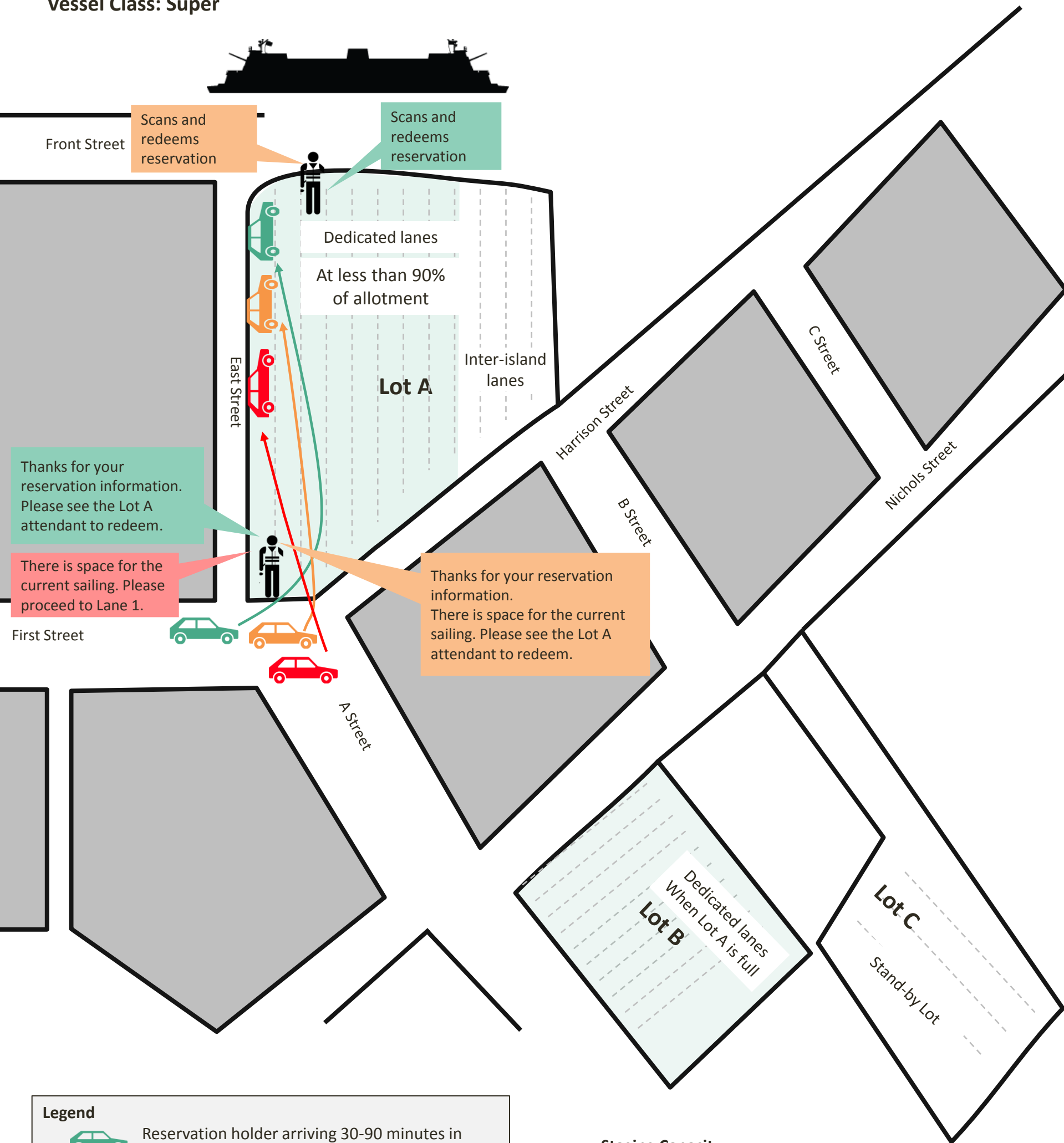


**NORMAL OPERATING SCENARIOS – FRIDAY HARBOR**  
**Low-Volume Scenario – Tuesday 6:30 PM Direct sailing for Anacortes**  
**Vessel Class: Super**



Scans and redeems reservation




Scans and redeems reservation

Thanks for your reservation information. Please see the Lot A attendant to redeem.

There is space for the current sailing. Please proceed to Lane 1.

Thanks for your reservation information. There is space for the current sailing. Please see the Lot A attendant to redeem.

**Legend**

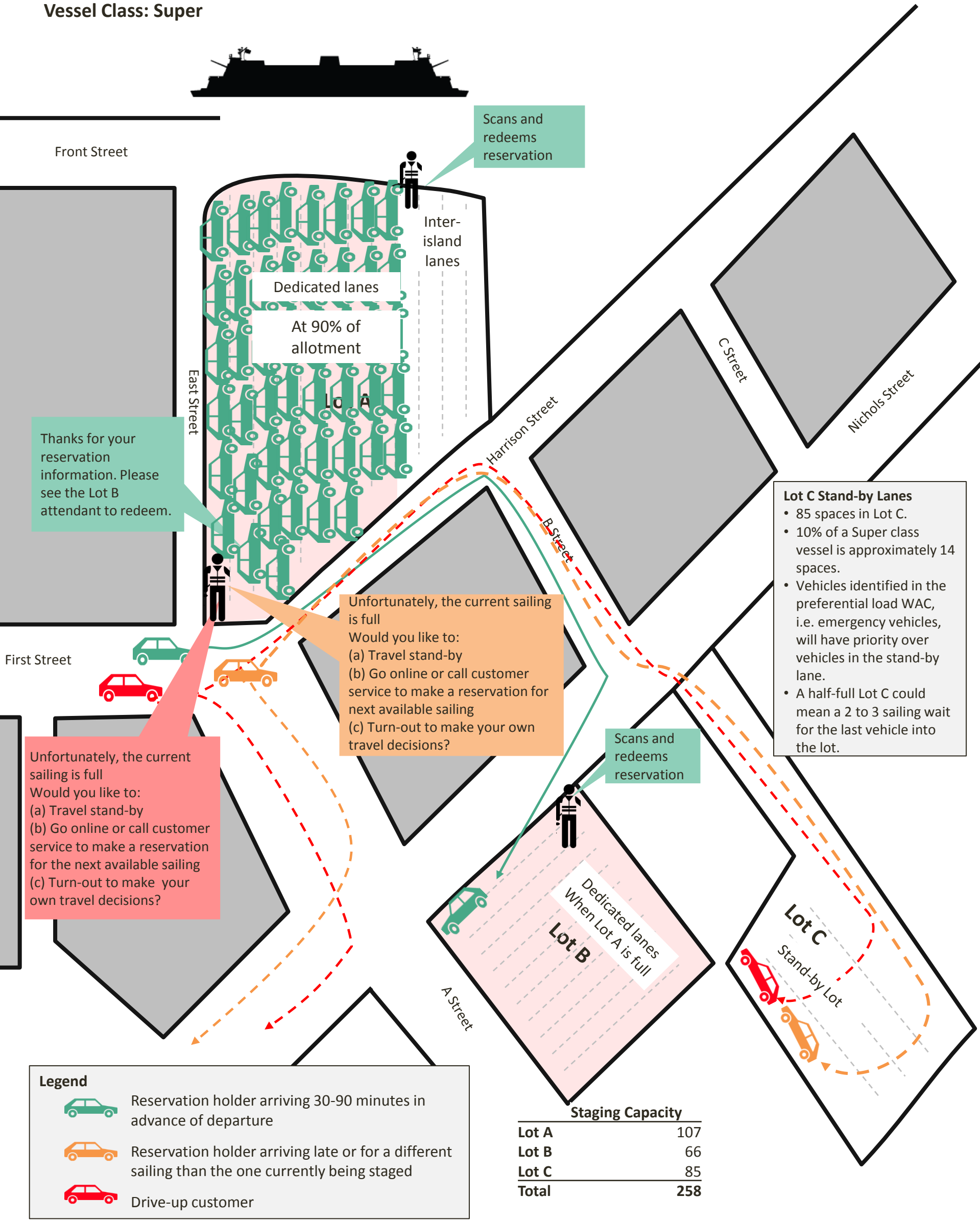
-  Reservation holder arriving 30-90 minutes in advance of departure
-  Reservation holder arriving late or for a different sailing than the one currently being staged
-  Drive-up customer

Staging Capacity	
Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

**Business Rules**

- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancellations and changes are allowed before 5:00 pm of the day prior to sailing.
- One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 hours in advance of the reserved sailing.
- For domestic departures, reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.
- Reservation holders that travel on the same day from the same terminal but different sailing than their reservation will be designated as having traveled that day and will not be charged a no-show fee.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.

**NORMAL OPERATING SCENARIOS – FRIDAY HARBOR**  
**High-Volume Scenario – Sunday 10:55 AM Direct sailing for Anacortes**  
**Vessel Class: Super**



**Lot C Stand-by Lanes**

- 85 spaces in Lot C.
- 10% of a Super class vessel is approximately 14 spaces.
- Vehicles identified in the preferential load WAC, i.e. emergency vehicles, will have priority over vehicles in the stand-by lane.
- A half-full Lot C could mean a 2 to 3 sailing wait for the last vehicle into the lot.

Unfortunately, the current sailing is full  
 Would you like to:  
 (a) Travel stand-by  
 (b) Go online or call customer service to make a reservation for next available sailing  
 (c) Turn-out to make your own travel decisions?

Unfortunately, the current sailing is full  
 Would you like to:  
 (a) Travel stand-by  
 (b) Go online or call customer service to make a reservation for the next available sailing  
 (c) Turn-out to make your own travel decisions?

**Legend**

- Reservation holder arriving 30-90 minutes in advance of departure
- Reservation holder arriving late or for a different sailing than the one currently being staged
- Drive-up customer

**Staging Capacity**

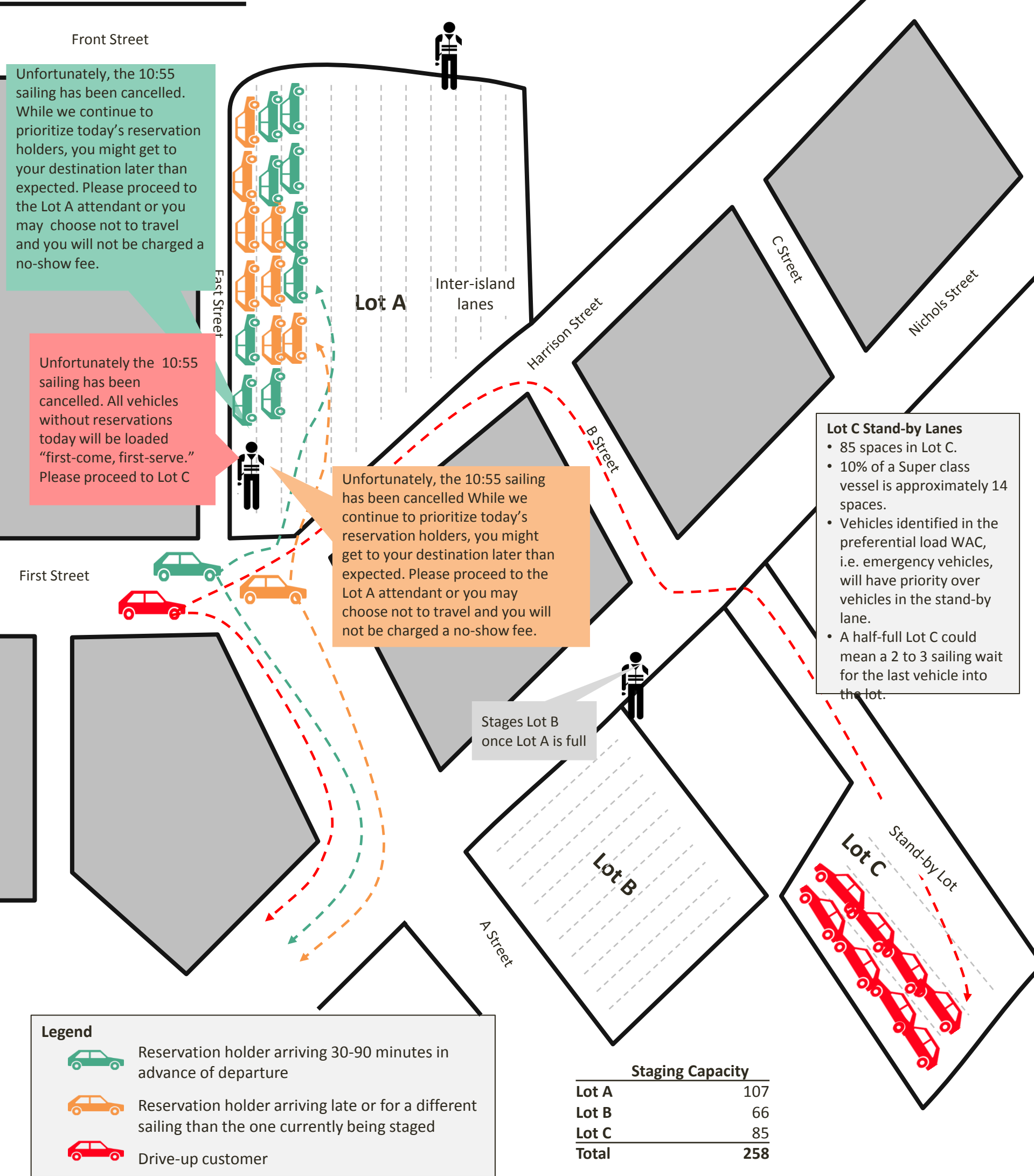
Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

**Business Rules**

- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancelations and changes are allowed before 5:00 pm of the day prior to sailing.
- One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 hours in advance of the reserved sailing.
- For domestic departures, reservation holders should get to the terminal 30-90 minutes in advance of the reserved sailing.
- Reservation holders that travel on the same day from the same terminal but different sailing than their reservation will be designated as having traveled that day and will not be charged a no-show fee.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.

**“DAY OF” SERVICE DISRUPTION SCENARIO – FRIDAY HARBOR**

**Sunday 10:55 AM Direct sailing for Anacortes is cancelled; Reservations continue to be prioritized**  
**Vessel Class: Super**



Unfortunately, the 10:55 sailing has been cancelled. While we continue to prioritize today's reservation holders, you might get to your destination later than expected. Please proceed to the Lot A attendant or you may choose not to travel and you will not be charged a no-show fee.

Unfortunately the 10:55 sailing has been cancelled. All vehicles without reservations today will be loaded "first-come, first-serve." Please proceed to Lot C

Unfortunately, the 10:55 sailing has been cancelled. While we continue to prioritize today's reservation holders, you might get to your destination later than expected. Please proceed to the Lot A attendant or you may choose not to travel and you will not be charged a no-show fee.

**Lot C Stand-by Lanes**

- 85 spaces in Lot C.
- 10% of a Super class vessel is approximately 14 spaces.
- Vehicles identified in the preferential load WAC, i.e. emergency vehicles, will have priority over vehicles in the stand-by lane.
- A half-full Lot C could mean a 2 to 3 sailing wait for the last vehicle into the lot.

Stages Lot B once Lot A is full

**Legend**

- Reservation holder arriving 30-90 minutes in advance of departure
- Reservation holder arriving late or for a different sailing than the one currently being staged
- Drive-up customer

Staging Capacity	
Lot A	107
Lot B	66
Lot C	85
<b>Total</b>	<b>258</b>

- Business Rules**
- Customers with reservations for a sailing that day may arrive at any time, for any sailing.
  - Customers in the lot may leave and customers with reservations who choose to leave will not be charged a no-show fee.
  - Customers with reservations for that sailing or later sailings who do not show up for their reserved travel will not be charged a no-show fee.
  - Drive-up customers are processed on first come, first serve basis until stand-by lot C is full.