

Washington State Ferries (WSF) Reservations Program Terms and Conditions

- 1.0** The Terms and Conditions set forth here apply only to travel on routes where WSF offers vehicle reservations for some or all customers. Currently Washington State Ferries reserves vehicle space on the Port Townsend/Coupeville route, the Anacortes/Sidney route, and the Friday Harbor/Sidney route. For other San Juan Islands routes, these terms and conditions apply only to Executive Account Program customers that make reservations.
- 1.1** While reservations are available, customers are not required to make reservations to travel. On the Friday Harbor/Sidney route reservations are required if the customer will be traveling on the interisland ferry from Orcas, Lopez, or Shaw in order to catch the Friday Harbor/Sidney sailing.
- 1.2** Washington State Ferries reserves the right to refuse account privileges to any person, persons or businesses which do not follow these terms and conditions.

2.0 Definitions

- 2.1 Customer Accounts:** Customers may make reservations on Washington State Ferries utilizing one of four different account types described below. Alternatively, customers without accounts may make a reservation as a guest.
- **Executive Accounts:** For businesses, organizations, or agencies that have an active Wave2Go Business Account with Washington State Ferries.
 - **Premier Accounts:** For customers who travel frequently on the Port Townsend/Coupeville route and have an active Wave2Go Vehicle ReValue multi-ride card for this route.
 - **Universal Accounts:** For any individual or business that makes reservations as needed and pays full fare for travel.
 - **Vanpools/Carpools:** For customers who are part of the WSF HOV Program with registered permits.
- 2.2 Designated Arrival Window:** Customers with reservations are required to check in at the ferry terminal during a specified timeframe prior to the sailing. This timeframe will vary by route. See route specific information later in this document.
- 2.3 Free Cancellation Deadline:** Washington State Ferries allows customers to cancel a reservation 24 hours or more in advance of the reserved sailing at no charge.
- 2.4 Free Change Deadline:** Customers may make unlimited changes to a reservation 24 hours or more in advance of the reserved sailing. Less than 24 hours but more than 2 hours in advance of the reserved sailing, customers may change a reservation once.

- 2.5 Operational Day:** The operational day begins at 3:00 am and ends at 2:59 am.
- 2.6 Reservation Deadline:** Customers may make reservations via the WSF website or by phone up to **two hours** in advance of the preferred sailing. No reservations may be made after the deadline.
- 2.7 Reserved Space:** This is space on the vehicle deck set aside for reservations by a customer for a specific day and sailing time. The space reserved accommodates the declared vehicle size. It does not carry any special loading or unloading privileges for the customer.
- 2.8 Service Interruption:** This is an event, such as weather or vessel mechanical issues that can cause cancellation of service for one or multiple sailings.

3.0 Modification of these regulations

- 3.1** WSF reserves the right to add, delete or modify portions of these Terms and Conditions in accordance with its regulations and applicable laws.

4.0 Properties of Vehicle Reservations

- 4.1** A vehicle reservation gives a ferry customer the right to travel at a specific date and time on a specific route with a vehicle of a specific size, as declared at the time of booking. This right may be withdrawn at WSF's sole discretion due to service interruptions; preferential loading privileges as set forth in WAC 468-300-700; or, customer behavior that is considered to be unsafe to himself, herself, WSF customers, or staff; in violation of applicable laws; or otherwise disrupting WSF operations.
- 4.2** A vehicle reservation is not a ticket. If a reservation deposit was paid, the remaining balance is due in full at the time of travel. If a deposit was not made for the reservation, full fare payment is due at time of travel.
- 4.3** A vehicle reservation is not transferrable or resalable to third parties.

5.0 Travel without a reservation

- 5.1** Ferry customers traveling without a vehicle reservation and who are not eligible for preferential loading (WAC 468-300-700) will be served on a first-come, first-served basis as space is available.

6.0 Making a Reservation

- 6.1** Customers can make a reservation on line at www.wsdot.wa.gov/ferries or by phone with a customer service agent at 1-888-808-7977. Reservations can be made up to two hours in advance of a sailing.
- 6.2** Reservations cannot be made at a tollbooth.
- 6.3** Customers making a reservation as a guest or a Universal Account user are required to pay the applicable deposit at the time of making a reservation.

- 6.4 Premier Account and Registered Carpool customers will be required to store valid credit card information in their account and agree to be billed the applicable deposit amount if they do not sail at their reserved sailing time or later in the same operational day and have not previously canceled their reservation.
- 6.5 Executive Account customers agree to be billed the applicable deposit amount if they do not sail at their reserved sailing time or later in the same operational day and have not previously canceled their reservation.

7.0 Vehicle Reservation Deposits

- 7.1 Vehicle reservation deposits may be collected to secure a reservation. Deposit amounts are based on the senior/disabled vehicle and driver fare, the length of the vehicle traveling and the season of travel. Deposit amounts will be capped for oversized vehicles at 25% of the highest applicable fare for an 80 foot vehicle.
- 7.2 Motorcycles may make reservations to be guaranteed space on a sailing but will not pay a deposit to secure a reservation.
- 7.3 Reservation deposits paid in advance will be applied toward the actual fare due at the time of the reserved travel.
- 7.4 If a customer misses a reservation and travels within the same operational day, the customer will travel standby but the reservation deposit will be applied toward the actual fare due at the time of travel.
- 7.5 Reservation deposits may be charged to a Visa, MasterCard, American Express or Discover Card.

8.0 Vessel Space Available for Reservations

- 8.1 At its sole discretion, at any point in time, WSF may modify the amount and type of space available for reservations on any given sailing
- 8.2 WSF determines the amount of tall and standard height vehicle deck space available for vehicle reservations on each sailing.
- 8.3 For any given sailing, WSF may vary the amount of tall and standard height vehicle deck space available for vehicle reservations, depending on factors including but not limited to:
 - Time of day,
 - Day of week,
 - Season of year,
 - Direction of travel,
 - Route,
 - Vessel size,

- Level of demand, or
- Level of congestion.

8.4 For any given sailing, WSF may vary the distribution of tall and standard height vehicle deck space dedicated to reservations for Executive Account, Premier Account, Carpool or Vanpool customers, and dedicated to all other reservations, depending on factors including but not limited to:

- Time of day,
- Day of week,
- Season of year,
- Direction of travel,
- Route,
- Vessel size,
- Level of demand, or
- Level of congestion.

8.5 WSF may change the distribution of non-reservable space up until sailing departure.

8.6 WSF may release vehicle deck space available for vehicle reservations up to six months in advance of a sailing. WSF may choose to phase the release of space on a particular sailing over time.

8.7 Space may be made available for vehicle reservations for only certain reservation types (Executive Account, Premier Account, Carpool, Vanpool, or all other reservations)

8.8 Space may be made available for a tentative sailing schedule if the final sailing schedule is not available.

8.9 If departure times on the final sailing schedule are different than those on the tentative schedule, WSF will, to the extent possible, notify all affected reservation holders via email if address is on the reservation account.

8.10 If the reserved sailing is canceled, WSF will, to the extent possible, notify the customer by email if address is available and refund any deposit paid as soon as reasonably possible.

8.11 All sailing schedules will be finalized at least six weeks before the schedule would take effect, and customers with affected reservations will be notified by email as soon as possible after the schedule has been finalized.

8.12 Space allocations for specific reservation types (Executive Account, Premier Account, Carpool, Vanpool, or Universal Reservations) may be changed by WSF at any point in time up until sailing departure.

8.13 If a customer arrives in a larger vehicle than reserved, WSF reserves the right to void this reservation and allow customer to travel by standby. Their deposit will be applied toward their fare due.

9.0 Using a Reservation

9.1 If a customer has checked in at the departure terminal tollbooth within the designated arrival window for his/her reserved sailing with the reserved vehicle size, he/she is guaranteed a space on the sailing unless:

- WSF is operating under a Service Interruption that prohibits WSF from serving all reserved customers.
- The customer exhibits behavior that is, in the sole discretion of WSF, considered to be unsafe to himself, herself, WSF customers or staff; in violation of applicable laws; or otherwise is disrupting WSF operations.
- The Reserved Space is being used pursuant to the preferential loading privileges set forth in WAC 468-300-700.

9.2 If a customer has paid an advance deposit for his/her reservation, he/she cannot use a vehicle multi-ride ticket or other pre-purchased vehicle/driver or motorcycle/driver ticket to pay for travel.

9.3 If a customer arrives at the terminal prior to the Designated Arrival Window for that route, WSF may require the customer to leave the terminal area and return during the Designated Arrival Window for their reserved sailing.

9.4 If sailings are behind schedule, and new estimated departure times have been communicated to customers via email, website alerts, notices on highway advisory radios, or via terminal staff, the Designated Arrival Window will apply to the new estimated departure times.

9.5 Customers must check in at the departure terminal tollbooth by the end of the Designated Arrival Window for their reserved sailing. If customers do not meet this requirement, they may be considered a late arrival and the rules below in section 9.6 will apply.

9.6 If a customer checks in at the departure terminal tollbooth for their reserved sailing after the Designated Arrival Window has passed but on the same operational day as their reserved sailing:

- The customer must notify the ticket seller that they had a reservation for that operational day
- WSF may require that the customer travel stand-by, according to the rules Section 5.0 (Travel Without a Reservation).
- The reservation deposit, if paid in advance, will be credited toward the cost of travel on that operational day.

9.7 If late arrivals become excessive and impede WSF's ability to operate terminals efficiently, WSF may, in its sole discretion, restrict customers' ability to use reservation deposits to pay for travel on non-reserved sailings.

- 9.8** After the Designated Arrival Window for reservation holders has passed, WSF may, in its sole discretion, make reserved spaces available to drive-up customers, if the reservation-holder has not checked in at a tollbooth at the departure terminal.
- 9.9** If a customer arrives at the tollbooth with a larger vehicle than reserved, WSF reserves the right to void the reservation and allow the customer to travel standby.
- 9.10** If a customer does not check in at the departure terminal tollbooth on the same operational day as the scheduled departure, and did not change or cancel their reservation according to the rules in Section 10 (Changing a Reservation) or Section 11 (Canceling a Reservation), the following rules will apply:
- The reservation will become invalid.
 - The customer will forfeit any deposit paid toward their travel, and
 - Executive Account, Premier Account, and Carpool customers will be billed the applicable deposit amount for their reserved vehicle size and route.

10.0 Changing a Reservation

- 10.1** Changing a reservation involves customers needing to modify the route, date, time, or vehicle size selected in their original reservation.
- 10.2** A customer can change a reservation up until 24 hours in advance of their reserved sailing. A customer can make one change from 24-2 hours in advance of the reserved sailing. No changes can be made two hours or less before sailing time.
- 10.3** If the change results in a higher deposit amount owed, the customer will be required to pay the incremental amount in order to make the change if that amount is greater than five dollars.
- 10.4** If the change results in a lower deposit amount owed:
- The customer will be refunded the difference if it is greater than five dollars.
 - The difference will be credited to the customer's transaction at the tollbooth when he/she redeems the reservation if it is five dollars or less.
- 10.5** If a customer wants to change a reservation during the Restricted Change Window (two to 24 hours in advance of the reserved sailing), the following rules apply:
- The customer may change the reservation one time.
 - If the customer has already changed the reservation once during a Restricted Change Window, any subsequent changes would result in cancellation of that reservation, resulting in the customer forfeiting the deposit amount paid in advance or being billed the applicable deposit amount.
- 10.6** After the Restricted Change Window has passed, the following rules apply:
- Customers will not be able to change reservations.

- If a customer arrives late or misses his/her reservation, that customer travels standby, and the deposit amount paid (if any) is applied to the cost of the ticket.
- If the customer misses his/her reservation and does not travel during operational day, the deposit is forfeited.

11.0 Canceling a Reservation

11.1 Customers may cancel a reservation online or by phone.

11.2 Prior to the Free Cancellation Deadline:

- Customers will not be penalized for canceling a reservation.
- Customers will be refunded any deposit paid.

11.3 These rules do not apply to reservations that have already been changed once during a Restricted Change Window.

11.4 Once the Free Cancellation Deadline has passed:

- Customers will forfeit any deposit paid upon canceling.
- Executive Account, Premier Account, and Carpool customers will be billed the applicable deposit amount upon canceling.

11.5 If any customer does not cancel their reservation and does not use their reservation, the following rules will apply.

- Late arrival: Deposit amount will be applied to fare, but customers will travel as standby.
- No shows: If customer does not travel during operational day, the deposit is forfeited if paid in advance or billed to the customer's account.

12.0 Reservation System Operations During Service Interruptions

12.1 During a ferry service interruption, WSF may, in its sole discretion, temporarily adjust business and operational rules to address the issue until normal service is restored. This may include but is not limited to:

- Canceling existing reservations,
- Not allowing new reservations, or
- Changing existing reservations to other sailings.

12.2 Upon canceling or moving a reservation, WSF will, to the extent possible, notify the affected customers via email or phone.

12.3 Customers will not be charged for any changes or cancellations resulting from service interruptions.

12.4 If a customer's reserved sailing has been canceled or significantly delayed and the customer can no longer travel that operational day, any deposit paid will be refunded.

12.5 During Service Interruptions, WSF may, in its sole discretion, turn customers without reservations away from the terminal.

12.6 During Service Interruptions, WSF may not be able to guarantee travel for reservation holders.

13.0 Premier Accounts

13.1 Premier Accounts were designed to ensure that the vehicle reservation system works well for commuters and frequent users during peak and commute sailing times. The following rules apply to Premier Accounts:

- Premier Account status is route-specific, and Premier Account reservations are only available to customers on routes where they have met Premier Account eligibility requirements.

13.2 To establish Premier Account eligibility for a route, customers must:

- Provide WSF with a valid credit card; and
- Have an active vehicle multi-ride ReValue card for that route.

13.3 To activate a Premier Account Program status on a route, customers must contact WSF at 888-808-7977 or activate the account online.

13.4 Premier Account customers will receive the following benefits, specific to their route, in addition to regular reservation system benefits:

- Premier Account customers will have access to dedicated space on vessels available solely to Premier Account customers, Executive Account customers, registered vanpools, and registered carpools. When all dedicated spaces on a vessel have been reserved, including but not limited to preferential loading privileges set forth in WAC 468-300-700, Premier Account customers will have access to any remaining reservation spaces.
- Premier Account customers will not be required to pay a deposit for their reservations. They will be charged the applicable deposit amount under the change, cancelation and no-show scenarios described in those Sections above.
- Premier Account Program customers may pay for their travel using any method of payment currently accepted by WSF, including multi-ride tickets.

13.5 Premier Account status may be suspended if:

- The credit card on file is no longer valid or cannot be charged.
- The associated route specific vehicle multi-ride ReValue ticket is no longer active.

13.6 Premier Account status may be revoked if:

- The customer requests it.
- The credit card on file is no longer valid or cannot be charged.
- The associated vehicle multi-ride ReValue ticket is no longer active.

- The customer's no-show or late arrival activity is frequent enough to, in the sole discretion of WSF, impact system operations. Under this circumstance, WSF will notify the customer in writing.

13.7 When Premier Account status has been suspended or revoked, the following rules apply:

- WSF will notify the customer by email that his/her Premier Account status has been suspended or revoked.
- The customer will not be able to make new Premier Account reservations.
- Existing Premier Account reservations may, in the sole discretion of WSF, be canceled and deleted from the system
- The customer may continue to make reservations with a Universal Account or as a Guest User, following those reservation policies.

14.0 Executive Accounts

14.1 Executive Accounts were designed to ensure that the vehicle reservation system works well for WSF's business customers. The following rules apply to Executive Accounts.

14.2 To be eligible for an Executive Account, customers must have a Wave2Go Business Account with WSF:

- To establish a Wave2Go Business Account, customers must contact the accounting office at 206-515-3961 directly for an account application.
- Executive Account customers must maintain the Wave2Go Business Account, and the account balance must be kept current at all times.

14.3 To activate an Executive Account, customers must contact WSF at 1-888-808-7977 or activate the account online.

14.4 Executive Account Customers will receive the following benefits in addition to regular reservation system benefits:

- Executive Account customers will have access to dedicated space on vessels available solely to Premier Account customers, Executive Account customers, registered vanpools, and registered carpools. When all dedicated spaces on a vessel have been reserved, including but not limited to preferential loading privileges set forth in WAC 468-300-700, Executive Account customers will have access to any remaining reservation spaces.
- Executive Account customers will not be required to pay a deposit for their reservations. The applicable deposit amount will be charged to their WSF Wave2Go Business Account under the change, cancellation and no-show scenarios described in those Sections above.

14.4 Executive Account status may be suspended or revoked if the WSF Wave2Go Business account is not maintained and paid in full to current status.

14.5 Executive Account status may be revoked if:

- The customer requests it.
- Billing information expires or becomes invalid.
- The Wave2Go Business account is no longer in good standing
- The customer's no-show or late arrival activity, in the sole discretion of WSF, is frequent enough to impact system operations. Under this circumstance, WSF will notify the customer in writing.

14.6 When Executive Account status has been suspended or revoked, the following rules apply:

- WSF will notify the customer by email that his/her company's Executive Account status has been suspended or revoked.
- The customer will not be able to make new Executive Account reservations.
- Existing Executive Account reservations may be canceled and deleted from the system.
- The customer will be required to make new reservations as a Guest or create a new Universal Account, following all reservation policies applicable to guests or Universal Account customers

15.0 Vanpool Reservations Accounts

15.1 The Vanpool Reservations Account was designed to support licensed vanpools on those specific WSF routes for which the vanpool is registered. They are not available for personal, non-commute related travel. The following rules apply to Vanpool Reservations Accounts:

15.2 To establish eligibility for a Vanpool Reservations Account, customers must:

- Be part of a licensed Vanpool with a local transit agency or the Department of Licensing;
- Register for a WSF Vanpool Permit.

15.3 To activate a Vanpool Reservations Account, customers must contact the WSF HOV Program Representative at 206-515-3464.

15.4 Vanpool Reservations Account customers will receive the following benefits in addition to regular reservation system benefits:

- Vanpool Reservations Account customers will have access to space on the vessels dedicated solely to Premier Account customers, Executive Account customers, registered vanpools, and registered carpools.
- Vanpool Reservations Account customers will not be required to pay a deposit for their reservations.
- Vanpool Reservations Account customers will not be charged if they do not redeem a reservation.

15.5 Vanpool Reservation Account customers may pay for their travel using any method of payment currently accepted by WSF, including multi-ride tickets.

15.6 Vanpool Reservations Account status may be revoked by:

- Customer request.
- Determination that a customer's no-show or late arrival activity is, in the sole discretion of WSF, frequent enough to impact system operations. Under this circumstance, WSF will notify the customer in writing.

15.7 If a Vanpool Reservations Account status has been revoked, the following rules apply:

- WSF will notify the customer by email that his/her Vanpool Reservations Account eligibility status has been revoked.
- The customer will not be able to make new Vanpool Account reservations.
- Existing Vanpool Reservation Account reservations may be canceled and deleted from the system. The customer will be required to make new reservations as a Guest or create a new Universal Account, following all applicable reservation policies.

16.0 Carpool Reservations Accounts

16.1 Carpool Reservations Accounts were designed to support customers that are registered with WSF as carpools. Carpool reservations are only available for the route on which the carpool is registered. They are not available for personal, non-commute related travel. The following rules apply to the Carpool Reservations Account Program:

16.2 To establish eligibility for a Carpool Reservations Account, customers must:

- Be registered with WSF as a carpool; and
- Provide WSF with a valid credit card.

16.3 To activate a Carpool Reservations Account, customers must contact the WSF HOV Program Representative at 206-515-3463.

16.4 Carpool Reservations Account customers will receive the following benefits in addition to regular reservation system operations:

- Carpool Reservations Account customers will have access to space on the vessels dedicated solely to Premier Account customers, Executive Account customers, registered vanpools, and registered carpools.
- Carpool Reservation Account customers will not be required to pay a deposit for their reservations. They will be charged the deposit if they do not change or cancel a reservation and do not travel during the operating day.
- Carpool Reservation customers may pay for their travel using any method of payment currently accepted by WSF, including multi-ride tickets.

16.5 Carpool Reservations Account status may be suspended if:

- The credit card on file is no longer valid or cannot be charged; or
- The carpool permit has expired.

16.6 Carpool Reservations Account Program member status may be revoked if:

- The customer requests it.
- The credit card on file is no longer valid or cannot be charged.
- The carpool permit has expired.
- The customer's no-show or late arrival activity is, in the sole discretion of WSF, frequent enough to impact system operations. Under this circumstance, WSF will notify the customer in writing.
- The customer frequently makes Carpool reservations but does not have at least three people in the vehicle when the reservation is redeemed. Under this circumstance, WSF will notify the customer in writing.

16.7 When Carpool Reservations Account Program member status has been suspended or revoked, the following rules apply:

- WSF will notify the customer by email that his/her Carpool Reservations Account has been suspended or revoked.
- The customer will not be able to make new Carpool Account reservations.
- Existing Carpool Account reservations may be canceled and deleted from the system. The customer will be required to make new reservations as a Guest or create a new Universal Account, following all applicable reservation policies.

17.0 Universal Accounts

17.1 Universal accounts were designed for customers who do not travel frequently enough to utilize discounted fare cards but would like to utilize the reservations program throughout the year. The benefits to Universal Account customers include:

- The customer can keep name, vehicles, credit card, email address and other preferences in an account profile which allows him/her to make reservations quickly and efficiently.
- The customer will automatically receive emails concerning the status of the sailing and dates of planned travel.
- The customer can easily go into his/her account to make changes to reservations, cancel reservations or update personal information.

17.2 Universal Account customers will pay a deposit at the time of making a reservation. The remaining fare (if any) will be due at time of sailing.

Other Route-Specific Terms and Conditions

1.0 Sidney Routes

- 1.1 Passengers traveling to or from Sidney, British Columbia will be crossing international boundaries and will be subject to United States and/or Canadian Customs Service and Immigration Inspections.
- If you are a US citizen, you will be required to provide personal identification which must include at least one of the following: a passport, Nexus Cards or an Enhanced Drivers License for travelers 16 years of age and over. If you are not a US citizen, but are a permanent resident, you must have a valid Permanent Resident Card. Non-US residents and foreign citizens must show a valid passport and/or Visa. Baggage is also subject to inspection.
 - Passengers boarding Washington State Ferries originating in Sidney will also be subject to Customs inspection upon arrival in Friday Harbor or Anacortes.
 - Personal Protection Devices such as guns, knives and mace or pepper spray are not permitted in Canada. Care should be taken to ensure that any item that may be construed as a personal protection device is left behind before arriving at the terminal. WSF will not be responsible for holding items not allowed in Canada.
- 1.2 Due to Customs regulations, commercial vehicles are not allowed to travel on Sidney routes.
- 1.3 Customers with reservations should arrive 60 minutes or more in advance of their sailing to ensure that the customer has all the required documentation prior to travel.
- 1.4 Vehicle reservations are recommended when traveling from Friday Harbor to Sidney, B.C. Customers wishing to travel on the interisland route from Orcas, Shaw or Lopez Islands to Friday Harbor in order to catch the international sailing to Sidney, B.C. may travel free of charge on that day, only if they have a Friday Harbor/Sidney reservation. They must present the reservation and confirmation number to travel free of charge.

2.0 Port Townsend/Coupeville

- 2.1 The designated arrival window for Port Townsend/Coupeville is 15 to 45 minutes prior to the departure time. Customers with reservations must check-in at the ferry terminal 15 to 45 minutes prior to the departure time. Customers arriving late may forfeit their reservation.