WELCOME TO OUR NEW ONLINE WATERLINK eWALLET USERS GUIDE

1. **GO TO >** Online Booking Page
   Or type into google search … **"Plymouth Boat Trips customers"**

2. **REGISTER** (top right)

3. **GO TO > My Account**

   From here you can:
   - **Edit Your Account** – edit your personal account
   - **WATERLINK eWALLET** – top up your account
   - **My Bookings** – view current Bookings
   - **My Ferry Crossings** – view previous history
   - **Concession Requests** – available to those who use the 'Cremyll Ferry' regularly to commute for work or education. See additional online requirements.

>> SELECT: "WATERLINK eWALLET"

- **TOP UP eWALLET**
  – Simply add the amount you wish to pay onto your Waterlink eWallet and your payment card details. Minimum amount of £10 to a Maximum £100.

  Our Waterlink eWallet allows you to easily board and cross our ferry services without the need to carry cash. When your balance gets low, you will automatically receive notification and then simply top up your online e-wallet as and when you need.

  You will automatically receive 10% discount every time you pay for a Ferry Crossing using your WATERLINK eWALLET when boarding, which will then come off your eWallet balance.

  PLEASE NOTE:
  - ➢ Only applies to any of our 'Ferry' services.
  - ➢ Waterlink eWallet cannot be used on any of our different daytime Cruises or Events.

Other Menu options:

- **REFRESH eWALLET QR CODE** = *You can refresh your Waterlink eWallet Code at any time, if you are worried someone else has access to your personal QR Code, - i.e.: if you have lost your phone which has a picture of your QR Code.*
- **LOCK eWALLET** = *This locks your account completely and prevents any further transaction on your account and invalidates the QR Code.*

YOU ARE NOW READY TO USE YOUR 'WATERLINK eWALLET'.

WHEN BOARDING THE FERRY

– simply show your saved QR code on your device, Google or Apple Wallet.



Add to Google Wallet

Add to Apple Wallet

Using your QR code without a smartphone:
If your mobile phone has a photo gallery, save your QR code as an image and display it from there when boarding.
Please note: Printed paper QR codes are not accepted.

Low Balance Warnings:

- You will receive an automatic email when your account is below £10.
- When boarding, a low balance pop-up will appear, to remind you to Top-Up.

Full WATERLINK eWALLET TERMS & CONDITIONS

Enquiries: 01752 253153
email: info@plymouthboattrips.co.uk

We look forward to welcoming you onboard