



## Travel Tips for Visitors

Our mission is to operate a safe, efficient, and reliable transportation system for the islands of Martha's Vineyard and Nantucket with a commitment to sustainability, accessibility, our port communities, and public engagement.

**COVID-19 HELPFUL INFORMATION** - For helpful updates on our response to COVID-19, including the most recent changes to our operations, please visit [steamshipauthority.com/2019coronavirus](https://steamshipauthority.com/2019coronavirus). Free COVID-19 testing is available on Martha's Vineyard without the need for a doctor's referral. Please visit [steamshipauthority.com/TestMV](https://steamshipauthority.com/TestMV).

### **PLANNING FOR AN EASY ARRIVAL AND SMOOTH DEPARTURE:**

All passengers and vehicles must be at the dock and ready for boarding at least 30 minutes hour prior to scheduled departure. During the summer months, we recommend you arrive 45 minutes to one hour prior to the scheduled departure to allow time for parking and shuttle to the dock. If you are traveling on our traditional ferries without a vehicle, you may purchase your passenger ferry tickets at the ticket office. *Please see detailed information about our high-speed ferry to Nantucket below.* Passenger capacity may be reached on popular sailings prior to departure, so it is best to arrive early.

### **PARKING:**

When headed to **Martha's Vineyard**, please be advised that parking is not available dockside at our Woods Hole terminal. You will need to park in one of our off-site parking lots located in Falmouth or Cataumet. Plan to arrive an hour before your departure trip to allow time to access our off-site parking and free shuttle service to and from our Woods Hole terminal.

When headed to **Nantucket**, please be advised that we offer limited on-site parking at our Hyannis terminal. Off-site parking however, is always available with free shuttle service to and from our Hyannis terminal. Plan to arrive one hour before your departure time to allow time for parking.

We advise that you check current parking status in one of the following ways:

- Log onto our website at [SteamshipAuthority.com](https://SteamshipAuthority.com).
- If you are traveling to Martha's Vineyard, please call our Falmouth Parking Information line: (508) 457-PARK (7275).
- If you are traveling to Nantucket, please call our Hyannis Parking Information line: (508) 775-PARK (7275).
- Dial 511 from your mobile phone and enter route code 72 (Regular cell phone airtime charges apply.)
- Tune into radio 1610 AM as you arrive in the area.

Upon arrival at the terminal, our attendants will direct you to a convenient location to board the ferry and where to place your baggage. If you are traveling with a vehicle, please have your reservation information available when you arrive at the terminal. Public restrooms, free Wi-Fi and TV are available on-board each vessel and inside our terminals.

### **HIGH-SPEED PASSENGER FERRY TO NANTUCKET**

If you are planning to take our high-speed ferry to Nantucket (one hour trip dock-to-dock) we recommend that you make advance reservations, especially during the weekends in July, August and September, and during all holiday weekends. You can book high-speed ferry reservations online, on our mobile site or by calling 508-495-FAST. ***We are currently offering a day trip special Monday through Thursday, same-day, round-trip: the cost is only \$50 round-trip for adults and \$25 for kids ages 5-12.***



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Our high-speed passenger pick-up/drop-off area at the Hyannis Terminal features a large shelter with bench seats where you can enjoy views of the Hyannis Harbor. You can drive right up to the high-speed ferry slip, drop off your luggage and/or other travelers, and then park your car in one of our off-site parking lots. Our complimentary shuttle service brings you to and from the off-site parking lots. And during the busy summer season, you can purchase high-speed ferry tickets from our ticket booth, located just steps away from the boarding ramp, open from 7:00 am to 5:00 pm.

### **eFERRY TICKETING:**

Boarding our high-speed ferry to Nantucket is easier than ever, thanks to our **eFerry ticketing**. This contactless technology makes it faster, easier, and safer to use. You don't need to show a barcode, and your eFerry ticket can even be automatically selected by the scanning device. You can make your high-speed passenger reservation on our website using your mobile device (or you can call 508-495-FAST or in person at the terminal). Once you make your high-speed ferry reservation your eFerry ticket will be emailed to you from [eTickets@steamshipauthority.com](mailto:eTickets@steamshipauthority.com).

eFerry tickets work with the iPhone, Apple Watch, or an Android device. First, you need to add your eFerry ticket to your Apple Wallet or Google Pay app. Then when you arrive at the gate it is as simple as tap-and-go by holding the top of your iPhone, Apple Watch, or Android device near the reader.

And just a reminder, we recommend that you check current parking and trips status by checking [www.steamshipauthority.com](http://www.steamshipauthority.com) from your mobile device before your arrival. That way, you will know which off-site parking lot to park in and take our free shuttle service to the Steamship dock.

Once you arrive at the Steamship terminal, you can skip the ticket office line, head straight to the boat and board using your eFerry ticket. If you need any assistance, one of our staff members will be happy to help you.

### **DRIVE-ON / DRIVE-OFF SERVICES FOR THE NANTUCKET ROUTE: \*Please note: This service is temporarily suspended due to Covid-19.**

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 as follows:

#### Vehicles Under 20'

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

### **TRAVEL CONNECTIONS: CapeFLYER SUMMER TRAIN and PETER PAN BUS LINES**

If you are visiting from Boston, leave the driving to the Cape Cod RTA and ride the CapeFLYER train that runs every Friday, Saturday and Sunday during the summer. We provide free shuttle bus service to and from the Bourne stop to Woods Hole. The CapeFLYER makes a final stop in Hyannis where you can hop on our free shuttle bus that will take you to our terminal in Hyannis. For more information, please visit <https://www.steamshipauthority.com/capeflyer> for details. To view the CapeFLYER schedule, please visit <https://www.capeflyer.com>.

Peter Pan Bus Lines offer bus service from several states including Connecticut, Rhode Island and many locations in Massachusetts, including Boston, South Station and Logan Airport to Woods Hole and Hyannis. For schedule information and to purchase tickets go to [www.peterpanbus.com](http://www.peterpanbus.com).

Updated 7/28/20



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### **“I’M LOOKING FORWARD TO AN ISLAND ADVENTURE. WILL I NEED MY CAR?”**

The answer to that question depends on what you want to do on your visit to Martha’s Vineyard or Nantucket and how long you plan to stay.

#### **FOR DAY TRIPS:**

Have just a day to spend on one of our charming islands? You’ll find so much to do, even without a car. Enjoy breathtaking scenery, world-class restaurants, fascinating shops and galleries, even beaches and seaside vistas, all within walking distance of our island Terminals. For those who want to see more of either island, there are plenty of conveniently-located taxis, tour buses, and car and bike rentals. And in-season, both Martha’s Vineyard and Nantucket offer excellent public transportation, just steps from the ferry docks.

With the Steamship Authority, a car-free excursion couldn’t be easier. As a foot passenger traveling to the islands, reservations are not required and ferries run frequently in both directions. We recommend that you make advance reservations for travel aboard our seasonal high-speed passenger ferry, the *M/V Iyanough*, especially during the weekends in July, August and September, and during all holiday weekends.

#### **FOR A FEW DAYS:**

If you want to take your car along for a short stay on one of the Islands, it’s wise to plan ahead. Book [online](#) or by phone at (508) 477-8600. There’s so much you can do over the course of a couple of days: you can sightsee, explore art galleries or nature trails, go sailing, windsurfing, kayaking, fishing, shopping, golfing, bicycling, or just relax on the beach. For more information on what to do on-island, please visit our “What to Do” page.

#### **FOR EXTENDED STAYS:**

If you’re going to the Islands for a week, month, or longer, you’ll probably want to take your car. Especially during the summer season, we recommend advance reservations for vehicles. You can book [online](#) or by phone at (508) 477-8600 or (508) 693-9130. For more information on what to do on-island, please visit our “What to Do” page.

### **SUBSCRIBE TO OUR ELECTRONIC COMMUNICATIONS**

#### **SOCIAL MEDIA**

The Steamship Authority uses Facebook and Twitter as ways to communicate with our customers and the public, giving us the opportunity to listen to and inform our customers and provide timely and accurate information. Our official Facebook page, [@SteamshipAuthorityMA](#) or <http://www.facebook.com/SteamshipAuthorityMA>, is being used to share preplanned informational updates and, as needed, operational and travel updates. Our official Twitter account, [@SteamshipMA](#) or <https://www.twitter.com/SteamshipMA>, is primarily used to share trip alerts, diversions, delays and cancellations.

#### **ENEWS**

If you would like to receive our monthly eNews, which contains the latest news, customer service improvements, meeting notices and island information, click this link to subscribe: <https://public.govdelivery.com/accounts/MASSA/subscriber/new>.



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### 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](http://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](http://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.

### 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.

### 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. A \$10 processing fee will be assessed on all refunds. Reservations changed within 14 days of reserved travel dates are non-refundable. Passenger fares are fully refundable for up to two years<sup>†</sup>. All vehicle reservations are non-transferable. At least one hour’s 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.

***† Due to circumstances surrounding COVID-19, we have temporarily extended the time period in which customers can use a passenger ticket or vehicle reservation. The tickets or reservations are now good for two years from the date of purchase instead of one year to allow for greater flexibility when rescheduling plans.***