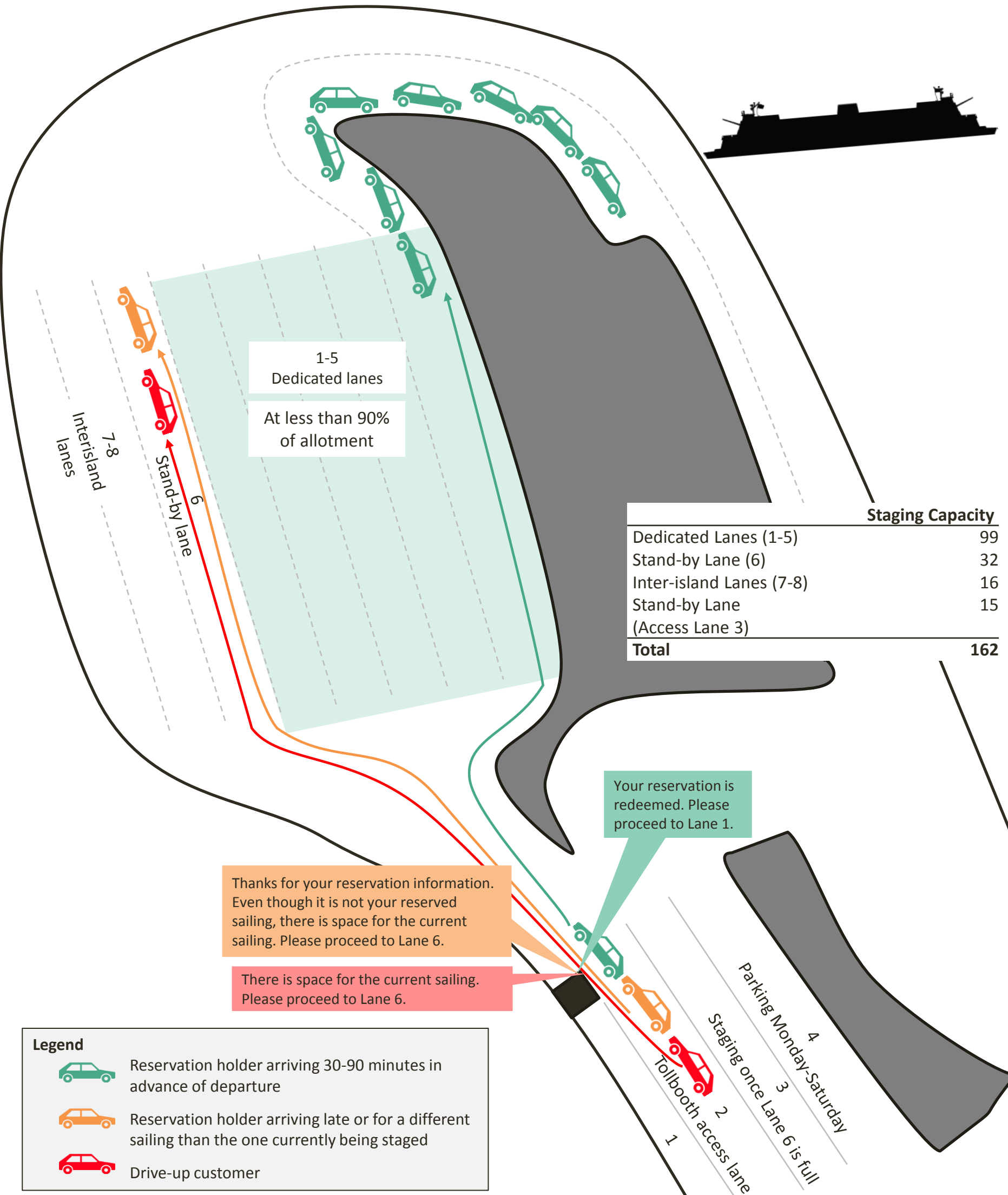





NORMAL OPERATING SCENARIOS – ORCAS ISLAND

Low-Volume Scenario – Summer Wednesday 2:20 PM Direct sailing for Anacortes
Vessel Class: Super



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

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

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

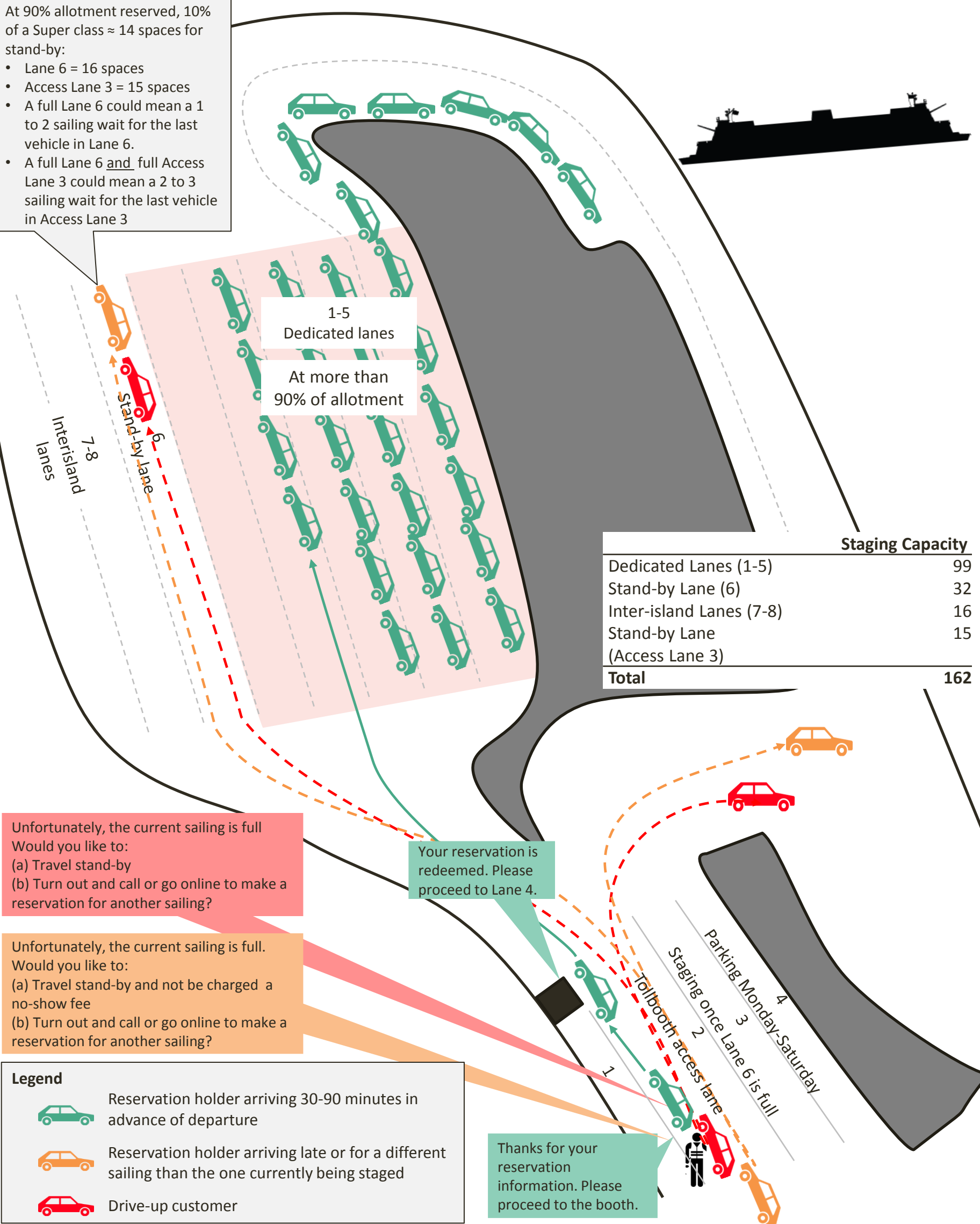
NORMAL OPERATING SCENARIOS – ORCAS ISLAND

High-Volume Scenario – Summer Sunday 2:20 PM Direct sailing for Anacortes

Vessel Class: Super

At 90% allotment reserved, 10% of a Super class ≈ 14 spaces for stand-by:

- Lane 6 = 16 spaces
- Access Lane 3 = 15 spaces
- A full Lane 6 could mean a 1 to 2 sailing wait for the last vehicle in Lane 6.
- A full Lane 6 and full Access Lane 3 could mean a 2 to 3 sailing wait for the last vehicle in Access Lane 3



Business Rules

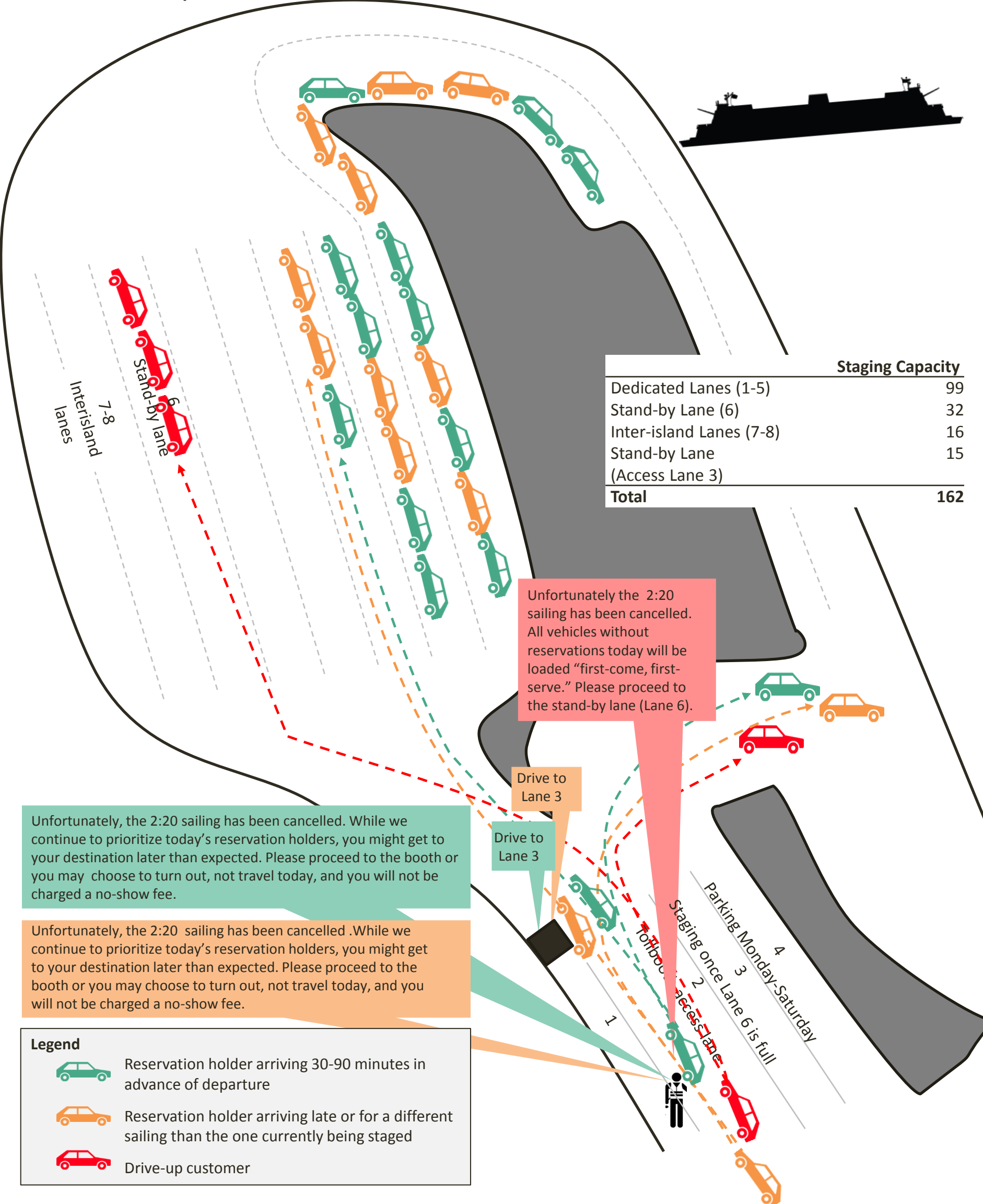
- Reservations can be made up to 3 hours in advance of sailing, as long as space is available.
- Unlimited cancellations and changes are allowed before 5:00 pm of the day prior to sailing.
- One change is allowed after 5:00 pm of the day prior to sailing, as long as it is 3 hours in advance of the reserved 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

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes

“DAY OF” SERVICE DISRUPTION SCENARIO – ORCAS ISLAND

Summer Sunday 2:20 PM Direct sailing for Anacortes is cancelled; Reservations continue to be prioritized




Vessel Class: Super



Unfortunately, the 2:20 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 booth or you may choose to turn out, not travel today, and you will not be charged a no-show fee.

Unfortunately, the 2:20 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 booth or you may choose to turn out, not travel today, and you will not be charged a no-show fee.

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

Business Rules

- Customers with reservations for a sailing that day may arrive at any time, for any sailing.
- Customers on the dock 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 lane is full.

Note: Orcas terminal will use separate lanes for reservation holders and non-reservation holders, until high-volume scenarios require them to be in mixed lanes