



2016 Travel Tips for Nantucket Residents

This is a quick reference guide to the Steamship's programs designed for Nantucket residents. For further assistance consult the Customer Handbook available online in our Policies, Forms and Information page or call toll-free from Nantucket (508) 228-3274.

CONTACT INFORMATION

Reservation Offices

7:30 AM – 4:00 PM, Daily

Toll-Free from Nantucket: (508) 228-3274 • Mashpee: (508) 477-8600 • TTY: (508) 540-1394

High-Speed Ferry: (508) 495-FAST (3278)

Ticket Offices

Nantucket Ticket Office: (508) 228-0262 • Hyannis Ticket Office: (508) 771-4000 • TTY: (508) 778-7633

Group Sales

Phone: (508) 548-5011 Ext. 244 or 344 • Email: groups@steamshipauthority.com

Our improved mobile website now offers current information on parking, ferry arrivals/departures, ferry cancellation alerts and change notifications, the ability to purchase of high-speed ferry passenger tickets to Nantucket and more. Bookmark our mobile site to your mobile device for quick and easy access.

Car Rentals are available at the Steamship's Hyannis Ticket Office. Call 508-771-4554 to make your car rental reservation.

Receive Waitlist Notifications via Text Message

You can opt in to receive Waitlist Request Notifications via Text Message. Visit our website at www.steamshipauthority.com, and then sign in to your profile account. From there, navigate to the "My Profile" section. Under the cell phone field click the box "I want to receive Text Alerts for schedule changes and waitlist fulfillments." Please click on the "Save Changes" button before leaving this page.

WAIT LIST

If a customer is unable to make a reservation for the date or time desired, the customer may request to be placed on a wait list. Wait list requests are on a first come, first served basis, and are automatically processed. When wait listing you have four options to waitlist:

- 1) Up to 48 hours in advance
- 2) 24 hours in advance
- 3) Noon the day prior to travel
- 4) A user specified drop date that is more than 48 hours in advance as spaces become available due to other customer's reservation cancellations or changes.

If a customer's reservation is changed to one of his or her wait list requests more than one week in advance of the scheduled sailing, we will text, e-mail (or by mail if preferred) the customer a notice of the change. If the change occurs one week or less before the scheduled sailing, we will text, e-mail or telephone the customer to notify him/her of the change depending on customer choices set in the customer profile.

Changes can also be viewed on our website on the Dashboard or under My Purchases (also on the Dashboard.) Once a wait list change is made to a customer's reservation(s), we can only honor the reservation as changed and cannot honor the customer's original reservation. Accordingly, customers must view their vehicle reservation on our website or call the Reservation Office prior to scheduled sailing time to verify any wait list changes after your wait list choice drops. Changes to a reservation as a result of a wait list request are not considered "Reservation Changes" and do not result in any cancellation or change fees; but once a reservation is changed due to a wait list request, the changed reservation is subject to all cancellation and change fees.



TRAVEL ALERTS AND e-NEWS

If you wish to receive our Travel Alerts, such as trip delays or cancellations, via **Text Message**, visit our website and in the upper left hand corner, click on the link "Join Email List". Then you will be prompted to enter your email address and security code. If you are already receiving our eNews, click on the link "Click here if you have already joined our list." Once you are logged in, you can edit your preferences by scrolling down to the section "Text Alerts via Text Message". From there, enter your cell phone and choose your preferences. Don't forget to hit the "Save Changes" button before leaving this page.

If you wish to receive Steamship Travel Alerts, including trip delays and cancellations, and e-News, which contains the latest news, value promotions and special events via **email**, visit our website and click on the Join Email List link at the top left of the homepage to subscribe.

MEDICAL TRAVEL

Traveling to the Mainland for Medical Treatments/Appointments

We also provide discounted automobile excursion fare for island residents who need to travel to the mainland with their vehicles on a repeated basis for special medical treatments or appointments. The rate is equal to one-half of the excursion fare, based on the time of the year and the size of the vehicle, and is available only to those island residents who are already eligible for the excursion fare and are profiled as such in the Steamship's reservation system, and meet the following requirements.

- Eligible residents must have a series of at least 10 scheduled medical treatments or appointments over a three-month period for the same medical condition.
- Vehicle reservations at this reduced rate must be requested and arranged through the Reservation Manager or a Supervisor at the Mashpee Reservation Office.
- Supporting documentation from a doctor or medical office will need to be provided at the time of the request for this reduced fare.
- The Reservation Manager and Supervisors will be allowed, at their discretion, to make other special travel arrangements upon request for those island residents requiring frequent treatments or appointments on the mainland for the same medical condition.

Reserving Preferred Space For Medical Treatments, A Disability, Or To Attend A Family Member's Funeral

Customers who need to travel with their vehicles for medical appointments or treatments, or to attend a funeral service upon the death of a member of their immediate family may reserve preferred space in advance, provided they have a preferred profile account with the SSA. Customers should contact the Mashpee Reservation Office during regular office hours and ask to speak to a Supervisor on duty. Customer may be required to submit written verification of their eligibility and need for the advance reservation, which will be determined by the Supervisor.

PREFERENTIAL BOARDING FOR EMERGENCY SITUATIONS

The Steamship makes every possible accommodation for medical emergencies. In these cases, an ambulance or a personal vehicle is boarded on a preferential basis. Per our policy, an emergency situation "exists" when an ambulance or a customer's vehicle needs to be transported to the mainland without delay for emergency medical care that is not available on the island, or a customer's vehicle needs to be transported to the mainland without delay so that the patron can attend to a death or an unexpected serious illness or injury of a member of the patron's immediate family on the mainland.

Customers who need to arrange for emergency preferential boarding should contact a Mashpee Reservations Supervisor at (508) 477-8600 during regular business hours: daily, 7:30 AM – 4:00 PM (closed on Thanksgiving, Christmas Day and New Year's Day). Only when a supervisor is not available will a terminal agent make the determination. A customer is required to provide written verification from his/her physician or health care provider of the customer's urgent need to travel on our ferry without delay, by submitting a Certificate of Medical Need, which can be downloaded from our website. Navigate to the "About" section and chose "Policies, Forms & Information" from the drop down menu or you may request the form at any of our terminals. Completed forms can be faxed to the Mashpee Reservation supervisors at (508) 477-8717 or by email to supervisors@steamshipauthority.com.



WAYS TO SAVE

1-Day High-Speed Passenger Excursion Fare: Valid April 12, 2016 – January 3, 2017

Travel from Nantucket on our high-speed passenger-only ferry round-trip on the same day and enjoy significant savings. This discounted travel fare provides the perfect opportunity for island residents to travel to the mainland on our high-speed ferry for appointments, shopping, errands or a quick get-away.

	<u>Round-Trip</u>
Adults	\$50.00
Senior Citizens (Eligibility restrictions apply)	\$40.00
Children (ages 5-12)	\$25.00
Children under the age of 5 travel free.	
Rates include a \$1.00 town-mandated embarkation fee	

1 to 3 Day Passenger Combo Ticket: Valid April 12, 2016 – January 3, 2017

Customers may purchase a combination round-trip ticket originating from Nantucket, which will allow them to travel one-way on the high-speed ferry and one-way on the traditional ferry, provided they complete their trip within three calendar days.

Adults.....	\$40.00
Senior Citizens	\$30.25 (Eligibility restrictions apply.)
Children (5-12).....	\$20.75
Children under the age of 5 travel free. Rates include a \$1.00 town-mandated embarkation fee.	

Super Saver Automobile Rate - Valid January 1, 2016 – December 31, 2016

Customers who do not qualify for the auto excursion fare can take advantage of the Super Saver Auto Rate. Ten vehicle spaces will be set aside during certain under-utilized trips - generally the last trip on Saturday nights from January through mid-June; the last trip on Mondays, Tuesdays and Wednesdays from mid-June through mid-September; and the last trip on Saturday nights from mid-September to December 31, 2016. Super Saver trips can originate from Nantucket or Hyannis. Super Saver reservations are only valid for travel for the original reservation date.

The Super Saver Automobile rate is limited to vehicles and small trucks under 20 feet in length (rental car companies are not eligible); is available on a first-come/first-served basis, up to the day before sailing; and can be used on an earlier trip but only on the same day on a space available basis after all revenue-generating vehicles have been loaded.

Jan 1 – Mar 31, 2016:	\$ 79.00 one-way
Apr 1 – Oct 31, 2016:	\$109.00 one-way
Nov 1 – Dec 31, 2016:	\$ 79.00 one-way

Vehicles with an extended load beyond the front or rear bumper will be charged \$37.50 each way. This charge applies only to those vehicles whose overall length (including extension) exceeds 17 feet.

Super Saver Automobile spaces may be reserved online, by calling (508) 477-8600, or in person at the Ticket Office.

DISCOUNTED FARES

Discounted Passenger Fares

We offer discounted passenger fares for military personnel in active service who show their Active Duty card, as well as individuals with disabilities who show their Transportation Access Pass (customers may apply for a Steamship Transportation Access Pass – this application is available online. Navigate to the “About” section and chose “Policies, Forms & Information” from the drop down menu. <https://www.steamshipauthority.com/about/forms>

We also offer discounted passenger fares to senior citizens (ages 65 or older) who are year-round or seasonal residents of Nantucket. Contact our Group Sales Department at groups@steamshipauthority.com to request an application. Please note that eligibility restrictions do apply.



Legally Blind

Any passenger who is legally blind travels for free with an ID from either the Massachusetts Commission for the Blind or a similar state agency. If the passenger is accompanied by a helper or companion, the helper or companion also travels for free.

Passenger Ticket Books

Frequent travelers can save time and money by purchasing a Steamship ticket book. Multiple tickets can be used on the same trip when the entire book is presented at boarding. The following ticket books never expire:

High-Speed Ferry

- High-speed 10-Ride - Adult..... \$275.00
- High-speed 10-Ride - Child (ages 5-12)..... \$170.00
- * High-speed 10-Ride – Senior..... \$185.00
- * Individual with Disability..... \$185.00

Traditional Ferry

- 10-Ride Passenger - Adult..... \$150.00
- 10-Ride Passenger - Child (ages 5-12) \$90.00
- * 10-Ride Passenger – Senior..... \$90.00
- * 10-Ride Passenger – Student..... \$90.00
- * Individual with Disability..... \$90.00

** Eligibility restrictions apply.*

Automobile Ticket Books

- 6-Ride Auto \$1,020.00 (travel must be completed within 2 years of date of issue)
- 6-Ride Auto \$1,200.00 (no expiration date)

High-speed electronic ticket books and automobile ticket books are available for purchase online, at any terminal, or by calling the Reservation Office, toll-free from Nantucket, at (508) 228-3274.

Student Groups

Ten or more individuals traveling together as a group for student-related travel in connection with an event authorized by an island school or a recognized island youth group are charged the student group fare. Group fares for spectators are also available. For more information, please call the Group Sales Office at (508) 548-5011, ext. 244 or 344, Monday – Friday from 7:30 AM – 4:00 PM.

Transportation Access Pass

Individuals with permanent physical disability or long-term mental illness or veterans with a disability of 70% or greater are entitled to discounted passenger fare by showing a Transportation Access Pass. To apply for this pass, customers are required to fill out a form available online. Navigate to the “About” section and chose “Policies, Forms & Information” from the drop down menu. <https://www.steamshipauthority.com/about/forms>

Accessibility

All passenger decks and amenities of the *M/V Eagle* and *M/V Nantucket* are accessible by elevator. Our high-speed passenger ferry, the *M/V Iyanough*, has access to the main passenger deck and amenities. Please refer to our Accessibility page on our website for more details about our policies regarding individuals with disabilities.



EXCURSION FARES

Auto Excursion Fares

Passenger vehicles originating from Nantucket and returning within 31 days are eligible for the excursion fare, which includes up to two (2) adults and two (2) children. To be eligible for the auto excursion fare, a Nantucket resident must have his/her name contained on the town's street list and provide both a valid MA driver's license and vehicle registration with a Nantucket address. The following are round-trip auto excursion fares:

Under 17' in length

Jan 1 - May 14, 2016: \$165.00
May 15 - Sep 14, 2016: \$225.00
Sep 15 - Dec 31, 2016: \$165.00

17' but less than 20'

Jan 1 - May 14, 2016: \$190.00
May 15 - Sep 14, 2016: \$255.00
Sep 15 - Dec 31, 2016: \$190.00

20' but less than 22'

Jan 1 - May 14, 2016: \$205.00
May 15 - Sep 14, 2016: \$275.00
Sep 15 - Dec 31, 2016: \$205.00

Extended load beyond front or rear bumper:
Jan 1 - Dec 31, 2016: \$37.50 one-way

Motorcycle Excursion Fares

An excursion fare is available for a motorcycle, which includes the transportation of a motorcycle and up to two (2) passengers. Customers who are eligible for the excursion fare are able to purchase an **Inter-island Motorcycle Excursion**, which allows them to take their motorcycle to Martha's Vineyard, and pay the excursion rate instead of the standard rate. For current rates, please refer to our website and navigate to Residents/Ways to Save.

Extended Auto Excursion Fare Programs

This program is for customers who qualify for the auto excursion fare and are either full-time college students or are in active military service. They may travel on an excursion fare on a one-way basis (for one-half of the round-trip) regardless of the port of origin and regardless of whether they are returning to the island earlier or later than 30 calendar days from the date of the trip.

College students need to provide documentation from the college Registrar's office verifying that he or she is a full-time student for that current semester. Applications are available online at SteamshipAuthority.com under the Policies, Forms and Information page.

Military personnel are required to provide an active service card.

RESERVATION PROGRAMS

Headstart

Each January we offer our Headstart program, which allows year-round and seasonal Nantucket residents to make up to five (5) reservations prior to the opening of reservations to the general public. For more details, please visit our website and navigate to our Reservations page.

Preferred Space

A limited number of Nantucket preferred spaces go on sale one day in advance of the departure date. Reservations can be made after 6:45 AM in person at the Nantucket terminal or after 7:30 AM online or by calling toll-free from Nantucket (508) 228-3274 or (508) 477-8600. Preferred Space reservations are limited to one (1) per customer, per day. These reservations can be purchased as a one-way trip from Nantucket or as a round-trip originating from Nantucket. All Preferred Space reservations are non-refundable and non-transferable.

Eligibility Requirements

In order to be eligible for the above mentioned programs, an individual must be profiled for the Excursion or Preferred programs. The Excursion and Preferred Profile applications are available at all terminals or online. Navigate to the "About" page and chose "Policies, Forms and Information page" from the drop down menu.

<https://www.steamshipauthority.com/about/forms>



Reservation Cancellations & Changes

A minimum of 14 days' notice is required to be eligible for a refund on fares for vehicles less than 20 feet in length. A \$10 processing fee will be assessed on all refunds. Reservations changed within 14 days of reserved travel date are non-refundable. Passenger fares are fully refundable for up to one year. All vehicle reservations are non-transferable. At least one-hour notice is required to make any date changes. One date change may be made at no charge; all additional date changes are \$10 per change.

Extended Reservation Phone Service:

We provide extended reservation phone service for the High-Speed Passenger Ferry from 7:00 am to 9:00 pm, every Friday, Saturday, Sunday and Monday on the following dates: June 17 through September 5, and May 27 through May 31, June 30, July 5, August 23, October 7 and October 10, 2016.

High-Speed Passenger Ferry: (508) 495-FAST (3278)

VEHICLE STANDBY

Customers desiring to travel with their vehicle on a standby basis on the next available trip may either call or go in person to the Nantucket terminal or go in person to the Hyannis terminal to place their names on the standby list. A standby number will be issued to the customer, who should then check the designated website periodically for updates, or call the terminal for status updates. During the months of July and August customers whose vehicles are traveling on regular fares may not drop off their vehicles at the Hyannis terminal more than two calendar days in advance of their vehicle reservations. This does not apply to those customers traveling on excursion fares. For more details, please consult our customer handbook which can be accessed online by visiting our website. Navigate to the "About" section and chose "Policies, Forms & Information" from the drop down menu. <https://www.steamshipauthority.com/about/forms>

Nantucket Terminal: 508-228-0262

Hyannis Terminal: 508-771-4000

DRIVE-ON / DRIVE-OFF SERVICES

Unaccompanied vehicle drive-on/drive-off service is available for vehicles traveling between Hyannis and Nantucket. The vehicle's owner must sign a Release and Indemnification Agreement. This form may be found online on the Policies, Forms & Information page of our website or at the Hyannis or Nantucket terminals. A service fee is charged each time one of our employees drives your vehicle on or off a vessel. Restrictions apply to those customers traveling on a standby basis who wish to use our drive-on/drive-off services. Please refer to our customer handbook, Part H – Miscellaneous Services for those restrictions.

Under 20' Vehicles

Jan 1 – Apr 30.....	\$25.00
May1 – Sep 30.....	\$35.00
Oct 1 – Dec 31.....	\$25.00

HIGH-SPEED FERRY TICKET UPGRADE: VALID APRIL 12, 2016 – JANUARY 3, 2017

Passengers traveling at the auto excursion fare (which includes up to two (2) adults and two (2) children), may purchase upgraded passenger tickets so they may travel on our high-speed ferry instead of our traditional ferries. The upgraded passenger tickets can be used on the *M/V Iyanough* when traveling separately from your vehicle at the auto excursion rate. Send your vehicle on a traditional ferry and upgrade your passenger tickets for travel on the *M/V Iyanough*. The cost for the upgraded ticket is:

	<u>One-Way</u>	<u>Round-Trip</u>
Adults	\$18.00	\$32.00
Children (5 to 12 years)	\$ 9.25	\$16.00

Upgraded tickets purchased before April 12, 2016 (while the *M/V Iyanough* is not in service), will be valid for travel anytime within the *M/V Iyanough's* 2016 operating season. Upgraded tickets purchased April 12, 2016 through January 3, 2017 (while the *M/V Iyanough* is in service), will be valid for travel within seven (7) days prior to or following the date on which vehicle transportation is provided.



PARKING PERMITS

Hyannis Parking Permits

For your convenience, the Steamship offers both year-round and seasonal parking permits for our parking lots in Hyannis. These permits are valid for one vehicle and enable you to access the parking lots during normal operating hours. We also offer free shuttle bus service between these parking lots and the Hyannis Terminal. Permit holders can also take advantage of discounted reservation rates for their vehicle (see below for details). For more Hyannis Parking information, please call the Hyannis Parking Lot Office at (508) 771-4000.

Parking Lot	Period	Cost
Hyannis Off-site (Yarmouth Rd.)	January 1 – December 31, 2016	\$650.00
Hyannis Off-Season (Yarmouth Rd.)	January 1 – May 14, 2016	\$275.00
Hyannis Off-Season (Yarmouth Rd.)	September 15 – December 31, 2016	\$225.00
Hyannis Off-Site/Off-Season Package: <i>includes the off-site/off-season parking permit and one round-trip auto excursion</i>	January 1 – May 14, 2016	\$350.00
Hyannis Off-Site/Off-Season Package: <i>includes the off-site/off-season parking permit and one round-trip auto excursion</i>	September 15 – December 31, 2016	\$300.00
Hyannis Off-site - Student/Teacher	Customer's Academic Year	\$500.00

Discounted Reservations: Parking permit holders who are Nantucket residents will also be eligible to travel with their permitted vehicles to and from Nantucket at excursion rates (a "reverse" round-trip excursion fare); provided they are eligible for those rates (they must return with their vehicles to Hyannis within 31 days). Travel is arranged with the Mashpee Reservation Office Supervisors during normal business hours (7:30 AM to 4:00 PM, daily) at (508) 477-8600 or (508) 228-3274.

THE WAVE FERRY CONNECTOR

We are pleased to once again support the Ferry Park & Ride Service provided by the Nantucket Regional Transportation Authority (NRTA). THE FERRY CONNECTOR service makes it easy for ferry travelers to park overnight at a Park & Ride parking lot located at 2 Fairgrounds Road on Nantucket at no charge. All ferry travelers are able to use this new Park & Ride service for free.

The Ferry Connector will operate June 1 through September 5, 2016 from 7 am to 10 pm, every 20 minutes daily, and will provide direct service to and from the Park & Ride Lot to the Steamship Authority's dock.

For more details and complete bus schedule information, please visit <http://www.nrtawave.com> or call the NRTA at 508-228-7025.