This is a quick reference guide to the Steamship Authority’s programs designed for full-time or seasonal residents of Martha’s Vineyard. We are pleased to offer a variety of value-added and cost-saving opportunities for island residents. Please take a moment to read about many programs we offer and Ways To Save when you travel with the Steamship Authority.

For further assistance, consult the customer handbook, available online on our Policies, Forms & Information page, or call (508) 693-9130 toll-free from Martha’s Vineyard.

## Ways To Save

### 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 fare for military personnel traveling between Martha’s Vineyard and Woods Hole is $5.00 one-way per person, and includes a town embarkation fee.

**Senior Citizens**
Senior citizens (ages 65 or older) who are year-round or seasonal residents of Martha’s Vineyard may apply for Senior Citizen Travel Cards, which entitle them to discounted passenger fares upon presentation. The discounted passenger fare for Senior Citizen Travel Card holders is $5.00 one-way per person, and includes a town embarkation fee.

Contact our Group Sales Department at groups@steamshipauthority.com to request a Senior Citizen Travel Card application. Please note that eligibility restrictions apply.

### COVID-19 HELPFUL INFORMATION

For helpful updates on our response to COVID-19, including the most recent changes to our operations, please visit steamshipauthority.com/2019coronavirus.
Individuals with Disabilities
If you or someone you know plans to travel with us and requires assistance due to a disability, please contact our Reservation Office so we can discuss your particular situation and review what accommodations we can provide. (TTY for the hearing impaired is available at (508) 540-1394.) All passenger decks and amenities of the M/V Island Home, M/V Woods Hole, M/V Martha’s Vineyard and M/V Nantucket are accessible by elevator.

Eligible individuals may apply for Steamship Authority Transportation Access Passes, which entitle the holders to discounted passenger fares upon presentation, with appropriate identification, to ticket sellers.

The discounted passenger fares for individuals with Transportation Access Passes are as follows:
- One-Way Adult Fare (includes town embarkation fee) ........................................ $5.00
- One-Way Child Fare (Ages 5 – 12, includes town embarkation fee) .................. $2.75
- 10-Ride Ferry Pass (includes town embarkation fee) ....................................... $50.00
- 5-Ride Lifeline Card ......................................................................................... $22.50

The Steamship Authority’s Transportation Access Pass application form can be downloaded from our website at steamshipauthority.com/about/forms.

Legally Blind
Any passenger who is legally blind travels for free with an ID from either the Massachusetts Commission for the Blind or a similar state agency. If the passenger is accompanied by a helper or companion, the helper or companion also travels for free.

Student Groups
Ten or more individuals traveling together as a group for student-related travel in connection with an event authorized by an island school or a recognized island youth group are charged the student group fare. Group fares for spectators are also available. For more information, please call the Group Sales Office at (508) 548-5011, ext. 244 or 344, Monday – Friday, 7:30 a.m. – 4 p.m.

Ticket Books / Multiride Cards
Do you travel frequently between Martha’s Vineyard and the mainland? We offer a variety of discounted multiride cards and ticket books that can help you save time and money.

The 10-Ride Automobile Ticket Book provides a discounted automobile fare for frequent travelers.
- 10-Ride Auto ............................................................................................... $910.00

Good for two years from date of purchase. Available for purchase online, at any terminal, or by calling the Reservation Office. Available on a round trip basis only. Fee-free from Martha’s Vineyard, at (508) 693-9130.

The 46-4-Ride Commuter Cards provide discounted fares for daily commuters or from Martha’s Vineyard.
- 46-Ride Commuter Card ............................................................................. $165/month

Cards expire at the end of the calendar month for which they were purchased. Available for purchase at any terminal; cards can be reloaded at terminals or online.

The 10-Ride Ferry Pass Cards are valid for travel on our traditional ferry service. These cards offer the convenience of using one card for multiple passengers and include the $0.50 embarkation fee added to each trip, or $5.00 for each card purchased or for a minimum reload. Tickets loaded on the 10-Ride Ferry Pass Cards for the Vineyard’s Martha’s Vineyard route are valid for passage within two years from the end of the month in which they are purchased.

10-Ride Adult Ferry Pass .......................................................... $82.00
10-Ride Child Ferry Pass (5 – 12 Years) ................................. $50.00
10-Ride Senior Ferry Pass* ....................................................... $50.00
10-Ride Access Ferry Pass* ....................................................... $50.00
10-Ride Student Ferry Pass* ..................................................... $50.00

*Eligibility restrictions apply.

Available for purchase at any terminal and can be reloaded at the terminals or online.

The 5-Ride Lifeline Cards are valid for travel on our traditional ferry service. These cards can be loaded with multiples of five one-way tickets for passenger travel and are exempt from town embarkation fees. They can only be used by one person per trip, and are valid for passage within two years from the end of the month in which the Lifeline Cards are purchased.

5-Ride Access Lifeline Card* ...................................................... $22.50
5-Ride Student Lifeline Card* .................................................... $22.50
5-Ride Adult Lifeline Card .......................................................... $38.50
5-Ride Child Lifeline Card (5 – 12 Years) ............................... $22.50
5-Ride Senior Lifeline Card* ..................................................... $22.50

*Eligibility restrictions apply.

Available for purchase at any terminal and can be reloaded at the terminals or online.

Ticket Books / Multiride Cards continued
Helpful Tip: We encourage you to take note of your card code and card number, which is located on the back of your card, in the event that you lose your Ferry Pass or Lifeline card. Or you can take a picture of the back of your card with your mobile phone for quick and easy access. The SSA is not responsible for any lost cards.

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

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 a vehicle registration with an island address. Eligible island residents may then travel on excursion fares with their passenger vehicles on round trips originating from Martha’s Vineyard and returning within one – 31 days. The excursion fares include the fares for the vehicles and up to two adults and two children. The following are round-trip auto excursion fares:

<table>
<thead>
<tr>
<th></th>
<th>UNDER 17'</th>
<th>17' BUT LESS THAN 20'</th>
<th>20' BUT LESS THAN 22'</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 1 – May 14</td>
<td>$73.00</td>
<td>$93.00</td>
<td>$103.00</td>
</tr>
<tr>
<td>May 15 – September 14</td>
<td>$106.00</td>
<td>$126.00</td>
<td>$136.00</td>
</tr>
<tr>
<td>September 15 – December 31</td>
<td>$73.00</td>
<td>$93.00</td>
<td>$103.00</td>
</tr>
</tbody>
</table>

Extended load beyond front or rear bumper: $12.50 each way

Motorcycle Excursion Fares
An excursion fare is available for a motorcycle, which includes the transportation of a motorcycle and up to two passengers. Customers who are eligible for the excursion fare are able to purchase Inter-island Motorcycle Excursions, which allow them to take their motorcycles to Nantucket, and pay the excursion rates instead of the standard rates. For current rates, please go to SteamshipAuthority.com/residents/ways_to_save.

College and Active Military Auto Excursion Programs
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. Applications for these programs are available online at 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 to active duty.

College students need to provide documentation from the college registrar’s office verifying that they are full-time students for that current semester.

Medical Travel
Traveling to the Mainland with a Vehicle for Medical Treatments and/or 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 island residents who are eligible for the excursion fare program, are profiled as such in the Steamship Authority’s reservation system, and meet the following requirements:

- Eligible island residents must submit supporting documentation of a series of at least five upcoming scheduled medical appointments within the next 12-month period for the same medical condition from your medical doctor’s office in order to apply for the program.
- Once approved the rate will be valid through the final listed medical appointment on the submitted documentation, but not longer than one year. Any conditions or needs that exceed one year will have to resubmit yearly. Any documentation that fails to list specific dates will require confirmation of each appointment for the discounted rate.
- 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.

Medical Travel continued on page 3...

UPDATED JUNE 2022
The customer must fill out the Steamship Authority’s medical travel application, which is available online at steamshipauthority.com/about/forms. 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 a.m. to 4 p.m. Please call (508) 477-8600 or email supervisors@steamshipauthority.com.

* Please note, this program does not cover travel for routine medical appointments.

**Reserving Preferred Space for Medical Treatments, 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 Authority. 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 evaluated 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 reservation 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 Certification of Medical Need, which can be downloaded from our website at 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.

**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 your personal information, vehicle information, or upcoming reservations, as well as view details for all past reservations and other purchases. Any changes or updates made to an excursion customer’s account will need to be submitted to the Reservation Office via email or by telephone.

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 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 Authority auto ticket book.

**Eligibility Requirements**

In order to be eligible for the Headstart and Preferred Space programs, an individual must be enrolled in the Steamship Authority’s Excursion and/or Preferred Space programs. The Excursion and Preferred Profile applications are available at all terminals or online at steamshipauthority.com/about/forms.

**Headstart Program**

Each January the Headstart program allows year-round and seasonal Martha’s Vineyard residents to make up to five reservations prior to the opening of reservations to the general public. Headstart is available to all participants of the Islander Preferred and Islander Preferred Excursion programs. This 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.

**Preferred Space Program**

To assist island residents in traveling back and forth to the mainland for their medical and other daily living needs, the Preferred Space Program provides island residents the opportunity to make a limited number of reservations for such travel, either seven days or one day before their day of sailing. Martha’s Vineyard preferred spaces can be reserved starting at 7:30 a.m. Reservations can be made online at SteamshipAuthority.com, by calling our reservation line or in person at the Vineyard Haven Terminal.

Island residents may reserve Preferred Spaces as follows:

- **7-Day Preferred Space Reservations**: These spaces go on sale seven days before your travel date and remain on sale until the day prior to sailing.

- **1-Day Preferred Space Reservations**: These spaces go on sale the day prior to travel. At noon, any remaining spaces become available to the general public, including wait list customers.

Please note that all Preferred Space reservations are non-refundable and non-transferable.

**Reservation Cancellations & Changes**

A minimum of 14 days’ notice is required to be eligible for a refund on fares for vehicles less than 20 feet. A $10 processing fee will be assessed on all refunds. Reservations changed within 14 days of reserved travel dates are non-refundable. Passenger fares are fully refundable for up to two years. All vehicle reservations are non-transferable. At least one hour’s notice is required to make any date changes. One date change may be made at no charge; all additional date changes are $10 per change.

**Reservation Confirmations**

If you book a reservation on our website, you can print a reservation confirmation. If you book a reservation via telephone, a reservation confirmation will be emailed to you. You can also obtain a copy of your reservation confirmation at any terminal. You will need to present your reservation confirmation number upon checking in at a terminal. Please arrive at least 30 minutes in advance of your scheduled departure.

**Martha’s Vineyard Reservation-Only Dates**

Reservations are required for vehicle travel between Woods Hole and Martha’s Vineyard every Friday, Saturday, Sunday and Monday from May 20, 2022, through October 24, 2022, plus May 31, June 28-July 1, July 5-7, August 23, and September 6. We provide extended phone service for Martha’s Vineyard Reservation-Only dates as follows:

- **7 a.m. to 6 p.m.** May 20 – 23, 2022, June 3 – 30, 2022, and September 9 – October 24, 2022
- **7 a.m. to 8 p.m.** May 26 – 31, 2022 and July 1 – September 6, 2022

**Vehicle Standby**

If you desire to travel with your vehicle on a standby basis, you will generally board after vehicles with reservations, as space becomes available, and in the order that you arrive and check in at the terminal. Standby travel is not available on Reservation-Only Days.

**Blue Line**

The Blue Line program allows a minimum of 15 cars per day to be placed in a standby line on Reservation-Only Days at the Woods Hole and Vineyard Haven terminals. This program is available to customers with profiles that meet the eligibility requirements for the auto excursion fares or the preferred spaces. Based on travel conditions, this number may increase at the discretion of the agent on duty. The availability of the Blue Line may be suspended or halted at any time during the day, at the discretion of the agent on duty due to trip cancellations or other unforeseen circumstances.

**Reservation Information continued on page 4...**
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. Our vehicle reservation wait list uses a computerized search for space based on cancellations or changes. Requests are honored on a first-come, first-served basis, and changes are updated automatically. When wait listing, you can choose to have our system stop searching for trips as follows:

1) Two-day drop date
2) One-day drop date
3) One-day before noon drop date
4) 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 or 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 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 only honor the reservation as changed and cannot honor your original reservation. You should 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 do not result in any cancellation or change fees, but once a reservation is changed due to a wait list request, the changed reservation is subject to all cancellation and change fees.

Parking Permits
Falmouth Parking Permits
We offer year-round parking permits for our Palmer Avenue Parking Lot. These permits are valid for one vehicle, and enable you to access the parking lot during normal operating hours. We also offer free shuttle service between all of our off-site parking lots and the Woods Hole Terminal. Visit steamshipauthority.com/reservations/parking for more details.

Year-round Palmer Avenue Parking Lot Permit
Valid January 1 – December 31 ............................... $750.00

Year-round Woods Hole On-site Parking Permit
Valid January 1 – December 31 ............................... $1,200.00

Permit holders are eligible to purchase two round-trip reservations for vehicles less than 20 feet in overall length for travel on the last scheduled trip in each direction on Tuesdays, Wednesdays, Thursdays and Saturdays (except for certain blackout dates) during the periods from January 1 through May 14 and September 15 through December 31. Travel is arranged with the Mashpee Reservation Office Supervisors during normal business hours (7:30 a.m. to 4 p.m., daily) at (508) 477-8600.

If you have any questions regarding the Authority’s parking lots or policies relating to off-site parking permits, please contact the parking lot manager at (508) 548-5011, ext. 291, or by email at parkingpermits@steamshipauthority.com.

Island Residents
Pick Up Guests at Park & Ride Lot
If you plan to travel to the Vineyard Haven Terminal to pick up your incoming guests, save time and skip the traffic by having your guests take the Vineyard Transit Authority’s Park & Ride Route #10 bus up to the Park & Ride parking lot, where island residents can easily park and wait for their guests to arrive for pickup. Parking fees may apply, so please call the Town of Tisbury at (508) 696-4200 for more details.

Gift Cards
Gift cards are available for purchase on our website, SteamshipAuthority.com/reservations/giftcards, by calling the reservation office or in person at any terminal, and are offered in denominations over $5.00. Steamship Authority gift cards may be used to pay for any transaction at the SSA, including paying for tickets, vehicle reservations and parking.

Rates in this document are subject to change.

eFerry Ticketing
For Traditional Ferry Service
The eFerry ticket program is a contactless ticketing solution for passengers that offers a safe, quick and easy way for travelers to board their ferry. These eFerry tickets are available on the high-speed route to Nantucket, as well as on traditional ferries on both the Nantucket and Martha’s Vineyard routes. Passengers can use either Apple Pay or Google Pay, as well as a credit card, to purchase and redeem ferry tickets via their mobile phone. The tickets then need to be loaded to the phone’s Apple Wallet or Google Pay. Then it’s as easy as holding up their iPhone, Apple Watch or Android device near a ticket scanner to board the ferry.

Future enhancements to the eFerry ticket program will include the ability to load the five-ride Lifeline Card, the 10-ride Ferry Pass and the 46-ride commuter books to a customer’s Apple Wallet or Google Pay.

Scan the QR Code or visit app.steamshipauthority.com to purchase your tickets. Visit steamshipauthority.com/eFerry for more details.

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eNews
If you would like to receive our monthly eNews, which contains the latest news, customer service improvements, meeting notices, and island information, visit SteamshipAuthority.com/email_lists and click on “Click here to subscribe to our eNews or manage your eNews preferences.” You can also subscribe to receive our press releases for the most recent Steamship Authority news and announcements, as well as subscribe to project updates.

Travel Alerts
If you wish to receive our Travel Alerts, such as trip delays or cancellations, via text message or email, visit steamshipauthority.com/email_lists. If you are already receiving alerts, click on the link “Click here to manage your travel alert preferences.” You will be prompted to enter your email address and security code. 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 steamshipauthority.com, and then sign in to your profile account. From there, navigate to the “My Profile” section. Under the cell phone field, click the box “I want to receive Text Alerts for schedule changes and wait list fulfillments.” Please click on the “Save Changes” button before leaving this page.