



## 2018 Travel Tips for Martha's Vineyard Residents

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-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 Martha's Vineyard residents. For further assistance, please refer to our customer handbook available online in our [Policies, Forms and Information](#) page or call (508) 693-9130 toll-free from Martha's Vineyard.

### 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 [SteamshipAuthority.com](http://SteamshipAuthority.com)

**Group Sales:** (508) 548-5011 Ext. 244 or 344 or email [Groups@steamshipauthority.com](mailto:Groups@steamshipauthority.com)

#### 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](http://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](http://www.Avis.com) 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](http://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](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.

### WAYS TO SAVE

#### 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 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 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:

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 Ticket Book: **\$40.00**

The Steamship Authority's Transportation Access Pass application form can be downloaded from our website at [www.steamshipauthority.com/about/forms](http://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 a Senior Citizen Travel Card which entitles them to discounted passenger fare upon its 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](mailto: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 or email them at [groups@steamshipauthority.com](mailto:groups@steamshipauthority.com).

### **Discount Ticket Books and Lifeline Cards**

For our frequent travelers, we are pleased to offer multi-ride cards and 10-Ride Automobile Ticket Books that can save you time and money.

### **Lifeline Cards / 46-Ride Commuter Cards**

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 Martha's Vineyard 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.*

5-Ride Passenger – Adult	\$34.50
5-Ride Passenger – Child (5-12 years)	\$20.00
*5-Ride Passenger Senior	\$20.00
*5-Ride Passenger Student	\$20.00
*5 ride Individuals with Disabilities	\$20.00
*46-Ride Commuter	\$148.00

*\*Eligibility restrictions apply. Please visit our website at [SteamshipAuthority.com/lifelinecards](http://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. The 46-Ride Commuter Cards expire at the end of the calendar month in which it was purchased. 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 Lifeline Card is last reloaded.

**Automobile Ticket Books**

10-Ride Auto ..... \$610.00  
 (Travel must be completed within one year 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.

**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 Martha’s Vineyard 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. The following are round-trip auto excursion fares:

**Under 17’ in length**

Jan 1 - May 14, 2018..... \$ 63.00  
 May 15 - Sep 14, 2018..... \$ 94.00  
 Sep 15 – Dec 31, 2018 ..... \$ 63.00

**17’ but less than 20’**

Jan 1 - May 14, 2018 ..... \$ 83.00  
 May 15 - Sep 14, 2018 ..... \$114.00  
 Sep 15 - Dec 31, 2018 ..... \$ 83.00

**20’ but less than 22’**

Jan 1 - May 14, 2018 ..... \$ 93.00  
 May 15 - Sep 14, 2018 ..... \$124.00  
 Sep 15 - Dec 31, 2018 ..... \$ 93.00

**Extended Load beyond front or rear bumper:**

Jan 1 - Dec 31, 2018..... \$12.50 each 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 Nantucket, 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. [steamshipauthority.com/residents/ways\\_to\\_save](http://steamshipauthority.com/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. Application is available online at [SteamshipAuthority.com](http://SteamshipAuthority.com).

**Military personnel** are required to provide an active service card.

## MEDICAL TRAVEL

### TRAVELING TO THE MAINLAND FOR MEDICAL TREATMENTS AND/OR APPOINTMENTS

If you are 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 Steamships 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.
- 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.

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 7:30 AM to 4:00 PM. Please call 508-477-8600 or email [supervisors@steamshipauthority.com](mailto:supervisors@steamshipauthority.com).

### Reserving Preferred Space for Medical Treatments, 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 Steamship. Customers should contact the Mashpee Reservation Office during regular office hours and ask to speak to a Supervisor on duty. Customers 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. When a supervisor is not available a terminal agent makes 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" page from the drop down menu 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 by email to [supervisors@steamshipauthority.com](mailto: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 Program

Each January we open our Headstart program, which allows **year-round and seasonal** Martha's Vineyard residents to make up to five (5) 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 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.

Customers may reserve Preferred Spaces as follows:

**7-Day Preferred Space Reservations:** These spaces go on sale 7 days before your travel date and remain on sale until the day prior to sailing. However, after three 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. Navigate to the "About" section and chose "Policies, Forms & 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. 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'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.

## 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 Reservation Only dates from 7:00 am to 9:00 pm, every Friday, Saturday, Sunday and Monday from June 22 through September 3, and May 24 through May 29, June 28, July 3, September 4, October 5 and October 8, 2018. On these Martha's Vineyard Reservation Only dates please call: (508) 477-SHIP (7447).

## Vehicle Standby

Customers desiring to travel with their vehicle on a standby basis are generally boarded after vehicles with reservations, as space becomes available and in the order that such standby vehicles 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 fifteen (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 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 wait list:

- 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 or 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. Customers should 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.

## 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. Parking permit applications are available on our website under the "Policies, Forms and Information" page: <https://www.steamshipauthority.com/about/forms>

Year-round Palmer Avenue Parking Lot Permit: \$650, valid January 1 – December 31, 2018



*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 black-out dates) during the periods from January 1st through May 14th and September 15th through December 31st. 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 Parking Lot Manager Michael Young at 508.548.5011 Ext. 291, or by email at [parkingpermits@steamshipauthority.com](mailto: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 and Ride parking lot where island residents can easily park and wait for their guests to arrive for pick-up. 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 [SteamshipAuthority.com/reservations/giftcards](http://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.