

Washington State Ferries Vehicle Reservations Program Terms and Conditions

(Updated 2/1/16)

- 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/Friday Harbor/Sidney, BC route, and the San Juan Islands routes for travel that departs or arrives at Anacortes.
 - 1.1 While reservations are available, customers are not required to make reservations to travel. Customers are still able to travel using a limited number of stand-by spaces on a first-come, first-served basis as space is available.
 - 1.2 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.
 - 1.3 Washington State Ferries reserves the right to refuse account privileges to any person, persons or businesses that do not follow these Terms and Conditions.
- 2.0 **Intent of Use Statement**
 - 2.1 WSF has implemented the Save a Spot program in an effort to increase travel opportunities for all riders. The Save A Spot reservations program has been developed to provide the broadest possible access to space on WSF vessels to the largest number of customers. Customers include people with limited access to Internet services, who typically acquire reservations by telephone. All customers of WSF must enjoy equal access to available reservation space. As such, WSF's position is to ensure that reservations made are done so with the intent that the party making the reservation will be utilizing it themselves, or for additional members of their party. Reservations made in an effort to "block out" or capitalize on the available spaces with the intent of resale or cancellation later create limited opportunities for other riders and therefore, conflict with the intent of the program.
- 3.0 **Acceptable Use of the Save A Spot Reservation Websites**
 - 3.1 Your access and use of the Save A Spot reservation websites are subject to the Acceptable Use policy located at <http://wsdot.wa.gov/Policy/ferryreservations.htm>.
- 4.0 **Definitions**
 - 4.1 **Customer Accounts:** Customers may make reservations on Washington State Ferries using one of two 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.

- **Universal Accounts:** For customers who travel occasionally or frequently with a reservation.
- 4.2 Designated Arrival Window:** Customers with reservations are asked to arrive at the end of the vehicle queue at the departure terminal during a specified timeframe prior to their reserved sailing. This timeframe will vary by route. See route-specific information in [Addendum A](#).
- 4.3 Free Cancellation Deadline:** Washington State Ferries allows you to cancel your reservation without penalty any time until 5:00 p.m. the day before your reserved sailing.
- 4.4 Free Change Deadline:** Customers may make unlimited changes to a reservation without penalty any time until 5:00 p.m. the day before your reserved sailing. There is one free change after 5:00 p.m., but it has to be done before the Lockout Period.
- 4.5 Lockout Period:** Customers may make or change their reservations via the WSF website or by phone up to the lockout period:
 - **Anacortes-San Juan Islands or Sidney, BC:** Three hours before the sailing departure. Starting March 20, 2016, it will be two hours before the sailing departure.
 - **Port Townsend-Coupeville:** Two hours before the sailing departure.
- 4.6 Reserved Space:** 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 (see 5.1 below). It does not carry any special loading or unloading privileges for the customer.
- 4.7 Restricted Change Window:** The time between 5:00 p.m. the day before the reserved sailing and the Lockout Period.
- 4.8 Service Day (Operational Day):** The service day begins at 3:00 a.m. and ends at 2:59 a.m.
- 4.9 Service Interruption:** An event, such as weather or vessel mechanical issues, that can cause cancellation of service for one or multiple sailings.

5.0 Properties of Vehicle Reservations

- 5.1** 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 under the following conditions: service interruptions; vehicles with preferential loading privileges that supersede reservations as set forth in WAC 468-300-700; or customer behavior that is considered to be unsafe, in violation of applicable laws, or otherwise disruptive of WSF operations.
- 5.2** A vehicle reservation is not a ticket. A vehicle reservation provides guaranteed space on the reserved sailing when the customer arrives within the Designated Arrival Window. Full fare payment is due at time of travel.

5.3 Vehicle reservations cannot be sold to third parties.

6.0 Travel Without a Reservation

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

7.0 Making a Reservation

7.1 Customers can make a reservation online at <http://www.wsdot.wa.gov/ferries/> or by calling a customer service agent at 1-888-808-7977. Reservations can be made up to the Lockout Period for the desired sailing.

7.2 Reservations cannot be made at a tollbooth.

7.3 Customers will be required to store valid credit, debit, or prepaid gift card information and agree to be charged the applicable no-show fee if they do not travel on their reserved sailing or any time within the same service day from the reserved departure terminal and have not previously canceled their reservation.

7.4 Executive Account customers agree to be billed the applicable no-show fee if they do not sail at their reserved sailing time or later in the same service day from the same reserved terminal and have not previously canceled their reservation.

8.0 Valid Credit Card and No-Show Fee

8.1 Guest and Universal customers will be required to provide a valid credit, debit, or prepaid gift card to secure a reservation. Executive Accounts must have an active Wave2Go Business Account to secure a reservation.

8.2 Visa, MasterCard, American Express and Discover Card are accepted to secure a reservation.

8.3 The no-show fee is equal to 25-100% of the one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands routes, the Anacortes fare is divided in half and 25-100% of that amount is assessed as the no-show fee.

8.4 For reservations within the next 30 days, the credit card expiration date must be after the reserved travel date.

8.5 In the event a credit card is declined for any reason, the customer will have 48 hours to provide an updated valid credit card, or all reservations associated with the credit card will be automatically canceled. The declined credit card may not be used to secure any new reservations.

8.6 Customers must provide an updated credit card prior to the card's expiration date. If the credit card is not updated, any reservations associated that card will be automatically canceled.

A) WSF will notify the customer via the email address provided in the event that their credit card must be updated prior to their reservations being canceled.

- B) If the credit card is not updated, an additional email will be sent to let the customer know which reservations have been canceled.

9.0 Vessel Space Available for Reservations

- 9.1** 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.
- 9.2** WSF determines the amount of tall and standard-height vehicle deck space available for vehicle reservations on each sailing.
- 9.3** 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.
- 9.4** For any given sailing, WSF may vary the distribution of tall and standard-height vehicle deck space dedicated to reservations for Executive Account 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.
- 9.5** WSF may change the distribution of non-reservable space up until sailing departure.
- 9.6** 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.

- 9.7 Space may be made available for vehicle reservations for only certain reservation types (Executive Account or Universal Account).
- 9.8 Space may be made available for a tentative sailing schedule if the final seasonal sailing schedule is not available.
- 9.9 If the reserved sailing is canceled, WSF will, to the extent possible, notify the customer by email and/or text, depending on your notification preference.
- 9.10 Space allocations for specific reservation types (Executive Account or Universal Reservations) may be changed by WSF at any point in time up until sailing departure.

10.0 Using a Reservation

- 10.1 If a customer has arrived at the departure terminal 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, in violation of applicable laws, or otherwise disruptive of WSF operations.
 - The reserved space is being used pursuant to the preferential loading privileges set forth in WAC 468-300-700.
- 10.2 Early Arrival: Room to stage vehicles at terminals depends on the terminal holding area capacity, sailing schedule, number of destinations, traffic volumes and other factors. Reservation holders arriving at the terminal prior to their Designated Arrival window may be given a choice:
 - Leave the terminal area and return during the Designated Arrival Window for their reserved sailing.
 - Travel standby, which forfeits the guaranteed space on their reserved sailing. Standby vehicles will be loaded on a first-come, first-served basis after all vehicles with a reservation for that sailing are loaded.
- 10.3 If sailings are behind schedule and new estimated departure times have been communicated to customers via email, text or website alerts, audio notification on Highway Advisory Radios, or by terminal staff, the Designated Arrival Window will apply to the new estimated departure times.
- 10.4 If customers do not arrive during the Designated Arrival Window they may be considered a late arrival and the rules below in subsection 10.5 will apply.
- 10.5 If a customer arrives at the departure terminal tollbooth for their reserved sailing after the Designated Arrival Window has passed, the reservation will not be valid and WSF will require that the customer travel standby, according to the rules in Section 6 (Travel Without a Reservation).

- 10.6** If a customer arrives at the departure terminal tollbooth for their reserved sailing after their reserved sailing has departed but on the same service day as their reserved sailing:
- The customer must notify the ticket seller that they had a reservation for that service day.
 - WSF will require that the customer travel standby and the rules in Section 6 will apply.
- 10.7** After the Designated Arrival Window for reservation holders has passed, WSF may, in its sole discretion, make reserved spaces available to drive-up customers.
- 10.8** 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.
- 10.9** If a customer does not travel with their vehicle from the departure terminal tollbooth on the same service day as the scheduled departure, and did not change or cancel their reservation according to the rules in Section 11 (Changing a Reservation) or Section 12 (Canceling a Reservation), the following rules will apply:
- The reservation will become invalid.
 - The customer will be charged the no-show fee for the reserved vehicle size and route.

11.0 Changing a Reservation

- 11.1** Changing a reservation includes modifying the route, date, time, or vehicle size selected in the original reservation.
- 11.2** A customer can make unlimited changes to their reservation without penalty any time until 5:00 p.m. the day before the reserved sailing. There is one free change after 5:00 p.m., but it has to be done before the Lockout Period.
- 11.3** If a customer wants to change a reservation during the restricted change window (after 5:00 p.m. the day before the reserved sailing up to the Lockout Period for 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, no subsequent changes will be allowed. The customer will be required to cancel that reservation and make a new reservation. The applicable no-show fee will be charged for the cancelled sailing.
- 11.4** After the restricted change window has passed, a customer will not be able to change a reservation.

12.0 Canceling a Reservation

- 12.1** Customers may cancel a reservation online or by phone.

- 12.2 Prior to the free cancellation deadline customers will not be penalized for canceling a reservation.
- 12.3 These rules do not apply to reservations that have already been changed once during a restricted change window.
- 12.4 Once the free cancellation deadline has passed, customers will be charged the applicable no-show fee upon canceling.

13.0 Reservation System Operations During Service Interruptions

- 13.1 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,
 - Disallowing new reservations, or
 - Changing existing reservations to other sailings.
- 13.2 Upon canceling or moving a reservation, WSF will, to the extent possible, notify the affected customers via email or text.
- 13.3 Customers will not be charged for any changes or cancellations resulting from service interruptions.
- 13.4 If a customer's reserved sailing has been canceled or significantly delayed and the customer can no longer travel that operational day, the customer will not be penalized.
- 13.5 To the extent possible, WSF will prioritize travel for customers holding a reservation for any sailings during the service day over customers traveling from the same terminal without a reservation.
- 13.6 During service interruptions, WSF may, in its sole discretion, turn customers without reservations away from the terminal.
- 13.7 During service interruptions, WSF may not be able to guarantee travel for reservation holders.

14.0 Executive Accounts

- 14.1 Executive Accounts are 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 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 applicable reservation policies.

15.0 Universal Accounts

- 15.1** Universal accounts are designed for customers who travel occasionally or frequently. The benefits to Universal Account customers include:
- The customer can keep their 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.

16.0 Modification of These Regulations

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

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 U.S. 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 Driver's License for travelers 16 years of age and over. If you are not a U.S. citizen, but are a permanent resident, you must have a valid Permanent Resident Card. Non-U.S. 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, BC, will also be subject to customs inspection upon arrival in Friday Harbor or Anacortes.
 - Weapons 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 weapon 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 transport goods on international routes.
- 1.3** The Designated Arrival Window from Anacortes or Friday Harbor is at least 60 minutes in advance of their reserved sailing, and from Sidney, BC, terminal is at least 90 minutes in advance of their reserved sailing to ensure that the customer has all the required documentation prior to travel. Documents must be in hand upon arrival at the tollbooth.
- 1.4** Vehicle reservations are recommended when traveling from Friday Harbor to Sidney, BC. 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, BC, 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 30 to 45 minutes prior to the departure time.

3.0 San Juan Islands Routes

- 3.1** The Designated Arrival Window for reservations departing Anacortes, Orcas Island and Friday Harbor is 30 to 90 minutes prior to the sailing departure time. Check-in

for your reservation opens 90 minutes prior to departure. Depending on schedules, you may not be able to check in if you arrive more than 90 minutes early. Reservation check-in must occur 30 minutes prior to scheduled departure. If not checked in by this time, the reservation will not be valid and you will travel standby (on the next available sailing) according to the rules in Terms and Conditions Section 6 (Travel Without a Reservation).

- 3.2** For Lopez Island, a limited number of Executive Account tall vehicle reservations are made available. The Designated Arrival Window for Lopez Island is vehicles must be staged in the holding area at least 30 minutes prior to their reserved sailing time.
- 3.3** No reservations are allowed departing Shaw Island or for interisland travel.