



2020 GENERAL PUBLIC VEHICLE RESERVATIONS PROGRAM

Dear Valued Customers:

We are pleased to provide you with this important vehicle reservation information. Please provide the Steamship Authority your e-mail address, if you have not already done so. This will allow us to contact you quickly by e-mail instead of through the U.S. Postal Service with communications and notices regarding your reservations, as well as changes in Steamship Authority policies and other important information that might affect your travel plans. You can provide us with your e-mail address by signing in to your Profile account at www.steamshipauthority.com and add your e-mail address to your contact information in the "Dashboard," or call the Reservation Office at (508) 477-8600 between 7:30 a.m. – 4:00 p.m. daily (closed Thanksgiving, Christmas Day and New Year's Day). The following outlines our vehicle reservation information and policies.

WINTER/SPRING RESERVATIONS: We are currently booking reservations through May 14, 2020. Reservations can be made on our website at www.steamshipauthority.com by telephone at (508) 477-8600, toll free from Martha's Vineyard (508) 693-9130, toll free from Nantucket (508) 228-3274 or in person at any terminal for this time period.

2020 GENERAL PUBLIC RESERVATIONS OPENINGS: Last year we made improvements to our general public opening reservation process, which proved to be successful, therefore, we will continue with the same procedure. In 2020, there will be two general openings, one for Martha's Vineyard and one for Nantucket. Our IT Department will have extra support onsite and, during the internet-only general openings, reservation office hours will be extended to provide support for our customers who may have issues accessing their profile, remembering their account password, etc... Office hours during this time will be 5:00 a.m. – 6:00 p.m.

To expedite the reservation process, please have your profile account number and PIN available.

2020 Nantucket General Internet Opening: January 14 to January 20, 2020: Beginning at 5:00 a.m. on January 14, 2020, Reservations for travel to and from **Nantucket only** from May 15, 2020 through October 20, 2020 may be made online. During the first two days of the General Internet Opening, January 14 & 15, 2020, reservation office hours will be extended to provide support to our internet customers. Office hours during these two days will be 5:00 a.m. to 6:00 p.m.

Reservation requests will also be accepted through the U.S. mail. Up to five transactions (one-way or round-trip) will be accepted per mailing. All reservations will be processed beginning on January 14, 2020.

2020 Martha's Vineyard General Internet Opening: January 21 to January 27, 2020: Beginning at 5:00 a.m. on January 21, 2020, reservations for travel to and from **Martha's Vineyard only** from May 15, 2020 through October 20, 2020 may be made online. During the first two days of the General Internet Opening for the Martha's Vineyard route, January 21 & 22, 2020, reservation office hours will be extended to provide support to our internet customers. Office hours during these two days will be 5:00 a.m. to 6:00 p.m. Reservation requests will also be accepted through the U.S. mail. Up to five transactions (one-way or round-trip) will be accepted per mailing. All reservations will be processed beginning on January 21, 2020.

TELEPHONE OPENING: Beginning on Tuesday, January 28, 2020, reservations for travel from May 15, 2020 through October 20, 2020 may be made by phone, online or in person. Up to five transactions (one-way or round-trip) will be accepted per telephone call.

2020 MARTHA'S VINEYARD RESERVATION-ONLY PERIODS: Vehicle reservations are required May 21 through May 26, every Friday, Saturday, Sunday and Monday from June 19 through September 7, June 30, July 1, July 2, August 25, September 8, October 9 and October 12. Please note: When making a vehicle reservation, you must provide the year, make, model, and license plate number of the vehicle you will be transporting. All vehicle reservations, which should be in the name of the person traveling, are nontransferable.



DAY OF SAILING LINES: We provide extended phone service for Martha's Vineyard Only dates and Hyannis/Nantucket passenger high-speed ferry reservations from 7:00 a.m. to 9:00 p.m. For Woods Hole/Martha's Vineyard reservations, please call (508) 477-SHIP (7447) and for Hyannis/Nantucket high-speed passenger reservations, please call (508) 495-FAST (3278).

VEHICLE RESERVATION PAYMENTS: Space will be reserved for vehicles upon prepayment of charges. Cash, check, Steamship Authority Gift cards, American Express, Visa, MasterCard, or Discover cards are accepted for advance reservations.

WAIT LISTING: Wait lists 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, e-mail or mail the customer a notice of the change. If the change occurs one week or less before the scheduled sailing, we will text, telephone or email the customer to notify them of the change. Changes can also be viewed on our website at www.steamshipauthority.com 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 can 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.

CHANGING RESERVATION: Reservations may be changed up to one hour before the scheduled departure. One date change may be made to a vehicle reservation at no charge. However, if the change is not made at least 14 days in advance of the scheduled departure, the changed reservation will not be eligible for a refund if subsequently cancelled. One date change will be accepted at no charge; all other date changes may be made only upon payment of an additional \$10.00 charge. In the event a reservation is neither changed with at least one hour advance notice nor used as reserved, no refund shall be issued to the customer, although the reservation may be used for stand-by travel solely on the date for which the trip was scheduled and possibly, at the Authority's discretion, the following day.

CANCELLATIONS: Any reservation made and cancelled on the same day is fully refundable without any processing fee. Otherwise, if the cancellation notice is received at least 14 days in advance of the scheduled departure, the customer will be issued a full refund less a \$10.00 processing fee, unless the reservation was preciously changed with less than 14 days' notice prior to the scheduled departure. Customers should be aware that prepaid passenger fares are eligible for a refund for up to one year from date of issue even if the associated vehicle reservation is not.

Reservation Office Information

509 Falmouth Road, Suite 1C, Mashpee, MA 02649

Mashpee Office: (508) 477-8600, Open daily 7:30 a.m. – 4:00 p.m. (Closed Thanksgiving, Christmas Day, and New Years' day)

Martha's Vineyard Reservations: (508) 693-9130

Nantucket Reservations: (508) 228-9130



2020 VEHICLE RESERVATION APPLICATION FORM

ONE RESERVATION PER FORM. FAXES WILL NOT BE ACCEPTED.

Profile number: _____ Profile name: _____

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone: (_____) _____ Island phone: (_____) _____

Evening phone: (_____) _____ Cell phone: (_____) _____

Email address: _____

Include the following number of passengers on vehicle ticket (optional): Adults: _____ Children (ages 5-12): _____

Vehicle Information - License plate numbers must be provided. License plate must match vehicle traveling.

Year: _____ Make: _____ Model: _____

License Plate: _____ State: _____

IS THIS VEHICLE OVER 6 FEET IN TOTAL HEIGHT? NO YES Total Height: _____ FEET

IS THIS VEHICLE TOWING A TRAILER NO YES Trailer Length: _____ FEET

Please list overall vehicle length if it exceeds 17 feet (bumper to bumper) Overall Length: _____ FEET

DATE	FROM					TO					TIME			
DEPARTURE _____ - _____ - _____	WH	VH	OB	NT	HY	WH	VH	OB	NT	HY	____:	____	AM	PM
DEPARTURE _____ - _____ - _____	WH	VH	OB	NT	HY	WH	VH	OB	NT	HY	____:	____	AM	PM

If desired times are not available, we will give you the closest available reservation. Please provide us with a range of time for your travel

DEPARTURE _____ - _____ - _____ WH VH OB NT HY WH VH OB NT HY ____:____ AM PM

DEPARTURE _____ - _____ - _____ WH VH OB NT HY WH VH OB NT HY ____:____ AM PM

____ 48hrs. ____ 24hrs. ____ Noon day prior to travel ____ User Specified: _____

DEPARTURE _____ - _____ - _____ WH VH OB NT HY WH VH OB NT HY ____:____ AM PM

____ 48hrs. ____ 24hrs. ____ Noon day prior to travel ____ User Specified: _____

Purchase implies acceptance of all terms and conditions of tariff with regard to cancellation, change and refund policies.

CHECK ENCLOSED: _____ MASTERCARD: _____ VISA: _____ DISCOVER: _____ AMERICAN EXPRESS: _____ SSA GIFT CARD: _____

Credit Card & Cardholder Information - For all credit card orders, please provide the following information:

Credit Card #: _____ Expiration Date: ____/____ *CVV: _____

*MasterCard, Visa & Discover - Please provide last 3 (three) digits appearing on signature strip after credit card number

*American Express - Please provide 4 (four) digit code located above the embossed credit card number on front of card

Cardholder Name: _____

Cardholder Billing Address: _____

City: _____ State: _____ Zip Code: _____



2020 High-Speed Passenger - Reservation Application

Profile number: _____ Profile name: _____

Please provide the following information for the CUSTOMER TRAVELLING:

Name: _____

Address: _____

City: _____ State: _____ Zip Code: _____

Daytime phone: (_____) _____ Island phone: (_____) _____

Evening phone: (_____) _____ Cell phone: (_____) _____

Email address: _____

Include the following number of passengers travelling: Adults: _____ Children (ages 5-12): _____

DATE	FROM	TO	TIME
DEPARTURE _____ - _____ - _____	HY NT	NT HY	_____:_____ AM PM
DEPARTURE _____ - _____ - _____	NT HY	HY NT	_____:_____ AM PM

Purchase implies acceptance of all terms and conditions of tariff with regard to cancellation, change and refund policies.

MASTERCARD: _____ VISA: _____ DISCOVER: _____ AMERICAN EXPRESS: _____ SSA GIFT CARD: _____

Credit Card & Cardholder Information - For all credit card orders, please provide the following information:

Credit Card #: _____ **Expiration Date:** ____/____ ***CVV:** _____

***MasterCard, Visa & Discover** - Please provide last 3 (three) digits appearing on signature strip after credit card number

***American Express** - Please provide 4 (four) digit code located above the embossed credit card number on front of card

Cardholder Name: _____

Cardholder Billing Address: _____

City: _____ State: _____ Zip Code: _____

2020 Woods Hole - Martha's Vineyard Schedule

One-Way Martha's Vineyard Passenger Rates

Adults.....*\$8.50
 Children (5-12 years)*\$4.50
 Children (4 and under).....Free
 Bicycle.....\$4.00

* Includes a \$0.50 town-mandated embarkation fee

One-Way Auto Fares Under 17' 17' but less than 20'

OFF SEASON

Jan 1 – Mar 31 & \$55.00 \$65.00
 Nov 1 to Dec 31 \$55.00 \$65.00

SHOULDER SEASON

Apr. 1 – May 14 & \$85.00 \$95.00
 Sep 15 to Oct 31 \$85.00 \$95.00

PEAK SEASON

May 15 - Sep. 14 Mon-Thu \$90.00 \$100.00
 May 15 - Sep. 14 Fri-Sun \$100.00 \$110.00

Extended load beyond front or rear bumper

Applies only to vehicles whose overall length (including extension) exceeds 17'.

One-way.....\$12.50

May 15 - June 16, 2020

Depart Woods Hole	Arrive Vineyard Haven	Arrive Oak Bluffs	VESSEL	Depart Vineyard Haven	Depart Oak Bluffs	Arrive Woods Hole
			NAN/MAR	6:00 AM		6:45 AM
6:00 AM	6:45 AM		IHM/NAN	7:00 AM		7:45 AM
7:00 AM	7:45 AM		MAR/NAN	8:15 AM		9:00 AM
8:15 AM	9:00 AM		IHM/NAN	9:30 AM		10:15 AM
9:30 AM		10:15 AM	MAR/NAN		10:45 AM	11:30 AM
10:45 AM	11:30 AM		IHM/NAN	12:00 PM		12:45 PM
12:00 PM		12:45 PM	MAR/NAN		1:15 PM	2:00 PM
1:15 PM	2:00 PM		IHM/NAN	2:30 PM		3:15 PM
2:30 PM		3:15 PM	MAR/NAN		3:45 PM	4:30 PM
3:45 PM	4:30 PM		IHM/NAN	5:00 PM		5:45 PM
5:00 PM		5:45 PM	MAR/NAN		6:15 PM	7:00 PM
6:15 PM	7:00 PM		IHM/NAN	7:15 PM		8:00 PM
7:30 PM	8:15 PM		MAR/NAN	8:30 PM		9:15 PM
8:30 PM	9:15 PM		IHM/NAN	9:30 PM		10:15 PM
9:45 PM	10:30 PM		MAR/NAN			

September 9 - October 20, 2020

Depart Woods Hole	Arrive Vineyard Haven	Arrive Oak Bluffs	VESSEL	Depart Vineyard Haven	Depart Oak Bluffs	Arrive Woods Hole
			NAN/MAR	6:00 AM		6:45 AM
6:00 AM	6:45 AM		IHM	7:00 AM		7:45 AM
7:00 AM	7:45 AM		NAN/MAR	8:15 AM		9:00 AM
8:15 AM	9:00 AM		IHM	9:30 AM		10:15 AM
9:30 AM		10:15 AM	NAN/MAR		10:45 AM	11:30 AM
10:45 AM	11:30 AM		IHM	12:00 PM		12:45 PM
12:00 PM		12:45 PM	NAN/MAR		1:15 PM	2:00 PM
1:15 PM	2:00 PM		IHM	2:30 PM		3:15 PM
2:30 PM		3:15 PM	NAN/MAR		3:45 PM	4:30 PM
3:45 PM	4:30 PM		IHM	5:00 PM		5:45 PM
5:00 PM		5:45 PM	NAN/MAR		6:15 PM	7:00 PM
6:15 PM	7:00 PM		IHM	7:15 PM		8:00 PM
7:30 PM	8:15 PM		NAN/MAR	8:30 PM		9:15 PM
8:30 PM	9:15 PM		IHM	9:30 PM		10:15 PM
9:45 PM	10:30 PM		NAN/MAR			

June 17 - September 8, 2020

Depart Woods Hole	Arrive Vineyard Haven	Arrive Oak Bluffs	VESSEL	Depart Vineyard Haven	Depart Oak Bluffs	Arrive Woods Hole
			NAN	5:30 AM		6:15 AM
			MAR	6:00 AM		6:45 AM
6:00 AM	6:45 AM		IHM	7:00 AM		7:45 AM
6:30 AM		7:15 AM	NAN		7:30 AM	8:15 AM
7:00 AM	7:45 AM		MAR	8:15 AM		9:00 AM
8:15 AM	9:00 AM		IHM	9:30 AM		10:15 AM
8:35 AM		9:20 AM	NAN		9:50 AM	10:35 AM
9:30 AM		10:15 AM	MAR		10:45 AM	11:30 AM
10:45 AM	11:30 AM		IHM	12:00 PM		12:45 PM
11:05 AM		11:50 AM	NAN		12:20 PM	1:05 PM
12:00 PM		12:45 PM	MAR		1:15 PM	2:00 PM
1:15 PM	2:00 PM		IHM	2:30 PM		3:15 PM
1:35 PM		2:20 PM	NAN		2:50 PM	3:35 PM
2:30 PM		3:15 PM	MAR		3:45 PM	4:30 PM
3:45 PM	4:30 PM		IHM	5:00 PM		5:45 PM
4:05 PM		4:50 PM	NAN		5:20 PM	6:05 PM
5:00 PM		5:45 PM	MAR		6:15 PM	7:00 PM
6:15 PM	7:00 PM		IHM	7:15 PM		8:00 PM
6:30 PM	<i>Fri-Sun</i>	7:15 PM	NAN	<i>Fri-Sun</i>	7:30 PM	8:15 PM
6:30 PM	7:15 PM	<i>Mon-Thu</i>	NAN			
7:30 PM		8:15 PM	MAR		8:30 PM	9:15 PM
8:30 PM	9:15 PM		IHM	9:30 PM		10:15 PM
8:45 PM	9:30 PM		NAN			
9:45 PM	10:30 PM		MAR			

For faster reservations please have the following information available:

- Your profile number**
- License plate number of the vehicle traveling.**
- Year, make and model of the vehicle traveling.**
- Credit card information for payment.**
- When changing your reservation, please have your reservation number or your profile number on hand before you call.**



M/V Island Home (IHM), M/V Martha's Vineyard (MAR) and M/V Nantucket (NAN) have elevators on board. Vessel boarding accessible by dockside ramps.

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.

2020 Hyannis - Nantucket Schedule

One-Way Nantucket Passenger Rates

Adults.....	*\$18.50
Children (5-12 years)	*\$9.50
Children (4 and under).....	Free
Bicycle.....	\$7.00

* Includes a \$0.50 town-mandated embarkation fee

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.

One-Way Auto Fares

Under 17' 17' but less than 20'

OFF SEASON

Jan 1 – Mar 31 &	\$155.00	\$175.00
Nov 1 to Dec 31	\$155.00	\$175.00

SHOULDER SEASON

Apr. 1 – May 14 &	\$230.00	\$255.00
Sep 15 to Oct 31	\$230.00	\$255.00

PEAK SEASON

May 15 - Sep. 14 Mon-Thu	\$230.00	\$255.00
May 15 - Sep. 14 Fri-Sun	\$250.00	\$275.00

Extended load beyond front or rear bumper

Applies only to vehicles whose overall length (including extension) exceeds 17'.

One-Way.....	\$37.50
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May 15 - 20 & May 27 - June 16, 2020

Depart Hyannis	Arrive Nantucket	VESSEL	Depart Nantucket	Arrive Hyannis
		EAG	6:30 AM	8:45 AM
9:15 AM	11:30 AM	EAG	12:00 PM	2:15 PM
2:45 PM	5:00PM	EAG	5:30 PM	7:45 PM
8:00 PM	10:15 PM	EAG		

June 17 to October 20, 2020

Depart Hyannis	Arrive Nantucket	VESSEL	Depart Nantucket	Arrive Hyannis
		EAG	6:30 AM	8:45 AM
6:30 AM	8:45 AM	WH	9:15 AM	11:30 AM
9:15 AM	11:30 AM	EAG	12:00 PM	2:15 PM
12:00 PM	2:15 PM	WH	2:45 PM	5:00 PM
2:45 PM	5:00 PM	EAG	5:30 PM	7:45 PM
5:30 PM	7:45 PM	WH	8:00 PM	10:15 PM
8:00 PM	10:15 PM	EAG		

May 21 - 26, 2020

Depart Hyannis	Arrive Nantucket	VESSEL	Depart Nantucket	Arrive Hyannis
		EAG	6:30 AM	8:45 AM
6:30 AM	8:45 AM	NAN	9:15 AM	11:30 AM
9:15 AM	11:30 AM	EAG	12:00 PM	2:15 PM
12:00 PM	2:15 PM	NAN	2:45 PM	5:00 PM
2:45 PM	5:00 PM	EAG	5:30 PM	7:45 PM
5:30 PM	7:45 PM	NAN	8:00 PM	10:15 PM
8:00 PM	10:15 PM	EAG		

For faster reservations please have the following information available:

- Your profile number
- License plate number of the vehicle traveling.
- Year, make and model of the vehicle traveling.
- Credit card information for payment.

When changing your reservation, please have your reservation number or your profile number on hand before you call.



2020 Hyannis to Nantucket High-Speed Ferry Schedule

One Hour Ferry - The Steamship Authority operates a high-speed passenger-only ferry between Hyannis and Nantucket. Reservations are recommended during peak travel times. For schedules, information and to book online visit www.SteamshipAuthority.com or call (508) 495-3278 (FAST).

One-Way M/V Iyanough Passenger Rates

Adults.....	*\$36.50	Children (4 and under)....	Free
Children (5 - 12 years)....	*\$18.75	Bicycle.....	\$7.00

* Includes \$0.50 town-mandated embarkation fee.

Round-Trip M/V Iyanough Passenger Rates

Adults.....	**\$69.00	Children (5 - 12 years)....	**\$35.00
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*Includes a \$0.50 one-way town-mandated embarkation fee

** Includes a \$1.00 round-trip town mandated embarkation fee

April 24 to May 14, 2020

Depart Hyannis	Arrive Nantucket	Depart Nantucket	Arrive Hyannis
8:15 AM	9:15 AM	9:30 AM	10:30 AM
11:00 AM	12:00 PM	12:30 PM	1:30 PM
2:00 PM	3:00 PM	3:30 PM	4:30 PM
5:00 PM	6:00 PM	6:15 PM	7:15 PM

May 15 to October 20, 2020

Depart Hyannis	Arrive Nantucket	Depart Nantucket	Arrive Hyannis
8:15 AM	9:15 AM	9:30 AM	10:30 AM
11:00 AM	12:00 PM	12:30 PM	1:30 PM
2:00 PM	3:00 PM	3:30 PM	4:30 PM
5:00 PM	6:00 PM	6:15 PM	7:15 PM
7:30 PM	8:30 PM	8:45 PM	9:45 PM