



2020 Travel Tips for Martha's Vineyard Residents

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.

As a full-time or seasonal resident of Martha's Vineyard, you know that the Steamship Authority serves as the "Lifeline to the Islands," providing reliable and safe transportation, with the most frequent daily departures, at the lowest possible fares. Because we value your regular patronage, we're pleased to offer a variety of value-added and cost-saving opportunities for island residents. Please take a moment to 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 Martha's Vineyard residents. For further assistance, please refer to our customer handbook, available online on our [Policies, Forms and Information](#) page, or call (508) 693-9130 toll-free from Martha's Vineyard.

COVID-19 HELPFUL INFORMATION - For helpful updates on our response to COVID-19, including the most recent changes to our operations, please visit www.steamshipauthority.com/2019coronavirus.

CONTACT INFORMATION

Reservation Offices

7:30 AM – 4:00 PM, Daily
Martha's Vineyard: (508) 693-9130
Mashpee: (508) 477-8600, TTY: (508) 540-1394

Book online www.steamshipauthority.com

Customer Feedback: To provide feedback, comments or suggestions, please visit our website at www.steamshipauthority.com/about/contact

Group Sales: (508) 548-5011 Ext. 244 or 344 or email Groups@steamshipauthority.com
Office Hours:
Mon-Fri, 7:30 AM to 4:00 PM

Ticket Offices

Vineyard Haven: (508) 693-0367
Oak Bluffs: (508) 693-0125, Seasonal May – October
Woods Hole: (508) 548-3788, TTY: (508) 457-5867

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 Palmer Avenue Parking Lot. Call (508) 548-2420 or visit www.Avis.com to make your car rental reservation.

COMING SOON – eFerry Ticketing

The eFerry ticket program is a contactless ticketing solution that will offer a quick and easy way for you to board the ferry. These eFerry tickets will be available for ferries on both the Nantucket and Martha's Vineyard routes in 2020. You will be able to purchase and redeem ferry tickets via your mobile phone by loading them to Apple Wallet or Google Pay prior to arriving at the terminal. Simply hold your iPhone, Apple Watch or Android device near a ticket scanner and board the ferry. The eFerry ticket program will also allow you to load a five-ride Lifeline Card, 10-ride Ferry Pass or 46-ride commuter books to Apple Wallet or Google Pay.

SUBSCRIBE TO OUR ELECTRONIC COMMUNICATIONS

Social Media

We use 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 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 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>.

Travel Alerts

If you wish to receive our Travel Alerts, such as trip delays or cancellations, via text message or email, visit www.steamshipauthority.com/email_lists. You will be prompted to enter your email address and security code. If you are already receiving alerts, 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 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

DISCOUNTED PASSENGER FARES

Military Personnel

Active military personnel must present their Active Duty cards, and may travel in civilian clothes. Reserve Unit members must present their Reserve Cards, and must travel in uniform. A maximum of two tickets may be purchased at a time. The discounted passenger fare for military personnel traveling between Martha’s Vineyard and Woods Hole is **\$4.50** one-way per person, and includes a Town Embarkation Fee.

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 Island Home*, *M/V Woods Hole*, *M/V Martha’s Vineyard* and *M/V Nantucket* are accessible by elevator.

Eligible individuals may apply for Steamship Authority Transportation Access Passes, which entitle the holders to discounted passenger fares upon presentation, with appropriate identification, to ticket sellers. The discounted passenger fares for individuals with Transportation Access Passes are as follows:

- One-Way Adult Fare (includes Town Embarkation Fee): **\$4.50**
- One-Way Child Fare (Ages 5 – 12, includes Town Embarkation Fee): **\$2.50**
- 10-Ride Ferry Pass: **\$45.00**
- 5-Ride Lifeline Card: **\$20.00**

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 Martha's Vineyard may apply for Senior Citizen Travel Cards, which entitle them to discounted passenger fares upon presentation. The discounted passenger fare for Senior Citizen Travel Card holders is **\$4.50** one-way per person, and includes a Town Embarkation Fee.

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

10 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, or email them at groups@steamshipauthority.com.

TICKET BOOKS/MULTI-RIDE CARDS

Do you travel frequently between Martha's Vineyard and the mainland? We offer a variety of discounted multi-ride cards and ticket books that can help you save time and money.

10-Ride Automobile Ticket Book - \$850.00

Travel must be completed within two years^f from date of issue. Up to two registrations with same ownership of vehicle are allowed. Electronic Automobile Ticket Books are available for purchase online, at any Ticket Office, or by calling (508) 693-9130 or (508) 477-8600.

The **46-Ride Commuter cards** are available for purchase at the Ticket Offices, and expire at the end of the calendar month in which they were purchased. The cost of these cards is \$148.00.

The **10-Ride Ferry Pass** cards are available for purchase at all terminals, and can be reloaded at any of the Authority's ticket offices or online. The Ferry Pass Cards, which are valid for travel on our traditional ferry service, offer the convenience of using one card for multiple passengers, and include the \$0.50 embarkation fee added to each trip, or \$5.00 for each card purchased or for a minimum reload. The tickets loaded on a Ferry Pass Card are valid for passage within two years^f from the end of the month in which they are purchased.

10-RIDE ADULT FERRY PASS	\$74.00
10-RIDE CHILD FERRY PASS	\$45.00
*10-RIDE SENIOR FERRY PASS	\$45.00
*10-RIDE ACCESS FERRY PASS	\$45.00
*10-RIDE STUDENT FERRY PASS	\$45.00

**Eligibility restrictions apply.*

Lifeline Cards are available for purchase at the Woods Hole, Vineyard Haven and Oak Bluffs (open May-October) Ticket Offices. Lifeline Cards can be loaded with multiples of five one-way tickets for passenger



travel on board our traditional ferries to Martha's Vineyard. These cards are exempt from town embarkation fees, can be used by one person per trip, and are valid for passage within two years[†] from the end of the month in which the Lifeline Cards are purchased.

* 5-RIDE ACCESS LIFELINE CARD	\$20.00
* 5-RIDE STUDENT LIFELINE CARD	\$20.00
5-RIDE ADULT LIFELINE CARD	\$34.50
5-RIDE CHILD LIFELINE CARD	\$20.00
* 5-RIDE SENIOR LIFELINE CARD	\$20.00

**Eligibility restrictions apply.*

Visit www.steamshipauthority.com/lifelinecard for more information.

Helpful Tip: We encourage you to take note of your card code and card number, which is located on the back of your card, in the event that you lose your Ferry Pass or Lifeline 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.

Reload your Ferry Pass and Lifeline Cards online at <https://tickets.steamshipauthority.com/lifelinecard>.

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 a vehicle registration with an island address. Eligible island residents may then travel on excursion fares with their passenger vehicles on round trips originating from Martha's Vineyard and returning within 1 – 31 days. The excursion fares include the fares for the vehicles and up to two adults and two children. The following are round-trip auto excursion fares:

Under 17' in length

Jan 1 - May 14	\$ 68.00
May 15 - Sep 14	\$ 99.00
Sep 15 - Dec 31	\$ 68.00

17' but less than 20'

Jan 1 - May 14	\$ 88.00
May 15 - Sep 14	\$119.00
Sep 15 - Dec 31	\$ 88.00

20' but less than 22'

Jan 1 - May 14	\$ 98.00
May 15 - Sep 14	\$129.00
Sep 15 - Dec 31	\$ 98.00

Extended Load beyond front or rear bumper:

Jan 1 - Dec 31	\$12.50 each way
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Motorcycle Excursion Fares

An excursion fare is available for a motorcycle and up to two passengers. Customers who are eligible for the excursion fare are able to purchase **Inter-island Motorcycle Excursions**, which allow them to take their



motorcycles to Nantucket, and pay the excursion rates instead of the standard rates. For current rates, please refer to our website and navigate to Residents/Ways to Save.
www.steamshipauthority.com/residents/ways_to_save

Extended Auto Excursion Fare Programs – College Students and Active Military

This program is for those 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 they are full-time students for that current semester. Applications are available online at www.steamshipauthority.com/about/forms.

Military personnel are required to provide active service cards.

MEDICAL TRAVEL

TRAVELING TO THE MAINLAND FOR MEDICAL TREATMENTS AND/OR APPOINTMENTS

If you are an island resident or a caregiver for an island resident who needs to travel to the mainland with your vehicle on a repeated basis for special medical treatments or appointments, you might be eligible to travel on a discounted automobile excursion fare. 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 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 five scheduled medical treatments or appointments over a three-month period for the same medical condition. Any follow-up appointments within a 12-month period also qualify.
- Eligible residents must have supporting documentation from a doctor or medical office, 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 conditions.

Vehicle reservations at this reduced rate can be requested and arranged through the reservation manager or a supervisor at the Mashpee Reservation Office, open daily from 7:30 AM to 4:00 PM. Please call (508) 477-8600 or email supervisors@steamshipauthority.com.

Reserving Preferred Space for Medical Treatments, a Disability or to attend a Family Member's Funeral

If you (and your caregiver) need to travel with your vehicle for medical appointments or treatments or to attend a funeral service upon the death of a member of your immediate family, you may reserve preferred space in advance, provided you have a preferred profile account with the Steamship. Please contact the Mashpee Reservation Office during regular office hours and ask to speak to a supervisor on duty. You may be required to submit written verification of your eligibility and need for the advance reservation, which will be determined by the supervisor.

PREFERENTIAL BOARDING FOR EMERGENCY SITUATIONS

We make 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.

If you need to arrange for emergency preferential boarding, contact a Mashpee Reservations Supervisor at (508) 477-8600 during regular business hours. When a supervisor is not available, a terminal agent makes the determination. You will need to provide written verification from your physician or health care provider of your urgent need to travel on our ferry without delay, by submitting a Certificate of Medical Need, which can be downloaded from our website at <https://www.steamshipauthority.com/about/forms>, or you may request the form at any of our terminals. Completed forms can be sent to the Mashpee Reservation supervisors by fax at (508) 477-8717, or submitted 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 two hours before the scheduled departure, on our website, 24 hours a day, seven days a week. You can also book reservations by calling our Reservation line, or make them in person at any terminal. Online reservations must be paid for at the time of booking. For telephone or in-person reservations, payment must be made within five days of booking. If made less than five days before your travel date, payment is due the day before you travel. We accept cash, checks, Steamship Authority gift cards, American Express, MasterCard, Visa and Discover credit cards for advance reservations. Service fees are assessed for returned checks. You may also pay for a reservation using a Steamship Authority auto ticket book.

Headstart Program

Each January, we open our Headstart program, which allows **year-round and seasonal** Martha's Vineyard residents to make up to five reservations prior to the opening of reservations to the general public. Headstart is available to all participants of the Islander Preferred and Islander Preferred-Excursion programs. This program 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 Program

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. Martha's Vineyard preferred spaces can be reserved starting at 7:30 AM. Reservations can be made online at SteamshipAuthority.com, by calling our reservation line or in person at the Vineyard Haven terminal.

Island residents may reserve Preferred Spaces as follows:

7-Day Preferred Space Reservations: These spaces go on sale seven days before your travel date and remain on sale until the day prior to sailing. However, after 3 days, these spaces are also made available to our wait list customers and the general public.

1-Day Preferred Space Reservations: These spaces go on sale the day prior to travel. At noon, any remaining spaces also become available to the general public.

Please note that all Preferred Space reservations are non-refundable and non-transferable.



Eligibility Requirements

In order to be eligible for the Headstart and Preferred Space programs, an individual must be profiled for the Excursion or Preferred Programs. The Excursion and Preferred Profile applications are available online at 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. 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.[†] 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.

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.

Martha's Vineyard Reservation Only Dates

We provide extended phone service for Martha's Vineyard Only dates from 7:00 AM to 9:00 PM, every Friday, Saturday, Sunday and Monday from June 19 through September 7 and May 21 through May 26, June 30, July 1, July 2, August 25, September 8, October 9 and October 12, 2020.

Vehicle Standby

If you desire to travel with your vehicle on a standby basis, you will generally board after vehicles with reservations, as space becomes available, and in the order that you arrive and check in at the terminal. Standby travel is not available on Reservation Only Days.

Blue Line

The Blue Line program allows up to a minimum of 15 cars per day to be placed in a standby line on Reservation Only Days at the Woods Hole and Vineyard Haven terminals. This program is available to customers with profiles that meet the eligibility requirements for the auto excursion fares or the preferred spaces. Based on travel conditions, this number may increase at the discretion of the agent on duty. The availability of the Blue Line may be suspended or halted at any time during the day, at the discretion of the agent on duty due to trip cancellations or other unforeseen circumstances.

Wait List

If you are unable to make a reservation for the date or time desired, you 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:

- 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 your reservation is changed to one of your wait list requests more than one week in advance of the scheduled sailing, we will text or email (or mail, if preferred) you a notice of the change. If the change occurs one week or less before the scheduled sailing, we will text, email or telephone you to notify you of the change, depending on your choices set in your 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 your reservation(s), we can only honor the reservation as changed and cannot honor your original reservation. You should view your vehicle reservations 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.

PARKING PERMITS

Falmouth Parking Permits

We offer year-round parking permits for our Palmer Avenue Parking Lot. These permits are valid for one vehicle, and enable you to access the parking lot during normal operating hours. We also offer free shuttle service between all of our off-site parking lots and the Woods Hole Terminal. Visit www.steamshipauthority.com/reservations/parking for more details.

Year-round Palmer Avenue Parking Lot Permit: \$700.00, valid January 1 – December 31
Year-round Woods Hole On-site Parking Permit \$1,150.00, valid January 1 – December 31

Permit holders are eligible to purchase two round-trip reservations for vehicles less than 20 feet in overall length for travel on the last scheduled trip in each direction on Tuesdays, Wednesdays, Thursdays and Saturdays (except for certain blackout dates) during the periods from January 1 through May 14 and September 15 through December 31. 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.

If you have any questions regarding the Authority's parking lots or policies relating to "off-site" parking permits, please contact the Parking Lot Manager at (508) 548-5011, Ext. 291, or by email at parkingpermits@steamshipauthority.com.

ISLAND RESIDENTS – PICK UP GUESTS AT PARK & RIDE LOT

If you plan to travel to the Vineyard Haven terminal to pick up your incoming guests, we have a friendly suggestion that will help you save time and ease some of the traffic congestion during peak travel times. Incoming guests can take the Park & Ride Route #10 bus up to the Park & Ride parking lot, where island residents can easily park and wait for their guests to arrive for pickup. Parking fees may apply, so please call the Town of Tisbury at (508) 696-4200 for more details.

GIFT CARDS

Gift cards are available for purchase on our website, www.steamshipauthority.com/reservations/giftcards, by calling the reservation line or in person at any terminal, and are 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.