

GENERAL REFUND

How do I go about requesting a refund?

NOTE: Refunds for Bremerton

Since vessel and service changes can often cause ferry customers to alter their commuting habits, the normal policy of no refunds for frequent user multi-ride tickets is waived. Our Customer Service and Operations Revenue Collection Managers will review each request for refund based on travel, length of disruption or service change, and other mitigations. Contact Susan Harris-Huether at Sharris@wsdot.wa.gov.

As there are many different ways to purchase a ferry ticket or ride, there are also different ways to request a refund.

- For sales of single fares from a Ferries tollbooth: **Refunds may only be requested at the originating terminal on the same day and should be done before you travel.**
 - ❖ If you paid by cash and a sailing is canceled, you change your travel plans, or you are unable to make your desired departure, take your cash receipt and go back to the tollbooth and request a refund.
 - ❖ If paid by check, return to the **same Seller** who processed the original transaction and your check will be returned to you. If the Seller is no longer available, you need to ask a Seller for a **Request for Refund Envelope** and mail it in for an administrative refund. These check refunds can take up to 4 weeks to process.
 - ❖ If you paid by credit/debit card, you need to ask a Seller for a **Request for Refund Envelope** and mail it in for an administrative refund. Administrative refunds on cards take approximately 1 week to process. *Note: We are working on a process whereby these credit/debit transactions can be refunded at the terminal and plan to implement this improvement in late Summer 08.*
- For sales of a single fare from a Ferries kiosk or via the web: As these are credit transactions, you need to ask a Seller for a **Request for Refund Envelope** and mail the ticket in for an administrative refund. These refunds take approximately 1 week to process.
- For sales of multi-ride products purchased at a tollbooth, a kiosk or via the web: These fare products are non-refundable according to the Washington Administrative Code (WAC). If there has been some error caused by Ferries, please contact our Operations Revenue Collection Department at 206-515-3814 or 206-575-3825 for assistance.
- For those customers who find their Wave2Go card has what appears to be multiple scans on the same date/time, we apologize. There are times when the equipment and/or operator can cause this to happen. Please ask a Seller for a **Request for Refund Envelope**. A refund for the value of the extra scan(s) will be processed. *Note: We are working on a process whereby the extra ride can be put back on the Wave2Go card and hope to have this in place this Summer.*
- For those customers who purchase fares on-line and do not receive a return e-mail with the tickets attached or received the e-mail too late to travel, please contact Customer Service at 206-464-6400 and select the **Wave2Go** option. If there is time the e-mail can be resent. If not, a refund will be processed.