



## 2021 Travel Tips for Nantucket Residents

**Our mission is to operate a safe, efficient and reliable transportation system for the islands of Martha's Vineyard and Nantucket with a commitment to sustainability, accessibility, our port communities and public engagement.**

*As a full-time or seasonal resident of Nantucket, you know that the Steamship Authority serves as the "Lifeline to the Islands," providing reliable and safe transportation at the lowest possible fares. Because we value your regular patronage, we are pleased to offer a variety of value-added and cost-saving opportunities for island residents. Please take a moment to read about the many programs we offer and "Ways to Save" when you travel with the Steamship Authority. This is a quick reference guide to the Steamship's programs, designed for Nantucket residents. For further assistance, consult the Customer Handbook, available online on our [Policies, Forms and Information page](#), or call (508) 228-3274 toll-free from Nantucket.*

**COVID-19 HELPFUL INFORMATION — For helpful updates on our response to COVID-19, including the most recent changes to our operations, please visit [www.steamshipauthority.com/2019coronavirus](http://www.steamshipauthority.com/2019coronavirus).**

### CONTACT INFORMATION

#### Reservation Offices

7:30 AM – 4:00 PM, Daily

Closed Thanksgiving, Christmas Day and New Year's Day

Toll-Free from Nantucket: (508) 228-3274 • Mashpee: (508) 477-8600 • TTY: (508) 540-1394

High-Speed Ferry: (508) 495-FAST (3278)

#### Ticket Offices

Nantucket Ticket Office: (508) 228-0262 • Hyannis Ticket Office: (508) 771-4000 • TTY: (508) 778-7633

#### Group Sales

Phone: (508) 548-5011 Ext. 244 or 344 • Email: [groups@steamshipauthority.com](mailto:groups@steamshipauthority.com)

Office Hours: Mon-Fri, 7:30 AM to 4:00 PM

#### Customer Feedback

To provide feedback, comments or suggestions, please visit our website at [steamshipauthority.com/about/contact](http://steamshipauthority.com/about/contact)

*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 Hyannis Ticket Office. Call 508-771-4554 to make your car rental reservation.*

## **eFerry Ticketing**

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

## **SUBSCRIBE TO OUR ELECTRONIC COMMUNICATIONS**

### **Social Media**

We use Facebook, Instagram and Twitter to communicate with our customers and the public, giving us the opportunity to listen to and inform our customers and provide timely and accurate information.

Our official Facebook page is @SteamshipAuthorityMA or [www.facebook.com/SteamshipAuthorityMA](http://www.facebook.com/SteamshipAuthorityMA)

Our official Instagram page is @SteamshipAuthorityMA or [www.instagram.com/steamshipma](http://www.instagram.com/steamshipma)

Our official Twitter account is @SteamshipMA or [www.twitter.com/SteamshipMA](http://www.twitter.com/SteamshipMA)

### **eNews Subscriptions**

If you would like to receive our monthly eNews, which contains the latest news, customer service improvements, meeting notices and island information, visit the webpage link below to subscribe. You can also subscribe to receive our press releases for the most recent Steamship Authority news and announcements, as well as subscribe to our weekly Woods Hole Terminal Reconstruction Project updates.

<https://public.govdelivery.com/accounts/MASSA/subscriber/new>

### **Travel Alerts**

If you wish to receive our Travel Alerts, such as trip delays or cancellations, via text message or email, visit [www.steamshipauthority.com/email\\_lists](http://www.steamshipauthority.com/email_lists). You will be prompted to enter your email address and security code. If you are already receiving alerts, click on the link "Click here if you have already joined our list." Once you are logged in, you can edit your preferences by scrolling down to the section "Text Alerts via Text Message." You can choose to receive Travel Alerts on specific days, dates or times. Be sure to enter your cell phone number and click the "Save Changes" button before leaving this page.



### Receive Wait List Notifications

You can opt to receive Wait List Request Notifications via text message. Visit our website at [www.steamshipauthority.com](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 the “Save Changes” button before leaving this page.

## WAYS TO SAVE

### Same Day High-Speed Passenger Excursion Fare – Seven Days a Week

Travel from Nantucket on our high-speed passenger ferry, the *M/V Iyanough*, round-trip on the same day, and enjoy a significant savings seven days a week. This discounted fare provides the perfect opportunity for island residents to travel to the mainland on our high-speed ferry for appointments, shopping, errands or a quick getaway to the mainland. The same-day round-trip fares are as follows:

Adults	\$55.00 round-trip
Senior Citizens ( <i>eligibility restrictions apply*</i> )	\$43.00 round-trip
Children (ages 5 – 12)	\$27.50 round-trip

Children under the age of 4 travel free.

Fares include a \$1.00 town-mandated embarkation fee.

Travel must originate from Nantucket, and the return trip must be made on the same day. These tickets are available for purchase at the Nantucket Terminal or online via our website or mobile site. Offer valid until January 3, 2022.

*\* Senior citizens 65 years or older must be year-round or seasonal residents of Nantucket, and must present the appropriate identification or their Steamship Authority Senior Citizen Travel Cards. To apply for our Senior Citizen Travel Card, contact the Group Sales Office at (508) 548-5011 ext. 244/344 or email [groups@steamshipauthority.com](mailto:groups@steamshipauthority.com).*

### 1- to 3- Day Passenger Combo Ticket: Valid April 1, 2021, to January 3, 2022

You may purchase combination round-trip tickets, originating from Nantucket, which will allow you to travel one way on the high-speed ferry and one way on the traditional ferry, provided you complete your trips within three calendar days. These tickets may be purchased in person at the Nantucket ticket office.

Adults	\$44.00	
Senior Citizens	\$32.25	Eligibility restrictions apply.
Children (ages 5-12)	\$22.75	

Children under the age of 5 travel free.

Fares include a \$1.00 town-mandated embarkation fee.



### **Super Saver Auto Rate**

If you are planning a trip with a car that is not eligible for the excursion rate, try our Super Saver Auto Rate to avoid the expense of traveling at our regular fares. Ten vehicle spaces are set aside on certain under-utilized trips: generally the last trip in each direction on Saturday nights from January through mid-June; the last trip on Mondays, Tuesdays and Wednesdays from mid-June through mid-September; and the last trip in each direction on Saturday nights from mid-September to the end of December.

The Super Saver Auto Rate is limited to vehicles and small trucks less than 20 feet in length, and is available on a first-come, first-served basis, up to the day before sailing. It can be used on an earlier trip, but only on the same day, on a space-available basis, after all revenue-generating vehicles have been loaded. These spaces can be reserved at the following discounted rates:

January 1 – March 31, 2021	\$90.00 one way
April 1 – May 14, 2021	\$125.00 one way
May 15 – September 14, 2021 (Mon – Thur)	\$125.00 one way
May 15 – September 14, 2021 (Fri, Sat & Sun)	\$134.00 one way
September 15 – October 3, 2021	\$125.00 one way
November 1 – January 3, 2021	\$90.00 one way

Any vehicle that has an extended load beyond its front or rear bumper will be charged an additional \$37.50 each way. This charge applies only to those vehicles with overall lengths (including extensions) exceeding 17 feet.

*Super Saver Auto spaces may be reserved online or by calling (508) 477-8600 or in person at the Ticket Office. The Super Saver Auto Rate will not be available in one direction or both directions during certain vacation, holiday and other high-traffic periods.*

## **DISCOUNTED PASSENGER FARES**

### **Military Personnel**

Active military personnel must present their Active Duty cards, and may travel in civilian clothes. Reserve Unit members must present their Reserve Cards, and must travel in uniform. A maximum of two tickets may be purchased at a time. The discounted passenger fares, which include a town embarkation fee, for military personnel are as follows:

Traditional Ferry: \$10.00 one-way

High-speed Ferry: \$29.75 one-way

### **Individuals with Disabilities**

If you require assistance due to a disability, please contact our Reservation Office to discuss your particular situation and review the accommodations we can provide. (TTY for the hearing impaired is available at (508) 540-1394.) All passenger decks and amenities of the *M/V Eagle*, *M/V Woods Hole* and *M/V Nantucket* are accessible by elevator. Our high-speed passenger ferry,





**5-Ride Lifeline Cards** are available for purchase at the Hyannis and Nantucket ticket offices. Lifeline Cards can be loaded with multiples of 5 one-way tickets for passenger travel on board our traditional ferries to Nantucket. These cards are exempt from town embarkation fees, can be used by one person per trip, and are valid for passage within two years<sup>†</sup> from the end of the month in which the Lifeline Cards are purchased.

*† Due to circumstances surrounding COVID-19, we have temporarily extended the time period in which customers can use a passenger ticket or vehicle reservation. The tickets or reservations are now good for two years from the date of purchase instead of one year to allow for greater flexibility when rescheduling plans.*

Adult	\$79.00
Child (ages 5 – 12)	\$47.50
Student*	\$47.50
Senior*	\$47.50
Individual with Disability*	\$47.50

*Helpful Tip: We encourage you to take note of your card code and card number, which are located on the back of your card. You can take a photo of the back of your card with your mobile phone for quick and easy access in the event you lose your card. The SSA is not responsible for any lost cards.*

\*Eligibility restrictions apply.

Reload your Ferry Pass and Lifeline Cards online at [tickets.steamshipauthority.com/lifelinecard](https://tickets.steamshipauthority.com/lifelinecard).

## EXCURSION FARES

### 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 island residents may then travel on excursion fares with their passenger vehicles on round trips originating from Nantucket and returning within 1-31 days. To download the excursion profile application, visit: <https://www.steamshipauthority.com/about/forms>. The excursion fares listed below include the fare for the vehicle and up to two adults and two children.

#### Under 17' in length

Jan 1 – May 14: \$182.00

May 15 – Sep 14: \$246.00

Sep 15 – Dec 31: \$182.00

#### 17' but less than 20'

Jan 1 – May 14: \$207.00

May 15 – Sep 14: \$276.00

Sep 15 – Dec 31: \$207.00

#### 20' but less than 22'

Jan 1 – May 14: \$222.00

May 15 – Sep 14: \$296.00

Sep 15 – Dec 31: \$222.00

Extended load beyond front or rear bumper, Jan. 1 – Dec 31: \$37.50

### Motorcycle Excursion Fares

An excursion fare is available for a motorcycle, which includes the transportation of the motorcycle and up to two passengers. Customers who are eligible for the excursion fare can purchase **Inter-island Motorcycle Excursions**, which allow them to take their motorcycles to Martha's Vineyard, and pay the excursion rates

instead of the standard rates. For current rates, please refer to our website and navigate to [Residents/Ways to Save](#).

### **Extended Auto Excursion Fare Programs — College Students and Active Military**

This program is for those who qualify for the auto excursion fare and are 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 fare) regardless of the port of origin and regardless of whether they are returning to the island earlier or later than 30 calendar days from the date of the trip. College students need to provide documentation from the college registrar's office verifying that they are full-time students for that current semester. Applications are available online at [www.steamshipauthority.com/about/forms](http://www.steamshipauthority.com/about/forms).

**Military personnel** are required to provide active service cards and orders showing they either are stationed on the island or are being sent active.

**College students** need to provide documentation from the college registrar's office, verifying that they are full-time students for that current semester. Applications are available online at [www.SteamshipAuthority.com/about/forms](http://www.SteamshipAuthority.com/about/forms).

### **HYANNIS SHUTTLE BUS SERVICE BETWEEN OUR PARKING LOTS AND HY-LINE**

If you plan to ride Hy-Line's *M/V Grey Lady* during the winter, when the *M/V Iyanough* is not operating, and you park in one of our Hyannis parking lots, we will provide shuttle bus service for you to and from Hy-Line's Hyannis Terminal. Passengers traveling off-island who would like this shuttle service should call (508) 790-1698 when Hy-Line's *M/V Grey Lady* is approaching the Hyannis harbor. Please remember that our drivers need to transport our own passengers to and from our ferries, so it might take a few extra minutes before our drivers can meet you at Hy-Line's terminal during particular times of the day.

### **MEDICAL TRAVEL**

#### **Traveling to the Mainland for Medical Treatments/Appointments**

If you are an island resident or a caregiver for an island resident who needs to travel to the mainland with your vehicle on a repeat 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. It is available to those island residents who are already eligible for the excursion fare, are profiled as such in the Steamship's reservation system and meet the following requirements:

- A series of at least five scheduled medical treatments or appointments over a 3-month period for the same medical condition; follow-up appointments within a 12-month period also qualify.
- Vehicle reservations at this reduced rate must be arranged through the reservation manager or a supervisor at the Mashpee Reservation Office.
- Supporting documentation from a doctor or medical office needs to be provided at the time of the request for this reduced fare.
- The reservation manager and supervisors will be allowed, at their discretion, to make other special travel arrangements upon request for those island residents requiring frequent treatments or appointments on the mainland for the same medical conditions.

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

### **High-Speed Ferry 10-Ride Ticket Books for Frequent Medical Travel**

Nantucket residents who require frequent medical treatment on the mainland may purchase high-speed ferry 10-ride ticket books at 50% of the price of the applicable 10-ride electronic ticket book price. The following conditions apply to this program:

- the eligible resident must have at least five scheduled medical appointments over a three-month period for the same medical condition;
- reservations at this reduced price must be requested and arranged through the reservation manager or a supervisor at the Mashpee Reservation Office;
- the eligible resident must provide supporting documentation from a doctor or medical office.

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

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

## **PREFERENTIAL BOARDING FOR EMERGENCY SITUATIONS**

We make every possible accommodation for medical emergencies. In these cases, an ambulance or a personal vehicle is boarded on a preferential basis. Per our policy, an emergency situation exists when an ambulance or a customer's vehicle needs to be transported to the mainland without delay for emergency medical care that is not available on the island, or a customer's vehicle needs to be transported to the mainland without delay so that the patron can attend to a death or an unexpected serious illness or injury of a member of the patron's immediate family on the mainland.

If you need to arrange for emergency preferential boarding, contact a Mashpee Reservations Supervisor at (508) 477-8600 during regular business hours. When a supervisor is not available, a terminal agent makes the determination. You will need to provide written verification from your physician or health care provider of your urgent need to travel on our ferry without delay, by submitting a Certificate of Medical Need, which can be downloaded from our website at <https://www.steamshipauthority.com/about/forms>, or you may request the form at any of our terminals. Completed forms can be sent to the Mashpee Reservation supervisors by fax at (508) 477-8717, or submitted by email to [supervisors@steamshipauthority.com](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 providing a username (this can be your email address) and password. Once you set up your customer account, you can access a Dashboard page, where you can view or update your personal information, vehicle information or upcoming reservations, as well as view details for all past reservations and other purchases.

Reservations can be made up to two hours before the scheduled departure, on our website, 24 hours a day, seven days a week. You can also book reservations by calling our Reservation line, or make them in person at any terminal. Online reservations must be paid for at the time of booking. For telephone or in-person reservations, payment must be made within five days of booking. If reservation is made less than five days before your travel date, payment is due the day before you travel. We accept cash, checks, Steamship Authority gift cards, American Express, MasterCard, Visa and Discover credit cards for advance reservations. Service fees are assessed for returned checks. You may also pay for a reservation using a Steamship auto ticket book.

### Headstart Program

Each January, we offer our Headstart program, which allows year-round and seasonal Nantucket residents to make up to five reservations prior to the opening of reservations to the general public. This program allows island residents more assistance in traveling back and forth to the mainland for their medical and other daily living needs during the summer season, when vehicle reservations are more difficult to obtain. In order to be eligible for this program, an individual must be profiled for the Excursion or Preferred programs. The Excursion and Preferred Profile applications are available at all terminals or online at [www.steamshipauthority.com/about/forms](http://www.steamshipauthority.com/about/forms).

### Preferred Space

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 the opportunity to make a limited number of reservations for such travel one day before the day of sailing. Nantucket preferred spaces are available to book one day in advance of the departure date. Reservations can be made beginning at 5:30 AM in person at the Nantucket terminal, or after 7:30 AM online or by calling toll-free from Nantucket, (508) 228-3274 or (508) 477-8600. Preferred Space reservations are limited to one per customer, per day. These reservations can be purchased as a one-way trip from Nantucket or as a round-trip originating from Nantucket. All Preferred Space reservations are non-refundable and non-transferable. In order to be eligible for this program, an individual must be profiled for the Excursion or Preferred programs. The Excursion and Preferred Profile applications are available at all terminals or online at [www.steamshipauthority.com/about/forms](http://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 in length. A \$10 processing fee will be assessed on all refunds. Reservations changed within 14 days of reserved travel dates are non-refundable. Passenger fares are fully refundable for up to two years.<sup>†</sup> All vehicle reservations are non-transferable. At least one hour's notice is required to make any date changes. One date change may be made at no charge; all additional date changes are \$10 per change.

*† Due to circumstances surrounding COVID-19, we have extended the time period in which customers can use a passenger ticket or vehicle reservation. The tickets or reservations are now good for two years from the date of purchase instead of one, to allow for greater flexibility when rescheduling plans.*

## **2021 Extended Reservation Phone Service**

We provide extended phone service for Hyannis/Nantucket Passenger High-Speed Ferry Reservations from 7:00 AM to 9:00 PM, every Friday, Saturday, Sunday and Monday from June 18 through September 6, 2021; Thursday, May 27, through Tuesday, June 1, 2021; Tuesday, June 29, through Thursday, July 1, 2021; Tuesday, July 6, through Thursday, July 8, 2021; Tuesday, August 24, 2021; Tuesday, September 7, 2021; Friday, October 8, 2021; and Monday, October 11, 2021.

## **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.

## **Wait List**

If you are unable to make a reservation for the date or time desired, you may request to be placed on a wait list. Wait list requests are on a first-come, first-served basis, and are automatically processed. When wait listing, you have four options:

- 1) Up to 48 hours in advance
- 2) 24 hours in advance
- 3) Noon the day prior to travel
- 4) A user-specified drop date

If your reservation is changed to one of your wait list requests more than one week in advance of the scheduled sailing, we will text, email (or mail, if preferred) you a notice of the change. If the change occurs one week or less before the scheduled sailing, we will text, email or telephone you to notify you of the change, depending on your choices set in your 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 your reservation(s), we can honor the reservation only as changed and cannot honor your original reservation. Accordingly, you must view your vehicle reservations on our website or call the Reservation Office prior to scheduled sailing time to verify any wait list changes after your wait list choice drops. Changes to a reservation as a result of a wait list request are not considered "Reservation Changes" and do not result in any cancellation or change fees, but once a reservation is changed due to a wait list request, the changed reservation is subject to all cancellation and change fees.

## **VEHICLE STANDBY**

If you desire to travel with your vehicle on a standby basis on the next available trip, you may either call or go in person to the Nantucket terminal, or go in person to the Hyannis terminal to place your name on the standby list. Standby numbers will be issued, and can view your standby status on our website. You can also request that we notify you of their standby status via email or text.

During the months of July and August, customers whose vehicles are traveling on regular fares may not drop off their vehicles at the Hyannis terminal more than two calendar days in advance of their vehicle reservations. This does not apply to those customers traveling on excursion fares.

**DRIVE-ON/DRIVE-OFF SERVICE**

Unaccompanied vehicle drive-on/drive-off service is available for vehicles traveling between Hyannis and Nantucket. A service fee is charged each time one of our employees drives your vehicle on or off a vessel. Restrictions apply to those customers traveling on a standby basis who wish to use our drive-on/drive-off services.

**HIGH-SPEED FERRY TICKET UPGRADE:**

Passengers traveling at the auto excursion fare (which includes up to two (2) adults and two (2) children) may purchase upgraded passenger tickets, so they may travel on our high-speed ferry instead of our traditional ferries. The upgraded passenger tickets can be used on the *M/V Iyanough* when traveling separately from your vehicle at the auto excursion rate. Send your vehicle on a traditional ferry and upgrade your passenger tickets for travel on the *M/V Iyanough*. These tickets must be purchased in person at the ticket office. The cost for the upgraded one-way ticket is as follows:

Adults: \$20.00                      Children (5 – 12 years): \$10.25

Upgraded tickets purchased before April 1, 2021 (while the *M/V Iyanough* is not in service), will be valid for travel anytime within the *M/V Iyanough's* 2021 operating season. Upgraded tickets purchased April 1, 2021, through January 3, 2022 (while the *M/V Iyanough* is in service) will be valid for travel within seven (7) days prior to, or following, the date on which vehicle transportation is provided.

**HYANNIS PARKING PERMITS**

For your convenience, the Steamship Authority offers both year-round and seasonal parking permits for our parking lots in Hyannis. These permits are valid for one vehicle and enable you to access the parking lots during normal operating hours. We also offer free shuttle bus service between these parking lots and the Hyannis Terminal. Rates are as follows:

Hyannis Off-site (Lewis Bay) Parking Permit	January 1 – December 31, 2021	\$900.00
Hyannis Off-site (Yarmouth Road) Parking Permit	January 1 – December 31, 2021	\$750.00
Hyannis On-Site/Off-Site Parking Permit	January 1 – December 31, 2021	\$1,050.00

**GIFT CARDS** are available for purchase on our website, [www.steamshipsauthority.com/reservations/giftcards](http://www.steamshipsauthority.com/reservations/giftcards), by calling the reservation line or in person at any terminal, and are offered in denominations of \$5.00. Steamship gift cards may be used to pay for any transaction at the Steamship Authority, including paying for tickets, vehicle reservations and parking.

