

The Deep Point Dispatch

Information for Customers of Bald Head Island Transportation, Inc.



The Deep Point Dispatch is intended to provide information to Bald Head Island Transportation, Inc. customers that will make Bald Head Island's mainland ferry passenger service move from Indigo Plantation and Marina to Deep Point Marina smooth sailing. There will be differences in how we operate at Deep Point compared to Indigo, and understanding these differences will make for an easier transition for travelers to and from the island. Plus, we hope it will give you something to look forward to.

Traveling from Bald Head Island to Deep Point

Issue #1 of *The Deep Point Dispatch* explored traveling from the new Deep Point Ferry Terminal to Bald Head Island. This issue will look at your experience traveling from Bald Head Island to Deep Point.

Two terms to keep in mind as we begin ferry operations at the new terminal are "Arrivals" and "Departures." In using these terms, we are referring to the ferry arriving and departing at the mainland terminal, not vehicles. Arrival passengers are those getting off the ferry at Deep Point. Departure passengers are those getting on the ferry.

The Deep Point terminal has two boarding gates. The term "Gate" refers to passenger boarding areas within the terminal. Gate A is the larger passenger boarding area in the main terminal at Deep Point. Gate B is the smaller contractor boarding area. Having two boarding gates allows flexibility and a back-up in the event one gate needs repair or maintenance. The "Gate" consists of the boarding area, embarkation deck and ramp.

In the near term, there will be very few, if any, changes in existing procedures at the ferry terminal on Bald Head Island. Tram and baggage service will remain essentially the same as at present. You will present the second half of your two-part, round-trip ferry ticket to the Ferry Mate at the gangway prior to boarding. It is upon your arrival at Deep Point that things will be slightly different from the Indigo experience.

After disembarking the ferry at Deep Point's Gate A, you will proceed straight out to the street-side curb through an open breezeway on the terminal's lower level. If you have baggage to claim, it will be found on the baggage racks that are centrally located between Gate A and Gate B on the lower terminal level.

Continued on back

Many passengers will elect to retrieve their car from the parking lot prior to claiming their baggage. This will be a simple matter of walking the short distances to the Premium Parking Lot or to the General Parking Lot, both conveniently located directly across the street from the ferry terminal.

After paying for parking either at the exit equipment using a credit card or your annual parking pass, or paying the attendant at the parking booth, exit the lot and return to the terminal on the lower level to claim your baggage. Dock staff will transfer all items from the baggage dollies onto the racks for your pick-up.

If your schedule permits, the many amenities at the terminal are available for your enjoyment prior to getting your car and departing for your destination ashore. Snacks, drinks and restrooms on the upper level of the terminal are conveniently accessible prior to your travels.

We hope you are as excited as we are about the new Transportation Facility at Deep Point. Your Bald Head Island Transportation, Inc. team is working hard behind the scenes to ensure the move and initial start-up of the new terminal will be seamless.



The next issue of *The Deep Point Dispatch* will describe security, parking and other matters of interest at the new terminal. Thank you, and enjoy the ride.



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