

The Deep Point Dispatch

Information for Customers of Bald Head Island Transportation, Inc.



The Deep Point Dispatch provides information to customers of Bald Head Island Transportation, Inc. and Bald Head Island Limited's parking department that will make the mainland ferry service move from Indigo Plantation 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.

The first two issues of The Deep Point Dispatch covered travel between the new terminal at Deep Point and Bald Head Island. This issue provides important information to get the most out of the new Deep Point facility, which will open on Tuesday, June 2, 2009.

Parking and Car Retrieval

Ideally, annual parking customers will relocate their cars to Deep Point in the day or two before the new terminal is officially open for business. These customers may move their cars to Deep Point and catch the Contractor Ferry or the special employee ferry that will be running from Deep Point. An employee ferry will be departing Deep Point on the same hourly schedule as the Indigo Ferry beginning on May 22, 2009. There will be no baggage service on these ferries. Your normal ticketing choices will be accepted for passage back to the island.

We will also be offering two free ferries per day on the first two days of operation at Deep Point. They will take passengers from the island to Indigo for the sole purpose of relocating their cars. A free Transition Ticket that will only be useful on the day it is issued may be requested at the island ticket booth. There will be no baggage service associated with this ticket. You will board the transition ferry at the island and be taken to Indigo, where you may retrieve your car and relocate it to Deep Point. There you will use the second half of your two-part Transition Ticket to board the ferry bound for the island. These transition ferries will depart Bald Head Island at 10:00 AM and at 2:00 PM from Gate B. If you are using an annual parking card, please return it to the attendant at Indigo after you exit the lot. The Indigo parking cards will be of no use at Deep Point, where an entirely new system will be in use. If you have a paper parking ticket, be sure to have it with you before going to retrieve your car at Indigo. It will be needed for you to exit the lot.

If you cannot take either of the foregoing options to relocate your car, please be sure that you have either your annual parking pass, or the paper parking ticket with you as you depart the island on a regular ferry. When you get to Deep Point and disembark the ferry, proceed to the Gate B ticket office on the ground floor. If you have an Indigo annual parking pass, present it to the attendant at the Gate B ticket office and in return you will receive a "Shuttle Pass." If you have a paper parking ticket and are paying on a daily basis, present the ticket to the attendant. Your parking charges will be determined based on the day and time you first entered the lot at Indigo. Upon payment of your parking fee, you will be issued a "Shuttle Pass."

A free parking shuttle will be parked in the vicinity of Gate B. Present the

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Shuttle Pass to the driver to board. If you want your baggage delivered to Indigo, a truck will be available for this purpose. Advise the dock hands of this and arrangements to load your baggage onto the truck will be made. Retain one of the two parts of the two-part Shuttle Pass as you board. You will need it to exit the lot at Indigo.

When you get to the Indigo parking lots, advise the driver which lot you are parked in. The shuttle will stop at that lot and allow you to exit. You can proceed to your vehicle and as you exit the lot, an attendant will collect the second half of your Shuttle Pass. One car will be permitted to exit the lot per Shuttle Pass.

If your baggage was delivered to Indigo, you may claim it at the Indigo terminal baggage racks.

Baggage Handling at Deep Point

Packing for travel out of Deep Point was discussed in an earlier issue of *The Deep Point Dispatch*, but we feel additional information on this subject should be stressed. To prevent conveyor belt jams, loose items will not be accepted by our dock staff. All items must be packed securely in a covered container. Golf bags must have top hoods in place or be in an enclosed protective cover.

Oversized items that will require an Excess Baggage ticket will need to be brought to the lower level baggage area which is marked for "Oversized Items." Normal-sized baggage will not be accepted at this location, but should instead be taken to the upper level departures curb.

Vehicles taller than nine feet will not be able to drive to the lower level; otherwise, damage to the vehicle and the bridge span over the lower roadway will occur.

Smoking and Pet Areas

The entire terminal is designated a No Smoking Facility. This includes the docks, sidewalks, roads and curbs at the terminal. A smoking area is designated near the circular drive north of Gate B.

There is a grassy/decked area within the Gate A waiting area. This area is provided for our customers to enjoy during nice weather. It is not an area to walk pets due to it being confined within the passenger waiting area. "No Pets" signs are prominently posted. Please relieve your pets in the parking lot grassy areas prior to entering the terminal and remember to pick up after your pets.



The weeks leading up to and following our move to Deep Point Marina will be full of challenges and rewards. Your Bald Head Island Limited and Bald Head Island Transportation, Inc. teams are working hard to make this change as smooth as possible. We hope you share this exciting time with us and that you enjoy the many benefits that will come with the new facility.



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