

SANDBANKS FERRY COMPANY

MEDIA STATEMENT

12 MARCH 2026

Mike Kean, Chairman of the Sandbanks Ferry, said: “We are currently taking the business through a digital transformation to ensure that our systems and processes are fit for the future, aligned with modern standards, and that our operations are as efficient as possible. The adoption of efficiency measures is vital to ensure the long-term future of the ferry service.

“We have also been notified that the software supplier we use for our tolling system will shortly cease business, which has forced us expedite our digital transformation plans.

“As previously published, the ferry company will be fully cashless from 1st April 2026. Anyone with paper tickets will still be able to redeem them for travel, and the toll booths will remain open and staffed.

“Later this year, we will be introducing new, automated toll payment systems for all class of passenger. We are still finalising the details with our chosen suppliers and will share further details on how toll payments will operate in due course, well ahead of any changes taking effect.

“When the new systems are implemented, we know there will be a settling in period and ensuring passengers are supported through this transition is our priority. We will be over-staffing the ferry during the transition period to assist with any questions or queries passengers may have.

“Our team have been briefed on the forthcoming changes and what this means for them. Automated tolling processes allow for significant efficiencies for the ferry operation, including helping to minimise traffic queues, but regrettably could result in the need for a small number of redundancies for those in specific toll-related roles. We are at the beginning of a formal consultation period and are taking all steps possible to look after our affected team members.”

FAQs:**Q: Will the toll booths be removed and will they be manned?**

A: No, we have no immediate plans to remove the toll booths. The toll booths will be manned until the new automatic system is in place and operating smoothly later this year, at a date yet to be finalised.

Q: Will I still be able to speak to someone in the ferry office?

A: Yes, our ferry office will continue to be staffed during our existing opening hours, 9am to 2pm. There are no changes planned to ferry office staffing or opening hours.