

## SAVE A SPOT: WSF'S VEHICLE RESERVATION SYSTEM

### Frequently Asked Questions for San Juan Islands Routes

#### Overview

1. Why is WSF expanding the reservation system?

*In WSF's 2030 long-range plan, a vehicle reservations system is identified as a primary demand management strategy.*

*There is little capacity to support traffic increases in peak periods, especially in the summer, when a recreational traffic surge causes even greater capacity challenges.*

*Vehicle reservations are a way to operate a high-quality service without the expense of expanding terminal facilities, by encouraging customers to travel on sailings that are currently under utilized. Many sailings in the San Juan Islands, east and westbound, depart without being full, even during summer season. The vehicle reservation system shows customers what sailings are available for a guaranteed spot even before they get into their cars. This will "spread demand." Customers who want a guaranteed time of travel will choose sailings with reservations still available and that may mean deciding to travel on sailings that are currently less full*

2. What are the benefits of a reservations system?

*Some of the benefits of vehicle reservations include:*

- *Reducing or eliminating traffic congestion on roads leading to terminals*
- *Providing predictable and convenient travel*
- *Increasing business in ferry-served communities*
- *Reducing air pollution from idling vehicles*
- *Saving money by avoiding terminal expansion and/or added service*
- *Reducing traffic control costs and holding area maintenance costs*

*WSF estimates that vehicles reservations will help the state of Washington save \$280 million in capital improvements, by avoiding the need to expand ferry terminals and holding areas to accommodate projected increases in vehicle traffic.*

3. Can foot/bicycle passengers make reservations?

*No. Reservations are for vehicles only.*

4. Do I have to make a reservation to travel?

*Reservations are highly recommended during busy travel times, but they are never required.*

#### Credit Cards

5. Is there a fee to make a reservation?

*No. There is no charge to make a reservation.*

6. Is a reservation deposit required?

*No. A valid credit card is required to secure a reservation, but it will not be charged.*

7. Why is a credit card required?

*If you do not travel on your reserved sailing or anytime within the same service day, then you will be charged a no-show fee. The no-show fee is equal to 25-100% of your one-way vehicle/driver fare for the vehicle size reserved. On the San Juan Islands Routes we divide the Anacortes fare in half.*

## Reservations and Tickets

8. Is a reservation a ticket?

*No. A reservation guarantees space for a vehicle for a specific sailing and destination as long as you show up within the proper arrival window (30-90 minutes before departure time) for your sailing. When you arrive at the terminal you will need to purchase a ticket or show a ticket that you purchased in advance.*

9. Can I purchase a ticket for my reserved sailing in advance?

*Yes. You can purchase tickets online or at a terminal kiosk in advance for your reserved vehicle.*

10. Can I use a vehicle and driver multi-ride card to pay for travel in conjunction with a reservation?

*Yes. You may use a multi-ride card for travel.*

## Accounts

11. What is a reservation account?

*Customers are encouraged to sign up for a free Save A Spot online account. An online account allows you to create an individual profile, manage your reservations, and review reservations history.*

12. What are the different reservations account types?

**Executive Account:** *An Executive Account is for customers who have an active business (commercial) account with WSF and want to bill their travel to that account or use a vehicle multi-ride card to pay for their travel. Executive Accounts will be billed the no-show fee if they do not use their reservation and do not travel for the remainder of the service day.*

**Universal Account:** *A Universal Account is for customers who travel occasionally. It allows them to create their own profile for faster transactions when making a reservation and maintain a reservation history.*

13. Do I have to create an account to make a reservation?

*No. Customers may make a one-time reservation as a guest user if they do not wish to open an Executive or Universal account.*

14. How do I create an account?

**Executive Account:** *Executive Accounts require an active Wave2Go business (commercial) account with WSF. If your organization already has an active Wave2Go business account and travels on Port Townsend – Coupeville or Anacortes – San Juan Islands routes, WSF has established an Executive Account on your behalf. You are able to log into your account using your Wave2Go business account email login and password.*

**Universal Account:** *You can create an account online at [www.wsdot.wa.gov/ferries/reservations](http://www.wsdot.wa.gov/ferries/reservations). You must provide an email address and password. You can establish only one account per email address.*

## Space Availability

15. How much of the vessel will WSF make available for reservations?

*On the routes that accept reservations for all customers, 95% of the vessel will be available for reservations.*

16. How far in advance of the sailing will reservations be available?

*WSF will release a portion of reservations for all sailings in each season when the season schedule is made available, typically 1-2 months in advance of the start of the season. For example, for summer travel customers may make a reservation for travel between June and September when the Summer Sailing Schedule is released in April.*

*Additional reservation space will be made available in phases to accommodate different kinds of travel plans. More than half of reservation space will be made available within two weeks of sailing time with a portion of space made available two days beforehand for those who plan closer to their travel date.*

17. What if there are no reservations available on the sailing that I want?

*You are encouraged to make a reservation on a sailing on your preferred travel day that has space available. Reservation space is released in phases and individuals may cancel or change their reservation—therefore more space may become available for that sailing at a later date. You are welcome to check back to see if reservation space on that sailing becomes available.*

## Canceling Reservations

18. How do I cancel my reservation?

*You can cancel your reservation online at [www.wsdot.wa.gov/ferries/reservations](http://www.wsdot.wa.gov/ferries/reservations) or by phone at 888-808-7977.*

19. Is there a penalty for canceling?

*You may cancel your reservation up to 5pm of the prior day of your sailing without penalty. If you cancel your reservation after 5pm of the prior day of your sailing, you will be charged the no-show fee.*

## Changing Reservations

20. How do I change my reservation?

*You can change your reservation online at [www.wsdot.wa.gov/ferries](http://www.wsdot.wa.gov/ferries) or by phone at 888-808-7977.*

21. Is there a penalty for changing or modifying a reservation?

*You may change your reservation up to 5pm of the prior day of your sailing without penalty. As a courtesy, you are allowed one free change after 5pm of the prior day of your sailing. Once you have changed a reservation after 5pm of the prior day of your sailing, no additional changes will be permitted. No changes will be permitted less than 3 hours in advance of the sailing.*

22. What if I already changed my reservation once after 5pm of the prior day of your sailing and I need to change it again?

*You will need to cancel your reservation and make a new one. A no-show fee will be charged to your credit card on file. If you will be traveling the same service day as your reservation, you have the option to travel standby and you will not be charged the no-show fee.*

23. What happens if I need to change to a smaller vehicle size?

*You can change your reservation to a smaller vehicle size up to 5pm of the prior day of your sailing or once after 5pm of the prior day of your sailing.*

24. What happens if I need to change to a larger vehicle size?

*You can change your reservation to a larger vehicle size category if space is available, up to 5pm of the prior day of your sailing or once after 5pm of the prior day of your sailing.*

## **Cancelled Sailings/Service Disruptions**

25. What happens if WSF needs to cancel a sailing for unexpected mechanical or weather issues?

*In the event that a sailing is cancelled, WSF will notify reservation holders via email or text, website, and Highway Advisory Radio. No new reservations will be available for that day.*

*Customers with reservations who are affected by cancellations will not be charged the no-show fee if they choose not to travel within the same service day.*

*Customers with reservations who choose to travel will still be prioritized once service is reinstated, though they may experience delays.*

*At the terminal, WSF will give boarding priority to reservation holders on the dock, then to standby customers who are already on the dock. The terminal will then operate on a first-come, first-served basis for reservation holders. Additional standby customers will be able to travel only after all reservation holders have been accommodated.*

## **Traveling with a Reservation**

26. How far in advance of my sailing do I need to arrive at the terminal?

*30-90 minutes before your reserved sailing to be processed through the tollbooth.*

27. What to bring when traveling with a reservation?

*Bring the bar code printout or reservation confirmation number.*

28. What if I lose my confirmation and accidentally delete the email?

*You can always log into your reservation account (if you have one) and print a new confirmation page.*

29. What if I arrive at the terminal without my barcode printout or reservation confirmation number?

*WSF will have other methods for looking up your reservation (confirmation number, name, telephone). However, customers are encouraged to bring their confirmation page as these methods may take more time at the tollbooth.*

30. What if I have several confirmation pages and I don't know which one is for my current reservation?

31. *If you have a reservations account, the bar code is associated with your account and will be the same for every reservation so you can bring any of the pages. If you do not have an account and have multiple reservations, you should consider opening an account to help manage them. WSF may have other methods for looking up your reservation (name, telephone).*

32. What if I arrive with a vehicle that's larger than my reserved vehicle?

*WSF may not be able to honor your reservation. You may be directed to the standby line.*

33. What if I arrive with a vehicle that's smaller than my reserved vehicle?

*WSF will honor your reservation.*

34. What if I arrive late or miss my sailing?

*Depending on how full the sailing is, you may be directed to the standby vehicle line.*

35. What if I arrive early? Can I get on an earlier sailing?

*If the terminal is busy, staff will direct you to leave and return for your reserved sailing. If the terminal is not busy, you will have the option to move to the standby line.*

*For more information on WSF's reservations system planning process and community outreach go to: <http://www.wsdot.wa.gov/ferries/planning/vehiclereservations.htm>*

*For more information about making a reservation for travel in the San Juan Islands go to: <http://www.takeaferry.com>*