Auckland Transport ferry services to and from Gulf Harbour, Birkenhead, Bayswater and Te Onewa Northcote Point will resume on reduced timetables. To plan your journey visit: <a href="https://at.govt.nz/bus-train-ferry/journey-planner/">at.govt.nz/bus-train-ferry/journey-planner/</a> . When sailing with us please remember to wear your face mask or covering, scan in using the NZ COVID Tracer app, maintain physical distance, remain seated and be kind to our crew who are doing their best to get you there safely. Sailing safely, see you on the water.
Fullers360 services at COVID-19 alert level 3, step 2	44450.70091	At 11.59pm on Tuesday, 9 November Auckland moved to step 2 of alert level 3. Under step 2 ferry services will continue to operate on reduced timetables. What does this mean for ferry travel? You can use public transport to travel throughout the Auckland region to do exercise, sports or recreation outdoors. You can only travel to Waiheke Island for recreation if you live on the island. The government has advised you must maintain physical distancing on public transport, we are operating with reduced passenger capacity to enable this. Remember to scan in using the NZ COVID Tracer app. Ferries are running to reduced timetables, click here to view them. A face mask or covering must be worn inside ferry terminals and on board. You do not need to wear a face mask or covering if you are under the age of 12 or have medical reasons not to. For more information on exemptions go to: <a href="https://covid19.govt.nz">covid19.govt.nz</a> . Onboard cafes remain closed and the consumption of your own food and beverage on board is discouraged, please wait until after your journey with us. We continue to follow government advice and will keep you updated as more information is made available. For more information on where and when you are permitted to travel go to: <a href="https://covid19.govt.nz">covid19.govt.nz</a> . Sailing safely, see you on the water.
Fullers360 resumes sailings to Hauraki Gulf conservation islands	44450.78492	From Friday 12 November, Aucklanders can once again day trip their way across the Hauraki Gulf conservation islands with sailings set to resume after nearly three months on hold. Coinciding with Auckland's move to step 2 of alert level 3, Fullers360 - in partnership with the Department of Conservation (DOC) and Rotorua Island Trust - is pleased to welcome Kiwis back to Rangitoto, Tiritiri Matangi and Rotorua Island. Rangitoto services commence from 12 November (will be every Thursday-Sunday from next week). Tiritiri Matangi services recommence from 12 November (every Friday-Sunday). Rotorua services recommence from 13 November (every Saturday and Sunday). Click here to view timetables. Pre-book your ferry tickets online and be sure to arrive at the downtown ferry terminal at least 15 minutes before your scheduled sailing. Walk up bookings will not be accepted. Remember, conservation islands are protected by DOC and have strict biosecurity measures in place. Keep up to date with what you can and can't take with you, here. There will be a minimum number of bookings required for each sailing, if that minimum number isn't met the sailing will be cancelled. Customers will be notified by phone and/or email no later than 8pm the evening prior to departure. If a sailing is cancelled due to the minimum passenger number not being met, customers will have the option of receiving a full refund or rebooking their trip on another date*. Recreational travel to Waiheke Island is still not permitted. You may only travel to Waiheke Island for recreation if you are a resident on the island. COVID-19 information. Sailings will be operating with reduced capacity onboard to enable physical distancing. Passengers must follow usual COVID-19 government guidance - scan in using the NZ COVID Tracer app, maintain physical distance, wear a face mask or covering inside ferry terminals and onboard and if you're feeling unwell stay home. Onboard cafes remain closed and the consumption of your own food and beverage onboard is discouraged, please wait until after your journey with us. Sailing safely continues to be a top priority for Fullers360 throughout all alert levels. Vessels are regularly and thoroughly cleaned with increased cleaning on hard surfaces and inside shared facilities such as onboard toilets as well as the usual fogging regime across the fleet. Click here to learn more about travelling with us at all alert levels. *Terms and conditions apply, view them at <a href="https://fullers.co.nz/terms-and-conditions">fullers.co.nz/terms-and-conditions</a> . Sailing safely, see you on the water.

Fullers360 resumes sailings for visitors to Waiheke Island	44208.48956	From Friday, 3 December Aucklanders will once again be able to enjoy the wonders of Waiheke Island, as the border lifts and New Zealand moves to the COVID-19 traffic light system. Visitors will be able to wine and dine across the island with the introduction of eight island experiences, including three indulgent wine tours - the popular Summer Wine and Dine, Twilight Wine and Dine and the brand new Hop-On Hop-Off Vineyard Explorer bus. To find out more about summer products and to book online, click here. To make sailings as safe as possible, from 3 December onwards, Fullers360 will implement new vaccination travel guidelines for visitors travelling to Waiheke – we are requesting all passengers over 12 years old to be fully vaccinated, vaccine exempt or have returned a negative COVID-19 test within 72 hours of travel. Similar to how the Auckland border will be managed, regular spot checks will be in place across these Fullers360 services and passengers may be asked at any time to present their vaccine pass, exemption or a negative COVID-19 test. Residents who live on Waiheke Island will not be required to present a vaccine pass, exemption or a negative COVID-19 test to travel to the island, however, they must present a resident card as proof of residence, in line with the existing resident's lane program. Most hospitality venues, accommodation and activity providers require customers and guests to be fully vaccinated on Waiheke Island, customer should check any terms and conditions before booking/travelling to the island. Timetables will remain unchanged until Wednesday, 15 December when peak summer timetables will begin with increased frequency across the network. This coincides with when Auckland's border restrictions are lifted and more visitors to the region are anticipated. More information on a peak summer timetable will be shared soon. Ferry travel in 'red' At red, ferry travel remains largely unchanged. Passengers must continue to follow usual COVID-19 government guidance – scan in using the NZ COVID Tracer app, where possible maintain 1m physical distance from other bubbles, wear a face mask or covering inside ferry terminals and onboard and be ready to present your vaccine pass as needed. Onboard cafes remain closed until further notice and the consumption of your own food and beverage onboard is discouraged, please wait until after your journey with us. We continue to follow government advice and will keep you updated as more information is made available. For more information on where and when you are permitted to travel go to: <a href="http://govt.nz">govt.nz</a> . We continue to prioritise high levels of sanitisation onboard all vessels. Our staff are wearing PPE when routinely cleaning during their shifts. Shared facilities such as toilets are cleaned more frequently. We have increased cleaning on hard surfaces in addition to the normal cleaning regime we perform for our facilities. We will continue with our 'fogging' regime for the fleet and workspaces, as we have done throughout all alert levels. Sailing safely, see you on the water.
Fullers360 introduces vaccine guidance	44208.49697	Fullers360 is gearing up for a safe summer on the Hauraki Gulf. From Friday 3 December when travelling to Island destinations including Rangitoto Island, Rotoroa Island, Tiritiri Matangi Island, Waiheke Island (visitor passengers), to ensure the health and safety of our passengers, staff, crew, and island communities, we strongly encourage passengers to be fully vaccinated. This means passengers over 12 years old may be asked to present a vaccine pass, exemption or a negative COVID-19 test when travelling these destinations. Residents who live on Waiheke Island will not be required to present a vaccine pass, exemption or a negative COVID-19 test to travel to the island; however, they must present a resident card as proof of residence, in line with the existing resident's lane program. Similar to how the Auckland border will be managed, regular spot checks will be in place across these Fullers360 services and passengers may be asked at any time to present their vaccine pass, vaccine exemption or a negative COVID-19 test. There is no government vaccine pass mandate in place for public transport, but Fullers360 has opted to put these additional measures in place to create the safest possible operating environment for passengers and crew. Fullers360 remains a public transport provider and an essential service to connect people across the Hauraki Gulf – the following are public transport routes and passengers will not be required to show a vaccine pass, vaccine exemption or present a negative COVID-19 test: Bayswater, Beach Haven, Birkenhead, Devonport Gulf Harbour, Half Moon Bay, Hobsonville Point, Te Onewa Northcote Point. Timetables will remain unchanged until Wednesday, 15 December when peak summer timetables will begin with increased frequency across the network. This coincides with when Auckland's border restrictions are lifted and more visitors to the region are anticipated. In addition to complying with the vaccination guidance, passengers must follow government guidelines for travelling on public transport by wearing a face covering onboard and inside ferry terminals and scanning in using the NZ COVID Tracer app. Ferry travel in 'red' At red, ferry travel remains largely unchanged. Passengers must continue to follow usual COVID-19 government guidance – scan in using the NZ COVID Tracer app, wear a face mask or covering inside ferry terminals and onboard and be ready to present your vaccine pass as needed. Onboard cafes remain closed until further notice and the consumption of your own food and beverage onboard is discouraged, please wait until after your journey with us. We continue to prioritise high levels of sanitisation onboard all vessels. Our staff are wearing PPE when routinely cleaning during their shifts. Shared facilities such as toilets are cleaned more frequently. We have increased cleaning on hard surfaces in addition to the normal cleaning regime we perform for our facilities. We will continue with our 'fogging' regime for the fleet and workspaces, as we have done throughout all alert levels. For more information on COVID-19 and public transport please visit <a href="http://govt.nz">govt.nz</a> .
Monthly pass extensions	44267.56912	Please be advised, as a result of Auckland's time in lockdown, all customers who hold a valid monthly pass will receive an extension to compensate while services have been limited. This means anyone who had a valid monthly pass with days remaining before 17 August, when Auckland moved to alert level 4, will automatically have those days added to their monthly pass from today – Friday, 3 December. Additional days will automatically be added to monthly passes, there is no need to visit one of our ticket offices to redeem them. This does not apply if have already contacted us directly to manually extend your monthly pass. For more information, please call our friendly customer care team on 09 367 9111. Sailing safely, see you on the water.
Fullers360 announces Auckland's first high speed plug-in electric hybrid ferry, coming soon	44451.54086	A quiet, comfortable commute with minimal environmental impact sounds too good to be true but is set to become a reality after Fullers360 today announced Auckland's first electric hybrid ferry will be coming to the city's shores. The new electric vessel with hybrid capabilities is anticipated to be completed in 2023. It will have capacity to transport approximately 300 passengers servicing the company's Devonport route, with capacity to travel to other destinations as needed. Designed by industry leader Incat Crowther, the vessel is a modular metro-level vessel, optimised to be up to 100% electric on the Devonport route reducing carbon emissions by 75,000kg per year on the Devonport route alone. The modular metro-level vessel vessel has been designed for safe, comfortable and highly reliable rapid transit ferry services. It will feature a world leading energy propulsion control system from HamiltonJet, allowing it to operate at high speeds with enhanced manoeuvrability, all while using less diesel combined with electrical grid energy and delivering greater operational resilience. The introduction of an electric hybrid vessel to Fullers360's fleet will provide a more sustainable mode of transport for customers while enhancing outcomes for the beautiful Hauraki Gulf. The vessel will transform the ferry experience for Fullers360's customers with smoother and quieter sailings and capacity for 30 bikes onboard. There are countless harbour cities in the world that are like Auckland, through investing back into the local marine industry, Auckland will not only be one of the first cities in the world to have an electric hybrid ferry, but New Zealand also has an opportunity to scale its marine technology credentials and contribute towards a more sustainable future. Fullers360 has invested more than \$1M into the research and development of electric vessels to deliver state of the art technology and a superior commuter experience. Fullers360's electric hybrid fast ferry is due to begin construction in April 2022.
Fullers360 announces vaccine mandate for all employees	44481.51316	Being vaccinated against COVID-19 is the single biggest thing we can do to prevent spread in our communities and to keep our people and our customers safe. For this reason, after a period of consultation, Fullers360 has mandated all employees to have at least one vaccination dose by 20 December and be fully vaccinated by 10 January 2022. Fullers360 plays a key role in Auckland's tourism and public transport network and has been relied upon during the COVID-19 pandemic providing essential workers with safe travel at all alert levels. We believe that vaccination represents the most substantively effective health and safety control to minimise the risk associated with COVID-19. The vaccine mandate of all of our employees follows our announcement that all passengers over 12 years old, who will be visiting Rangitoto Island, Tiritiri Matangi Island, Rotoroa Island, Waiheke Island and Coromandel, we strongly encourage passengers be fully vaccinated, or produce a negative COVID-19 test result within 72 hours of travel. Our vaccine mandate for staff and our guidance for passengers to the listed locations are measures we have adopted alongside government COVID-19 health and safety guidelines to ensure that our services are as safe as possible. For information on ferry travel and vaccine pass services click here. Sailing safely, see you on the water.
FAKE EV ferry	44481.59579	***
Fullers360 launches new summer timetable, increasing frequency to Devonport, Coromandel, Waiheke, Rotoroa, Rangitoto and Tiritiri Matangi Island	12/13/2021 2:38:43 PM	We have some great news! In line with the Auckland border lifting on 15 December, we will be launching our peak summer timetable for services to Devonport, Coromandel, Waiheke, Rangitoto, Rotoroa and Tiritiri Matangi island. The new timetable will offer more sailings to popular destinations, including Waiheke Island where we will be offering 48 additional return sailings each week. Auckland Transport routes Half Moon Bay, Hobsonville Point, Gulf Harbour, Bayswater, Beach Haven, Birkenhead and Te Onewa Northcote Point will remain unchanged until 10 January, when they will resume their normal schedules. Waiheke Island Our peak timetable will provide more capacity at peak travel times on weekdays, with return sailings from Auckland-to-Waiheke added at 5.30am, 6.45am, 7.45am, 3.30pm (Fridays only), 4.30pm, 5.30pm, 6.30pm and 8pm. It also includes the reintroduction of half hourly services to-and-from Waiheke Island during the weekend, from 9am – 6.30pm on Saturday and Sunday. Devonport From Wednesday, the Devonport service will be returning to its pre-lockdown schedule. This includes a 20-minute frequency from 7am – 10am and 4pm – 8pm on weekdays, and a 30-minute frequency during the weekend. Island destinations Our Island destinations Rangitoto, Rotoroa, Tiritiri Matangi will also benefit from increased frequency over the peak summer period. We have bolstered these services with 15 additional return sailings to Rangitoto, four to Tiritiri Matangi and five to Rotoroa Island per week. Coromandel For the first time in nearly five months, sailings to-and-from the Coromandel will also resume. In line with the previous running of this service, daily morning sailings will depart from downtown Auckland to the Coromandel. Return services will depart from the Coromandel every afternoon. There will be one additional evening service that departs from downtown Auckland on Friday evenings. All passengers travelling to the Coromandel must be double vaccinated or return a negative COVID-19 test within 72 hours of travel in line with government guidance for travelling out of Auckland. Please check the timetable before travelling with us. Travel safely this summer A reminder that vaccine guidance applies for visitors on our services to- Waiheke, Rangitoto, Rotoroa and Tiritiri Matangi we strongly recommend all non-resident travellers to be double vaccinated or return a negative COVID-19 test within 72 hours of travel. All passengers travelling to the Coromandel must be double vaccinated or return a negative COVID-19 test within 72 hours of travel in line with government guidance for travelling out of Auckland. Face masks remain mandatory on all services. Onboard café services are closed while Auckland is at the red level of the traffic light system. For more information about our health and safety measures during COVID-19, visit: <a href="http://fullers.co.nz/customer-updates/customer-updates/fullers360-announces-vaccine-mandate-for-all-employees">fullers.co.nz/customer-updates/customer-updates/fullers360-announces-vaccine-mandate-for-all-employees</a> . See you on the water.
Holiday timetables	12/20/2021 12:51:27 PM	As we approach the end of 2021 with the Christmas and New Year holiday season upon us there will be minor changes to our timetables over this period.
Increased sailings for Auckland Transport ferry services	12/22/2021 10:42:02 AM	From Monday, 10 January all Auckland Transport ferry services will return to full timetables. This includes sailings to Bayswater, Beach Haven, Birkenhead, Half Moon Bay, Hobsonville Point, Gulf Harbour and Te Onewa Northcote Point. Seven Gulf Harbour and two Half Moon Bay services will move to alternative transport (bus) due to the sustained industry-wide skills shortage. Six services for Waiheke are also impacted and will be suspended. We sincerely apologise to our customers who may be impacted by suspended or alternative services. To view timetables, please visit this link.
Skills shortage impacts services from 10 January	44743.69916	Skills shortage sees some Gulf Harbour and Half Moon Bay services moved to alternative transport (bus) and some Waiheke Island services suspended from 10 January 2022. Fullers360 advises customers that some services on the Gulf Harbour and Half Moon Bay routes will be moved to alternative transport (bus), because of an industry-wide skills shortage predominantly due to the long-term impact of Covid-19. Six services to Waiheke are suspended. From 10 January to coincide with the return to normal schedules for Auckland Transport services, the revised schedules will operate for the Gulf Harbour, Half Moon Bay and Waiheke Island routes. Fullers360 has contained the move to alternative transport and suspended services to as few as possible to provide ample frequency in the timetables for customers. We aim to limit the alternative transport services to the end of February/early March, and will communicate any further scheduling changes should they be required. To view up to date timetables, please click here.
COVID-19 - temporary timetables changes	44868.70991	As a result of COVID-19 staff shortages the following destinations will temporarily move to reduced timetables from Monday, 14 March until further notice. Devonport will move to a 30-minute timetable. Birkenhead and Bayswater will move to hourly timetables.
COVID-19 update: Timetable changes for Waiheke Island	3/17/2022 11:14:05 AM	As a result of COVID-19 impacts we are making changes to our timetables, across a range of destinations in the ferry network to assist with continuing to provide a reliable and resilient service.

Half price discount on public transport ferry routes	3/31/2022 4:16:27 PM	From 1 April to 30 June 2022 all Auckland Transport (AT) ferry routes will be half price as part of the government's transport support package. The 50% discount applies to all AT timetables bus, train and ferry services including Bayswater, Birkenhead, Beach Haven, Gulf Harbour, Half Moon Bay, Hobsonville Point, Te Onewa Northcote Point.Payment is by AT HOP card or cash tickets.The Devonport ferry route is also included in this offer as part of AT's integrated fares network. To redeem this discount passengers must be using their AT HOP card for their trips. Fullers360 single or multi trip paper tickets are not included.Waiheke Island, Rotoroa Island, Rangitoto and Coromandel ferry services are not included.For more information on half price public transport fares please visit: <a href="http://at.govt.nz/halfpricefares">at.govt.nz/halfpricefares</a>
Fullers360 makes the annual change to off-peak timetables for Waiheke Island	44716.69789	Waiheke Island/From Monday, 11 April before the Easter long weekend, Fullers360 is pleased to announce increased frequency for Waiheke Island customers with the introduction of off-peak timetables.This timetable change is the same as the off-peak timetable that was introduced in 2021 and will include the reintroduction of half hour frequency to and from the island on weekdays during key commuter peak times (between 7am and 9am), as well as the 5.30pm departing from Auckland and 3.30pm and 4.30pm Friday sailings. Weekend scheduled sailings maintain an hourly frequency.As always, where demand exceeds scheduled availability, we will endeavor to provide additional sailings dynamically as we're able to do so.The change to annual off-peak timetables for Waiheke Island comes after several weeks of COVID-19 impacts where Fullers360 has been impacted by staff sickness and isolation requirements.Fullers360 has continued to provide services throughout a severely COVID-19 impacted environment and is pleased to see the number of impacted staff and crew has now reduced significantly to enable the return to usual off-peak timetables to meet commuter and visitor demand. Gulf Harbour/On Monday, 11 April Fullers360 will also resume the Gulf Harbour 7.30am to downtown Auckland which has been operating as a replacement bus service since January.Commuter and tourism routesAll other routes remain unchanged until further notice and continue to run on their usual timetables.For more information on Fullers360 timetables please visit: <a href="http://fullers.co.nz/timetables-and-fares/">fullers.co.nz/timetables-and-fares/</a> .Please remember to check the timetables and plan your journey before you travel and please remember to wear your face mask throughout your journey with us, they are mandatory on public transport.See you on the water.
Pink Shirt Day (hidden)	44746.41253 ""	
Fullers360 offers free sailings from Devonport to Auckland on ANZAC Day	4/19/2022 10:01:17 AM	This ANZAC Day, Monday 25 April, Fullers360 is offering free travel for everyone on a Sam sailing from Devonport to Auckland Downtown Ferry Terminal to help passengers attending the commemorative service at Auckland War Memorial Museum.*Additionally, all uniformed and retired services personnel with RSA membership cards in full uniform will have access to free ferry travel all day on ANZAC Day. Passengers will not be required to tag on with their AT HOP card or pay for the 5am service from Devonport. We kindly ask passengers to wear a mask and if you're unwell – please stay at home.At the going down of the sun, and in the morning, we will remember them.See you on the water.
Fare increases to be introduced from 1 July	6/23/2022 1:53:50 PM	Please be advised from 1 July 2022, Fullers360 will be making changes to Waiheke Island, Rangitoto Island, Rotoroa Island and Coromandel fares.Commuter and visitor fares for these services will increase by an average of 8.4%. This is Fullers360's first fare increase since before the COVID-19 pandemic. Despite the business's best efforts to avoid passing on costs to customers, a general fare increase is required for Fullers360 to maintain a sustainable service, following the sharp rise in operating costs over the past two years. The key contributing factors include:record high fuel prices, (50% increase over the past two years)the cost relief from government on diesel fuel is not available to the marine sector, so Fullers360 has not been able to receive or pass on to consumers any fuel relief from recent government subsidies,the average transport cost indexation which has been 14.39% and Consumer Price Index (CPI) is currently running at 6.9% P.Aother general operational increases including insurance and materials.We understand this announcement will impact our customers – in particular the regular commuters on our Waiheke ferry services. We have ensured that our commuter customers are affected as little as possible by assessing where we can absorb the increased operating costs across the network.Fullers360 is committed to providing a stable and reliable ferry service. This fare increase will enable Fullers360 to meet the rise in operational costs and allow the business to continue working towards its investment strategy and vision – to realise the potential of ferry travel in Tāmaki Makaurau, Auckland, through decarbonising the ferry fleet and providing an integrated sustainable public transport service.The Fullers360 updated ferry fares can be found here:
Future-proofing Matiatia wharf	7/25/2022 4:31:58 PM	From Monday, 8 August, Auckland Transport (AT) will begin stage two of the Matiatia Wharf renewal project.Matiatia's main wharf is the gateway to Waiheke Island and the second busiest ferry terminal after downtown Auckland. Making sure Waiheke's ferry infrastructure is maintained for the use that occurs now and into the future is the role of Auckland Transport (AT).Stage two of Matiatia renewal project will see the replacement of the pontoon and gangway infrastructure for the southern berth. A final stage three of the project will see the completion of the northern berth in 2023.To minimise disruptions as much as possible, AT will be building the replacement structure off-site.For this work to happen safely, AT will close the main wharf on Monday, 8 August to carry out a Bio clean and prepare the wharf for works. When this happens, all ferry services will be relocated to the old wharf. Temporary shelter, new AT Hop machines and signage will also be installed on the old wharf.Works are expected to be complete by early November.Thank you for your understanding while this important work is completed.For more information, please visit AT's website at <a href="https://at.govt.nz/projects-roadworks/matiatia-improvements/">https://at.govt.nz/projects-roadworks/matiatia-improvements/</a> .
Service disruptions expected	7/26/2022 4:16:28 PM	Due to ongoing staff shortages, primarily related to sickness and industry-wide skills shortages, Fullers360 is experiencing higher levels of service disruptions.Like many businesses, the environment we are operating in is challenging at the moment. The wider travel and tourism industry has been experiencing a skills shortage for some time now and the steady rise in COVID-19 cases and other winter-related illnesses continues to impact our business, requiring changes to our services at short notice.As such, we anticipate further ferry services will be delayed, cancelled or replaced with alternative transport services in the short-term.We are working hard to maintain current timetables and to minimise disruption to customers as much as possible. We will continue to communicate regularly about affected services online at <a href="http://fullers.co.nz">fullers.co.nz</a> and on the MyFerry app and we'll do our best to give customers as much notice as possible when disruptions cannot be avoided. However, on some occasions disruptions may be last minute. We apologise sincerely to our customers who may be impacted. We are doing everything we can to minimise disruptions and maintain current timetables. Cancelling services is a last resort for our business.The health and safety of customers and our people remains our number one priority. Please remember to wear your face mask inside ferry terminals and onboard, refrain from travelling if you feel unwell, and be kind to our crew who are doing their best to keep our services running smoothly.Thank you for your understanding and patience.
Ticket changes for Devonport and Waiheke ferry services	44812.44662	Following the public-private partnership agreed by Fullers360 and Auckland Transport (AT) in July, some changes to ferry tickets will be introduced.DevonportThe Fullers360 Devonport ferry service has now been fully integrated into AT's public transport network and ticketing for this service will soon be brought into the same ticketing platform as other AT contracted services.From 19 August 2022, Fullers360 10-trip FlexiPass and Fullers360 Monthly Passes will no longer be available for purchase for Devonport services.From 30 November 2022, Fullers360 10-trip FlexiPass and Fullers360 Devonport Monthly Passes will no longer be accepted for travel.Now that the service is part of the integrated public transport network, passengers are encouraged to use an AT HOP card for their travel.Waiheke Next month Waiheke customers will be able to purchase a fully integrated Waiheke AT HOP adult monthly pass.This pass will allow for unlimited travel for one month on Waiheke services and on all buses and trains that are in the same zone as the start or end of the ferry trip (including Waiheke Island bus services). The pass will be priced the same as the equivalent existing Gulf Harbour and Pine Harbour ferry monthly passes, \$345, providing a saving of 14% for commuters. For more information about these ticketing changes, please visit AT's website at: <a href="http://at.govt.nz/ferryfares">at.govt.nz/ferryfares</a>
New Auckland Transport ferry tickets for Waiheke and Devonport	8/29/2022 1:48:54 PM	Waiheke Auckland Transport has today confirmed a new AT HOP adult monthly pass will be available for Waiheke commuters from 1 September.The AT HOP adult monthly pass will give users unlimited travel for a month on the Waiheke to downtown Auckland ferry and will also have the added benefit of including all one-zone bus or train trips, meaning it won't cost you a cent more to head all the way from Onetangi to Ponsonby, Grey Lynn or Newmarket.To find out more about this pass and how to purchase, please visit: <a href="http://at.govt.nz/monthlypass">at.govt.nz/monthlypass</a> . Devonport Also from 1 September, a new AT HOP paper ticket will be available to purchase for ferry travel to Devonport. This will be available following recent ticketing changes as part of the move to integrate Devonport into the Auckland Transport public transport network. A number of Fullers360 tickets are being phased out as part of the integration including single and return ferry tickets for Devonport which will no longer be available for purchase prior to boarding from 1 October 2022. Any passengers who still have Fullers360 Devonport 10-trip or monthly pass will be able to continue using these until 30 November, although these are no longer available for purchase. Both passes will be available to purchase online at <a href="http://at.govt.nz">at.govt.nz</a> or at any AT HOP retailer.
COVID-19 update: removal of face mask mandate for public transport	44904.70529	Today Monday, 12 September, Government announced the removal of the traffic light system and the removal of the face mask mandate for public transport effective from midnight tonight.This means from Tuesday, 13 September, passengers and crew will no longer need to wear a face mask on public transport including on Fullers360 services. If passengers and crew prefer to continue wearing a face mask onboard for their own personal comfort, they're most welcome to.As always, the health and safety of our passengers and crew remains our number one priority.Vulnerable or immunocompromised passengers are encouraged to travel at off-peak times and to call our customer care team ahead of travel so we can do our best to support these customers.See you on the water.
Changes to Devonport ferry tickets and ticket office	9/28/2022 3:51:55 PM	The Fullers360 Devonport ferry service has now been fully integrated into AT's public transport network and the Fullers360 ticket office at Devonport will close on 30 September 2022. After this date, Fullers360 single and return ferry tickets for Devonport will no longer be available to purchase. From 1 October 2022 Devonport customers will need to use an AT HOP card or purchase a single-trip paper ticket from an AT ticket machine or at the AT Customer Service Centre in the Downtown Ferry Terminal.Fullers360 Devonport 10-trip FlexiPass and Fullers360 Monthly Passes are also no longer available to purchase and the last day to use these passes is 30 November. For more information about these ticketing changes, please visit AT's website at: <a href="https://at.govt.nz/bus-train-ferry-services/ticket-information/">https://at.govt.nz/bus-train-ferry-services/ticket-information/</a>
Fullers360 makes the annual switch to peak timetables for Waiheke Island, Rangitoto Island and Rotoroa Island	44722.67878	It's that time again - Fullers360 will be making the switch to peak summer timetables on Monday, 17 October. With tourism numbers predicted to continue increasing, we want to assure all customers we are equipped to make the most of this summer season. Like many other businesses across the country, Fullers360 has been managing staff shortages for some time due to the industry-wide skills shortage. In July we shared an update on how these staff shortages have been impacting Fullers360 and unfortunately, these challenges continue to impact our business as we enter the busy peak season. Our skills shortage isn't a simple fix. The limited talent pool in New Zealand means we need skilled people with specific marine qualifications, as set out by Maritime New Zealand, which take many months/years to achieve from an entry level position. So, we are actively engaging people from other markets including Manila, South Africa, Australia and the US; however, due to qualifications alignment and visa implications, ongoing work is required to reconcile this for new immigrants to New Zealand.Despite these challenges, we are pleased to be able to run a very similar timetables to the ones that were in place this time last year.Waiheke Island This year's peak summer timetable is similar to the one that was in place this time last year. Waiheke Island will have an additional 32 return sailings to-and-from the island on weekends. This includes half hourly between 9am-12pm and 2pm-6.30pm from Auckland to Waiheke and from 10am-1pm and 3pm-8pm from Waiheke to Auckland.Weekday sailings will largely remain the same with an additional 3.30pm and 4.30pm from Auckland to Waiheke from Monday to Friday.To view this timetable, click here.Rangitoto Island and Rotoroa Island Our island destinations will continue to enjoy regular frequency with daily sailings for Rangitoto Island and the return of Friday sailings for Rotoroa Island.To view the Rangitoto timetable, click here.To view this Rotoroa timetable, click here.Coromandel Regrettably, the Coromandel ferry service will remain on hold through the 2022/23 summer season. The service will be reinstated as soon as we are able to do so.Plan ahead Waiheke Island commuters: Fullers360 will maximise the Residents' Lane to ensure you can continue accessing ferry services, without added disruption.Visitors: As always, we recommend arriving well in advance of your desired sailing. If you intend to travel to Waiheke Island during our peak times (between 10am-12pm and 4pm-6pm) please arrive at least one hour in advance of your desired sailing to get you in the best position for boarding. Waiheke Island weekends: We anticipate commuting to the city will not be largely impacted, but the commute home on Thursday and Friday evenings will be busy, particularly from 3pm - we recommend arriving as early as possible to give you the best chance to board your preferred sailing.Waiheke Island weekends: Our busiest times are:Auckland to Waiheke Island between 10am-12pmWaiheke to Auckland from 3pm.If you have flexibility with travel times, we recommend travelling off-peak. Fullers360 is currently offering a 2 for \$60 deal when book online more than 24 hours in advance. Simply use the code *2FOR60 when booking your ferry tickets online with Fullers360. Not travelling with a friend? No worries, you can still purchase one off-peak return ticket for just \$35!See you on the water. * 2FOR60 deal available until 31 November 2022

Fullers360 announces new partnership with Seachange to bring world-first premium zero-emission tourism offering to the Hauraki Gulf	44754.42277	Today we announced a new partnership with Auckland-based sustainable boating designers, Seachange, to bring a premium 10-seater zero-emission hydrofoiling F8 vessel to the Hauraki Gulf from September 2023. A collaboration demonstrating a significant milestone in Fullers360's decarbonisation journey and marks a new era in high-end tourism for New Zealand. Designed to deliver high-value sustainable tourism experiences to Tāmaki Makaurau Auckland, the partnership will see Fullers360 become the first operator to commercialise a vessel of this kind globally. The F8 vessel provides travel like Kiwis have never seen before. Customers will be able to glide across the Hauraki Gulf with quiet electric engines in pure comfort while enjoying the beauty of the marine environment. Intimate groups who board the F8 vessel will immediately feel a sense of premium travel as they cruise to their destination. This partnership is a sign of our commitment to accelerate the adoption of zero-emission vessels right across our business. This has previously been signaled for public transport services, and now we're pleased to announce a new high-end tourism experience to the Hauraki Gulf. The F8 will be eight metres in length, seat up to 10 passengers, and be able to reach a top speed of 30 knots (around 55 km) per hour. Construction of the F8 vessel is already underway and it will be available to book from September 2023 onwards, in time for next summer.
Holiday ferry timetables for Waiheke Island	12/15/2022 4:39:42 PM	As we approach the end of 2022 with the Christmas and New Year holiday season upon us there will be some minor changes to our timetables over this period where most services will be running to the Sunday/public holiday published timetables. Scroll down to view the Waiheke Island timetable changes during the holiday season. This holiday season we are anticipating high passenger volumes, particularly for Waiheke Island. While we manage crew shortages we anticipate this will likely result in longer than usual wait times during peak hours (between 10am and 12pm heading to Waiheke and between 3pm and 6pm returning back to downtown Auckland). We recommend avoiding travelling between these times if possible and arriving at your departure pier at least one hour before your preferred sailing to give you the best possible chance of boarding. Check our summer travel tips when planning your next trip with us: be sure to plan ahead, check our timetables before travelling, and please be kind to our crew who are working incredibly hard to get people to where they need to be. For more information on travelling with us please visit fullers.co.nz or call our friendly customer care team on 0800 FULLERS. Summary Waiheke Island timetable changes during the holiday season: Happy Holidays from the Fullers360 team.
Pier 1 at Matiatia Ferry Terminal reopens	12/16/2022 12:25:49 PM	Auckland Transport's (AT) wharf renewal works on pier 1 at Matiatia Ferry Terminal are now complete. Sailings will resume at pier 1 from Monday, 19 December. AT and Fullers360 acknowledge that the works over the past few months have been disruptive for businesses and regular users of the wharf. We sincerely thank you for your patience over this time and we look forward to welcoming passengers back to enjoy the upgraded facilities. The temporary structures on the old wharf (pier 3) will be kept in place over the holiday period, this will ensure there is a backup if needed.
Temporary timetable changes following severe weather impacts	1/30/2023 9:26:38 PM	Following the effects of the rainfall this weekend we are implementing some temporary timetable changes so we can continue to operate safely. Rest assured we are doing everything we can, and working closely with Auckland Transport, to continue to safely provide services while managing challenging conditions on the water. Over the weekend five of our vessels were damaged and our maintenance teams are working tirelessly to get them back in service as quickly as possible. However, this means there may be less capacity than usual on some services. Timetable changes: The following changes will be effective on Tuesday 31 January and Wednesday 1 February with the potential to be extended if necessary. Waiheke Island timetable changes: From AKL: 6am, 7:15am, 8:15am, 9am then hourly until 7:15pm then usual timetable applies. From Waiheke: 6am, 7am, 8am, 9am, 10am then hourly until 7pm then usual timetable applies. Devonport timetable changes: From AKL: 5:45am, 6:45am, 7:45am, 8:45am, 10am then hourly for rest of the day. From Devonport: 6am, 7am, 8am, 9am, 10:15am then hourly for the rest of the day. Hobsonville Point will operate on the weekend timetable with an additional 6:35am from Auckland and 7:15am from Hobsonville Point. Birkenhead/Bayswater will operate on the weekend timetable with an additional 7:10am from Auckland, 7:20am from Bayswater and 7:35am from Birkenhead. Half Moon Bay will operate on the weekend timetable with an additional 8:15pm from Auckland and 9pm from Half Moon Bay. Gulf Harbour services will be cancelled, diverting to alternative transport for the remainder of the week. Rangitoto Island and Rotorua Island services are cancelled until the State of Emergency in Auckland is lifted. With weather expected to worsen again this week, we may need to cancel services at short notice. You can keep up to date with any service changes online at fullers.co.nz/travel-alerts and on the MyFerry app. Thank you for your patience while we work through what is likely to be a challenging week, it's massively appreciated by the Fullers360 team.
EXTENDED: Temporary timetable changes following severe weather impacts	44928.60579	Following the effects of more rainfall overnight, reduced timetables for services will remain in place on Thursday, 2 February. Reduced timetables will be extended to remain in place tomorrow, Thursday 2 February. Debris in the water still poses a hazard for us and unlike roads and rail lines this debris can't easily be moved - we're reliant on tide movements. This means we need to reduce speeds on the water at times to navigate safely. Rest assured we are doing everything we can, and working closely with Auckland Transport, to continue to safely provide services while managing challenging conditions on the water. Rangitoto and Rotorua Island remain on hold. Rangitoto Island and Rotorua Island services are currently on hold and are due to resume once the State of Emergency in Auckland is lifted. However, with a good and stable weather forecast predicted for the weekend ahead, we may decide to reinstate these services earlier if it is safe to do so. We will make this decision tomorrow. Reduced timetable reminder: The following changes will continue to be in place on Thursday, 2 February and may be extended if necessary. Waiheke Island timetable changes: From AKL: 6am, 7:15am, 8:15am, 9am then hourly until 7:15pm then usual timetable applies. From Waiheke: 6am, 7am, 8am, 9am, 10am then hourly until 7pm then usual timetable applies. Devonport timetable changes: From AKL: 5:45am, 6:45am, 7:45am, 8:45am, 10am then hourly for rest of the day. From Devonport: 6am, 7am, 8am, 9am, 10:15am then hourly for the rest of the day. Hobsonville Point, Half Moon Bay and Birkenhead/Bayswater will operate on weekend timetables. Gulf Harbour services are cancelled, diverting to alternative transport for the remainder of the week. Rangitoto Island and Rotorua Island services are cancelled until the State of Emergency in Auckland is lifted. You can keep up to date with any service changes online at fullers.co.nz/travel-alerts and on the MyFerry app. Thank you for your patience while we work through these challenging conditions.
LIFTED: Temporary timetable changes following severe weather impacts	44959.62524	Reduced timetables that have been in place following the weather event will be lifted tomorrow, Friday 3 February. All ferry routes will revert back to the usual timetables that were in place before the weather event. Waiheke Island, Devonport, Hobsonville Point, Half Moon Bay, Birkenhead/Bayswater and Rotorua Island services will resume on Friday, 3 February. Gulf Harbour will also resume on Friday, 3 February - the 06:30am and 08:30am services will be replaced by buses. Rangitoto Island services will resume on Saturday, 4 February. There is still debris in the water which poses a hazard for us, this means we may need to reduce speeds at times. To view island destination ferry timetables please visit <a href="https://www.fullers.co.nz/timetables-and-fares/">https://www.fullers.co.nz/timetables-and-fares/</a> To view Auckland Transport ferry timetables please visit <a href="https://at.govt.nz/timetables/#ferry">https://at.govt.nz/timetables/#ferry</a> Thanks again for your continued patience while we continue to operate, it's much appreciated by the team at Fullers360.
Disruptions expected: Cyclone Gabrielle	45201.59352	With Tropical Cyclone Gabrielle forecast to hit the North Island in coming days we are anticipating disruptions across the ferry network from as early as Sunday 12 February. Severe weather events limit our ability to operate safely on the water and may mean we need to delay or cancel services; at times this can be at short notice. We are expecting the worst of the weather on Tuesday 14 February and Wednesday 15 February. Depending on the severity of the cyclone and its impact we may revert to reduced timetables across the ferry network - similar to the timetables that were in place during the flooding event at the end of January. We're monitoring the situation closely and will do our best to provide as much notice as possible for any service changes. Keep up to date on fullers.co.nz, the MyFerry app and on our social platforms. We appreciate your patience while we're doing everything we can to minimise disruptions during this weather event.
Cyclone Gabrielle ferry cancellations	45262.58047	With conditions across the Hauraki Gulf worsening as Cyclone Gabrielle draws nearer, we are making the following changes to ferry services to reduce risk. Please avoid unnecessary travel and check fullers.co.nz/travel-alerts and the MyFerry app to keep up to date with any service disruptions. Note these service updates may change or be extended depending on the weather forecast. Sunday 12 February - ferry services cancelled this evening. Waiheke Island: The last sailing to the island from downtown Auckland will be at 7:15pm and a return off-island to downtown Auckland at 8pm. Services will be cancelled from 8:45pm for the rest of the evening. Half Moon Bay: The last sailing to Half Moon Bay will be at 2:55pm and return to downtown Auckland at 3:45pm. The 6:10pm and 7pm services will be cancelled. Hobsonville Point/Beach Haven: The last sailing to Hobsonville Point from downtown Auckland will be at 4:55pm and return to downtown Auckland from Beach Haven at 5:30pm and Hobsonville Point at 5:35pm. Devonport, Bayswater, Birkenhead and Te Onewa Northcote Point: Services are being monitored closely and may be cancelled at short notice. Monday 13 February and Tuesday 14 February: Timetables will be reduced across the ferry network to enable sailing at reduced speeds. Waiheke Island services available: From AKL: 6am, 7:15am, 8:15am, 9am then hourly until 6pm and then the usual timetable applies from 7:15pm. From Waiheke: 6am, 7am, 8am, 9am, 10am then hourly until 7pm then usual timetable applies. Devonport services available: From AKL: 5:45am, 6:45am, 7:45am, 8:45am, 10am then hourly for rest of the day. From Devonport: 6am, 7am, 8am, 9am, 10:15am then hourly for the rest of the day. Hobsonville Point: Will operate on the weekend timetable with an additional 6:35am from Auckland and 7:15am from Hobsonville Point. Birkenhead/Bayswater: Will operate on the weekend timetable with an additional 7:10am and 10:10pm from Auckland, 7:20am and 10:20pm from Bayswater and 7:35am and 10:35pm from Birkenhead. Half Moon Bay: Will operate on the weekend timetable with an additional 8:15pm from Auckland and 7am and 9pm from Half Moon Bay. Gulf Harbour services are cancelled, diverting to alternative transport. Rangitoto Island and Rotorua Island services are cancelled. We will continue to monitor conditions and will look to reinstate services if wind and sea conditions ease. We appreciate your patience while we're doing everything we can to minimise disruptions during this weather event.
Cyclone Gabrielle ferry cancellations - 13 February	2/13/2023 1:09:44 PM	Conditions on the water may potentially worsen this evening as Cyclone Gabrielle intensifies. Ferry services across the network will be cancelled this evening and customers are being advised to avoid unnecessary travel. Reduced timetables across the network will be in place tomorrow morning, Tuesday 14 February, if weather allows. Note these service updates may change or be extended depending on the weather forecast. Monday 13 February - all ferry services cancelled this evening. After the times listed below, services will be cancelled for the rest of the evening. Waiheke Island: The last sailing to the island from downtown Auckland will be at 5pm and a return off-island to downtown Auckland at 6pm. Devonport: The last sailing to Devonport from downtown Auckland will be at 5pm and a return to downtown Auckland at 5:15pm. Half Moon Bay: The last sailing to Half Moon Bay from downtown Auckland will be at 4:55pm and return to downtown Auckland at 5:35pm. Hobsonville Point/Beach Haven: The last sailing to Hobsonville Point from downtown Auckland will be at 4:55pm and return to downtown Auckland from Beach Haven at 5:30pm and Hobsonville Point at 5:35pm. Bayswater, Te Onewa Northcote Point, Birkenhead: The last sailing to Bayswater from downtown Auckland will be at 5:10pm and return to downtown Auckland from Te Onewa Northcote Point at 5:20pm and from Birkenhead at 5:30pm. Tuesday 14 February: If weather allows the following services will be in place on Tuesday 14 February to enable sailing at reduced speeds. Waiheke Island services available: From AKL: 6am, 7:15am, 8:15am, 9am then hourly until 6pm and then the usual timetable applies from 7:15pm. From Waiheke: 6am, 7am, 8am, 9am, 10am then hourly until 7pm then usual timetable applies. Devonport services available: From AKL: 5:45am, 6:45am, 7:45am, 8:45am, 10am then hourly for rest of the day. From Devonport: 6am, 7am, 8am, 9am, 10:15am then hourly for the rest of the day. Hobsonville Point: Will operate on the weekend timetable with an additional 6:35am from Auckland and 7:15am from Hobsonville Point. Birkenhead/Bayswater: Will operate on the weekend timetable with an additional 7:10am and 10:10pm from Auckland, 7:20am and 10:20pm from Bayswater and 7:35am and 10:35pm from Birkenhead. Half Moon Bay: Will operate on the weekend timetable with an additional 8:15pm from Auckland and 7am and 9pm from Half Moon Bay. Gulf Harbour services are cancelled, diverting to alternative transport. Rangitoto Island and Rotorua Island services are cancelled. We appreciate your patience while we're doing everything we can to minimise disruptions during this weather event.
Cyclone Gabrielle ferry cancellations - 14 February	2/14/2023 1:44:33 PM	Cyclone Gabrielle ferry cancellations - 14 February: With high winds anticipated this evening, ferry services across the network will be cancelled. Customers are being advised to avoid unnecessary travel. Waiheke Island: Slips at Matiatia have caused road closures and there is no power at Matiatia Ferry Terminal. Emergency services are working to resolve the issue and ferry services will be reinstated once Fullers360 has been given the call clear from Civil Defence. Once given the all clear, we are planning to reinstate a reduced services timetable. If services are able to resume, the last service from downtown Auckland will be at 8:45pm with a return at 9:30pm, weather depending. Devonport: Sailings will continue hourly from midday until the last sailing from downtown Auckland at 7pm with a return at 7:15pm. Half Moon Bay: The last sailing to Half Moon Bay from downtown Auckland will be at 4:55pm and return to downtown Auckland at 5:35pm. Hobsonville Point/Beach Haven: The last sailing to Hobsonville Point from downtown Auckland will be at 4:55pm and return to downtown Auckland from Beach Haven at 5:30pm and Hobsonville Point at 5:35pm. Bayswater, Te Onewa Northcote Point, Birkenhead: The last sailing to Bayswater from downtown Auckland will be at 5:10pm and return to downtown Auckland from Te Onewa Northcote Point at 5:20pm and from Birkenhead at 5:30pm. At this stage we are intending to return to normal timetables tomorrow if weather allows. We appreciate your patience while we're doing everything we can to minimise disruptions during this weather event.
Cyclone Gabrielle update 14 February, 6:40pm - Waiheke services resume until 8:45pm tonight	2/14/2023 2:39:17 PM	Cyclone Gabrielle update 14 February, 6:40pm - Waiheke services resume until 8:45pm tonight: With high winds anticipated this evening, ferry services across the network will be cancelled. Customers are being advised to avoid unnecessary travel. We will resume usual scheduled timetables tomorrow pending no changes to weather overnight. To view timetables please click here. Waiheke Island: Services have resumed following slips at Matiatia earlier today which caused road closures and no power at Matiatia Ferry Terminal. The following services will run pending no changes to weather forecasts: 4pm from downtown Auckland, 5pm return from downtown Auckland, 7pm return 8:45pm from downtown Auckland, 9:30pm return - last service for the evening. Devonport: Sailings will continue hourly from midday until the last sailing from downtown Auckland at 7pm with a return at 7:15pm. Half Moon Bay: The last sailing to Half Moon Bay from downtown Auckland will be at 4:55pm and return to downtown Auckland from Beach Haven at 5:30pm and Hobsonville Point at 5:35pm. Bayswater, Te Onewa Northcote Point, Birkenhead: The last sailing to Bayswater from downtown Auckland will be at 5:10pm and return to downtown Auckland from Te Onewa Northcote Point at 5:20pm and from Birkenhead at 5:30pm. We appreciate your patience while we're doing everything we can to minimise disruptions during this weather event.
Fake NYE CU	12/30/2021 12:28:38 PM	***