



Thank you again for your ongoing support of the ferry service. As you know the ferry plays a crucial role in local transport, providing essential connectivity for residents, visitors and business in the region.

We are delighted to share the launch of our new ferry website and updated branding. We are extremely proud of the result and have already received very positive feedback from customers regarding the ease of booking, despite the site only recently going live.

<https://theharbourferry.co.uk/>

The design team has delivered an excellent site which is immensely improved for the customer. The programmers now need to develop the necessary components to enhance the back-office functionality and improve speed for our staff on board.

Harbour Ferry 2025 passenger count

April	May	June	July	Aug	Sep	Oct	Total
4246	5479	5355	7067	11283	3315	2312	39057

To summarise:

- 2025 provided a great season April to August. Fantastic feedback received from customers, which is always lovely to hear.
- September hit us with storm after storm persisting through October, breaking records for the number of days cancelled due to unsafe wind.
- We will aim to top 40,000 passengers in 2027.
- The reshaping of the beach at Landguard beach has not gone as expected, and we can no longer arrive by the Viewpoint café. Following the recent reshaping of the beach, there was a storm which pulled all the shingle away creating a mini cliff where the ferry should arrive. This proves difficult for anyone with mobility issues to reach the ferry, because we need to land further up the beach where it is possible to land, but requires more walking across shingle to reach.
- Shotley pontoon area silting up which are being investigated.
- Earlier in the year the fuel price increased for the ferry, from The Fisherman's Association. Unfortunately, we don't have any alternatives as HHA pump is just for their fleet. We are now expecting another increase due to the fuel issues.
- We are working in partnership with Freeport East at the possibility of a winter service and then down the line an all-weather vessel, which would prevent cancellations on those, would be busy, days.

We are excited for 2026 season and hope for good weather and to see lots of happy customers again.