



### **Change, Cancel and Refund Policies for Vehicles**

A customer may **change** or **cancel** a vehicle reservation with the Reservation Office by telephone or in person during its normal operating hours, or in person at any of the Authority's ferry terminals whenever those terminals are open, or any time on the Authority's website, subject to certain conditions and restrictions.

**Reservation Changes:** Reservations may be changed up to one hour before the scheduled departure. Reservations not changed with one hour notice are valid for standby travel solely on the date for which the trip was scheduled and possibly, at the Authority's discretion, the following day.

One **date** change may be made to a vehicle reservation at no charge. All other date changes will be made upon payment of an additional \$10.00 charge. Date changes to another date on which a higher fare applies will be charged the difference between the applicable fare and the fare previously paid. Date changes made at least 14 days in advance to another date on which a lower fare applies will be credited the difference between the applicable fare and the fare previously paid. No portion of vehicle fares on non-refundable reservations will be credited.

Customers may add or subtract passengers, and change their reservation to another trip on the same day without any additional charges or penalties. Passenger fares will be credited any time prior to use of the boarding pass. Reservations are non-transferable, changes cannot be made to name, address or vehicle information. Necessary adjustments can be made to the size of a reserved vehicle space and applicable rates will be charged.

**Refund:** Cancellation notice must be received by the Authority at least 14 days in advance of the schedule departure (or at least 24 hours in advance of the scheduled departure for a 20ft or greater

commercial vehicle reservation). The customer generally will be issued a full refund less a \$10.00 processing fee. Reservations previously changed with less than 14 days' notice (or with less than 24 hours' notice for a 20ft or greater commercial vehicle reservation) are non-refundable and valid for travel up to **two years** from date of purchase, provided change notification was received one hour before any scheduled departure. Any reservation made and cancelled on the same day is fully refundable without the payment of any additional processing fee.

Passenger fares are fully refundable for up to **two years** from date of purchase upon return of any passenger tickets issued. Passenger fares included on an auto reservation are refundable any time prior to use of the vehicle boarding pass.

### **Change, Cancel and Refund Policies for High-Speed Passengers**

**Reservation Changes:** All high-speed passenger reservations/tickets must be changed at least two hours in advance of sailing time, otherwise the ticket will only be valid on a standby basis for **two years** from the date of purchase.

**Refund:** Cancellation notice must be received at least two hours in advance of the scheduled sailing time in order to receive a full refund, or to return the coupon payment back to the coupon book for future use. Cancellations may be made by phone, in person at the ticket offices, and on our web site. Printed tickets must be returned in order to receive a refund.

*Note: the refund policies were amended in 2020 to allow tickets and reservations to be used for up to two years from date of purchase. That policy is scheduled to revert to one year in 2021.*