



2018 Travel Tips for Nantucket Residents

As a full-time or seasonal resident of Nantucket, you know that the Steamship Authority serves as the “Lifeline to the Islands”, providing reliable and safe transportation at the lowest possible fares. Because we value your regular patronage, we’re pleased to offer a variety of value-added and cost-savings opportunities for island residents. Please take a moment and read about the many programs we offer and “Ways to Save” when you travel with the Steamship Authority. 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 mobile website offers current parking information, ferry arrivals/departures, ferry cancellation alerts and change notifications, the ability to purchase high-speed ferry passenger tickets to Nantucket and more. Bookmark our mobile site, SteamshipAuthority.com, on 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.

SUBSCRIBE TO OUR ELECTRONIC COMMUNICATIONS

E-News

If you would like to subscribe to our monthly e-News, which contains the latest news, value promotions and island events, visit our website’s home page and in the upper left hand corner, click on the link “Join Email List” or visit www.steamshipauthority.com/email_lists.

Travel Alerts

If you wish to receive our Travel Alerts, such as trip delays or cancellations, via Text Message or email, visit our website and in the upper left hand corner, click on the link “Join Email List” or visit www.steamshipauthority.com/email_lists. 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”. You can choose to receive Travel Alerts on specific days, dates or times. Be sure to enter your cell phone number and click the “Save Changes” button before leaving this page.

Receive Wait List Notifications

You can opt in to receive Wait list 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 wait list fulfillments.” Please click on the “Save Changes” button before leaving this page.



WAYS TO SAVE

Same Day High-Speed Passenger Excursion Fare – 7 Days a Week

Travel from Nantucket on our high-speed passenger ferry, the *M/V Iyanough*, round-trip on the same day and enjoy a significant savings seven days a week. This discounted 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 to the mainland. Valid April 2, 2018 to January 2, 2019. The same day round-trip fares are as follows:

- Adults: \$50.00
- * Senior Citizens: \$40.00 (Eligibility restrictions apply.)
- Children (ages 5-12): \$25.00
- Children under the age of 5 travel free.

Fares include a \$1.00 town-mandated embarkation fee.

Travel must originate from Nantucket and the return trip must be made on the same day. These tickets are available for purchase at the Nantucket Terminal or online via our website or mobile site.

** Senior Citizens 65 years or older must be a year-round or seasonal resident of Nantucket and must present the appropriate identification or a Steamship Authority Senior Citizen Travel Card. To apply for our Senior Citizen Travel Card, contact the Group Sales Office at 508-548-5011 ext. 244/344 or email groups@steamshipauthority.com.*

1 to 3 Day Passenger Combo Ticket: Valid April 2, 2018 to January 2, 2019

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.

SAVER AUTO RATE - Valid April 2, 2018 to January 2, 2019

If you or someone you know is planning a trip with a car that isn't eligible for the excursion rate, try our Super Saver Auto Rate to avoid the expense of traveling at our regular fares. We set aside ten vehicle spaces that can be reserved by anyone at our Super Saver Auto Rate on certain under-utilized trips: generally the last trip in each direction on Saturday nights from January through mid-June; the last trip in each direction on Monday, Tuesday and Wednesday nights from mid-June through mid-September; and the last trip in each direction on Saturday nights from mid-September through the end of December.

The Super Saver Auto Rate is limited to vehicles and small trucks under 20 feet in length and 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.

These spaces can be reserved at the following discounted rates:

- January 1 – March 31: \$79.00 one-way
- April 1 - October 31: \$109.00 one-way
- November 1 – December 31: \$79.00 one-way

Any vehicle that has an extended load beyond its front or rear bumper will be charged an additional \$37.50 each way. This charge applies only to those vehicles whose overall length (including extension) exceeds 17 feet.

Super Saver Auto spaces may be reserved online at www.steamshipauthority.com, or by calling (508) 477-8600 or in person at the Ticket Office. The Super Saver Auto Rate will not be available in one direction or both directions, during certain vacation, holiday and other high traffic periods.



DISCOUNTED FARES

DISCOUNTED PASSENGER FARES

Military Personnel

Active Military personnel must present their Active Duty card and may travel in civilian clothes. Reserve Unit members must present their Reserve Card and must travel in uniform. A maximum of two tickets may be purchased at a time. The discounted passenger fares, which include a town embarkation fee, for military personnel are as follows:

Traditional Ferry: \$9.50 one-way

High-speed Ferry: \$28.25 one-way

Individuals with Disabilities

If you or someone you know plans to travel with us and requires assistance due to a disability, please contact our Reservation Office so we can discuss your particular situation and review what accommodations we can provide. (TTY for the hearing impaired is available at (508) 540-1394.) All passenger decks and amenities of the *M/V Eagle*, *M/V Woods Hole* 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.

Eligible individuals may apply for a Steamship Authority Transportation Access Pass which entitles the holder discounted passenger fares upon its presentation with appropriate identification to a ticket seller. The discounted passenger fares for individuals with a Transportation Access Pass are as follows:

Traditional Ferry

Adult: \$9.50 one-way

Child (Ages 5 – 12): \$5.00

10-Ride Ticket Book: \$90.00

High-speed Ferry

Adult: \$28.25 one-way

10-ride Ticket Books: \$185.00

The Steamship Authority's Transportation Access Pass application form can be downloaded from our website at www.steamshipauthority.com/about/forms.

Senior Citizens

Senior Citizens (ages 65 or older) who are year-round or seasonal residents of Nantucket may apply for a Senior Citizen Travel Card which entitles them to discounted passenger fare upon its presentation. The discounted passenger fare, which includes a town embarkation fee, for Senior Citizen Travel Card holders, is as follows:

Traditional Ferry: \$9.50 one-way

High-speed Ferry: \$28.25 one-way

Contact our Group Sales Department at groups@steamshipauthority.com to request a Senior Citizen Travel Card 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.

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.



Ticket Books/Lifeline Cards

For our frequent travelers, we are pleased to offer our multiple ride Ticket Books and new Lifeline Cards that can save you time and money.

Lifeline Cards – Traditional Ferry

Lifeline Cards are reusable plastic cards that can be loaded with multiples of 5 one-way tickets for passenger travel on board our traditional ferries on the Nantucket route. Customers can reload Lifeline cards at any Steamship Authority Ticket Office or online at this website:

<https://tickets.steamshipauthority.com/lifelinecard>

Lifeline Card holder benefits:

- discounted fares for passenger travel
- reload your card at any Steamship Authority Ticket Office and online
- link your Lifeline Card to your Steamship Authority Profile Account
- scan your card at the docks for fast and easy boarding

Helpful Tip: in the event you lose your Lifeline card, we encourage you to take note of your Lifeline card code and card number, which is located on the back of your card, or you can take a picture of the back of your card with your mobile phone for quick and easy access. The SSA is not responsible for any lost cards.

Adult.....	\$75.00
Child (ages 5 – 12).....	\$45.00
* Student.....	\$45.00
* Senior.....	\$45.00
*Individual with Disability...	\$45.00

**Eligibility restrictions apply. Please visit our website at SteamshipAuthority.com/lifelinecards for more details.*

Lifeline cards are non-transferable and are limited to one use per trip, Lifeline Cards are valid for passage within one year from the end of the month in which the card is sold. If a Lifeline Card is reloaded, the expiration for all tickets on the card is extended to one year from the end of the month in which the card is last reloaded.

High-speed Ferry 10-Ride Ticket Books

High-speed ferry 10-ride ticket books are valid for passage on the Authority’s high-speed ferry and are transferable. Multiple tickets from the same ticket book may be used for travel by different passengers on the same trip.

Adult.....	\$275
Child (ages 5 – 12).....	\$170
* Senior.....	\$185
*Individual with Disability...	\$185

**Eligibility restrictions apply. Available for purchase online, at any terminal, or by calling the Reservation Office, toll-free from Nantucket, at (508) 228-3274.*

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)

Available for purchase online, at any terminal, or by calling the Reservation Office, toll-free from Nantucket, at (508) 228-3274.

EXCURSION FARES

Auto Excursion Fares

To be eligible for the auto excursion fare an island 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 an island address. Eligible customers may then travel on



excursion fares with their passenger vehicles on round trips originating from Nantucket and returning within 1-31 days. The excursion fares include the fare for the vehicle and up to two (2) adults and two (2) children.

Under 17' in length

Jan 1 - May 14, 2018: \$165.00
May 15 - Sep 14, 2018: \$225.00
Sep 15 - Dec 31, 2018: \$165.00

17' but less than 20'

Jan 1 - May 14, 2018: \$190.00
May 15 - Sep 14, 2018: \$255.00
Sep 15 - Dec 31, 2018: \$190.00

20' but less than 22'

Jan 1 - May 14, 2018: \$205.00
May 15 - Sep 14, 2018: \$275.00
Sep 15 - Dec 31, 2018: \$205.00

Extended load beyond front or rear bumper:
Jan 1 - Dec 31, 2018: \$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.

HYANNIS SHUTTLE BUS SERVICE BETWEEN OUR PARKING LOTS AND HY-LINE

If you plan to ride Hy-Line's *M/V Grey Lady* during the winter, when the *M/V Iyanough* is not operating, and you park in one of our Hyannis parking lots, we will provide shuttle bus service for you to and from Hy-Line's Hyannis Terminal. Passengers traveling off-island who would like this shuttle service should call (508) 790-1698 when Hy-Line's *M/V Grey Lady* is approaching the Hyannis harbor. Please remember that our drivers need to transport our own passengers to and from our ferries, so it might take a few extra minutes before our drivers can meet you at Hy-Line's terminal during particular times of the day.

MEDICAL TRAVEL

Traveling to the Mainland for Medical Treatments/Appointments

We 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.



High-Speed Ferry 10-Ride Ticket Books for Frequent Medical Travel

Nantucket residents who require frequent medical treatment on the mainland may purchase high-speed ferry 10-ride ticket books at fifty percent (50%) of the price of the applicable 10-ride electronic ticket book price on the following conditions: the eligible resident must have at least ten (10) scheduled medical appointments over a three-month period for the same medical condition; reservations at this reduced price must be requested and arranged through the Reservation Manager or a Supervisor at the Mashpee Reservation Office; and the eligible resident must provide supporting documentation from a doctor or medical office.

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.

RESERVATION INFORMATION

Customer Accounts

Our online reservation system makes it easy to book vehicle reservations. The first step is to create a customer account by creating a username (this can be your email address) and password. Once you set up your customer account you can access a Dashboard page, where you can view or update your personal information, vehicle information, or upcoming reservations, as well as view details for all past reservations and other purchases.

Reservations can be made up to 2 hours before the scheduled departure on our website 24 hours a day 7 days a week. You can also book reservations by calling our Reservation line or in person at any terminal. To book passage for your vehicle, payment must be made at the time of your reservation. Online reservations must be paid for at the time of booking. For telephone or in-person reservations, payment must be made within 5 days of booking. If made less than 5 days before your travel date, payment is due the day before you travel. We accept cash, check, Steamship Authority gift card, American Express, MasterCard, Visa or Discover credit cards for advance reservations. Service fees are assessed for returned checks. You may also pay for a reservation using a Steamship auto ticket book.

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. This allows island residents more assistance in traveling back and forth to the mainland for their medical and other daily living needs during the summer season when vehicle reservations are more difficult to obtain.



Preferred Space

To assist island residents in traveling back and forth to the mainland for their medical and other daily living needs, the Preferred Space Program provides island residents the opportunity to make a limited number of reservations for such travel either seven days or one day before their day of sailing. 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 phone service for Nantucket Passenger High-Speed Ferry Reservations from 7:00 am to 9:00 pm, every Friday, Saturday, Sunday and Monday from June 23 through September 4, and May 25 through May 30, August 22, September 5, October 6 and October 9, 2017. Call our Nantucket High-Speed Passenger phone line at (508) 495-FAST (3278).

Reservation Confirmations

If you book a reservation on our website you can print a reservation confirmation. If you book a reservation via telephone a reservation confirmation will be emailed to you. You can also obtain a copy of your reservation confirmation at any terminal. You will need to present your reservation confirmation upon checking in at a terminal. Please arrive at least 30 minutes in advance of your scheduled departure.

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

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.



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. Alternatively, you can request that we notify you of your stand by status via email or text.

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.

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. 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.

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 2, 2018 to January 2, 2019

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 2, 2018 (while the *M/V Iyanough* is not in service), will be valid for travel anytime within the *M/V Iyanough's* 2018 operating season. Upgraded tickets purchased April 2, 2018 through January 2, 2019 (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.

HYANNIS PARKING PERMITS

For your convenience, the Steamship Authority 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. Rates are as follows:

Annual Yarmouth Road Parking Lot (January 1 – December 31, 2018): \$650.00

Off-season Yarmouth Road Parking Lot (January 1 to May 14, 2018): \$275.00

Off-season Yarmouth Road Parking Lot Permit Package (January 1 to May 14, 2018): \$350.00*

*This package includes one round trip auto excursion ticket good from January 1 to May 14 (other restrictions apply).

The Parking Permit application is available on our website at <https://www.steamshipauthority.com/about/forms>.

GIFT CARDS

Gift cards are available for purchase on our website, by calling the reservation line or in person at any terminal, offered in denominations over \$5.00. Steamship gift cards may be used to pay for any transaction at the Steamship, including paying for tickets, vehicle reservations and parking.