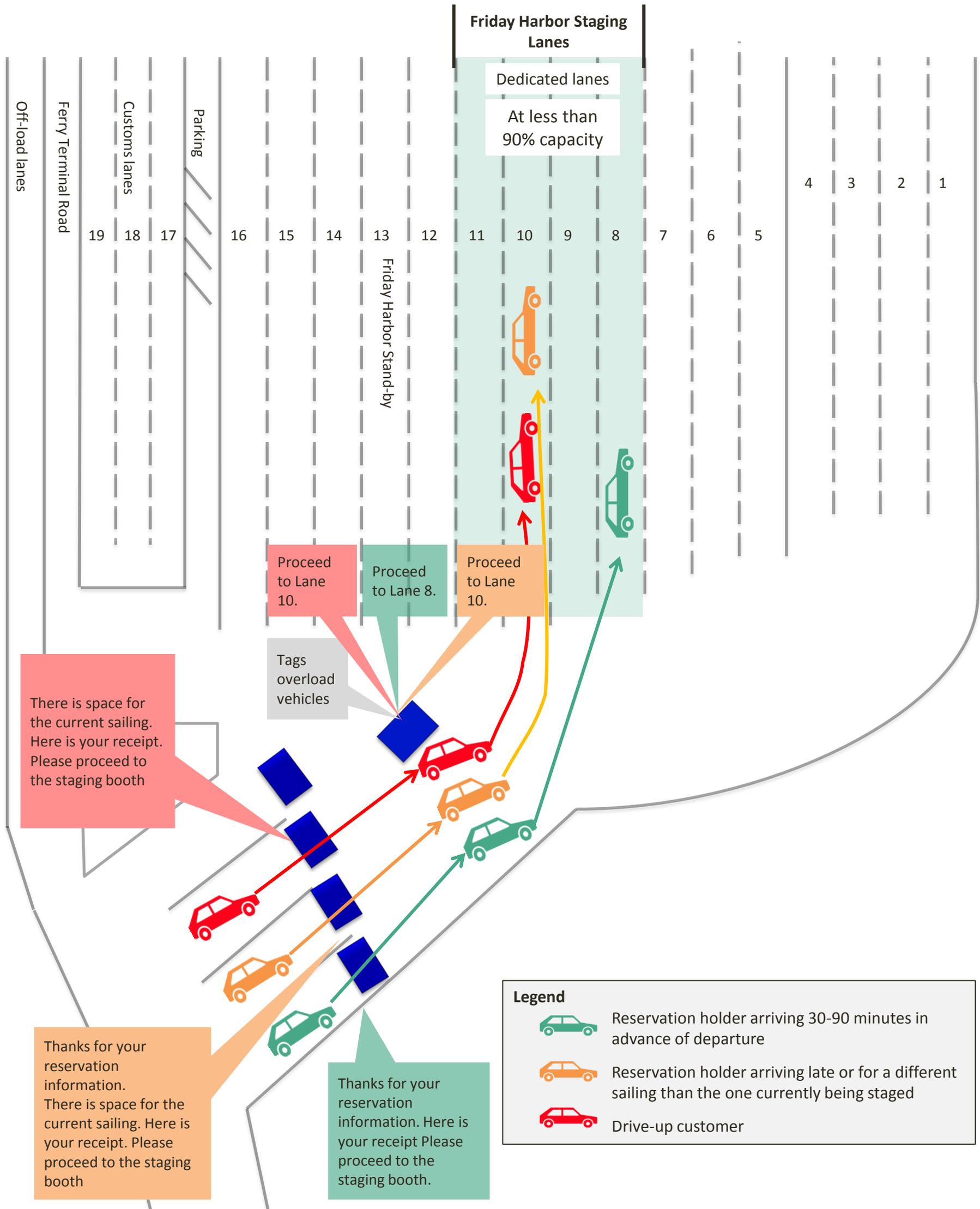


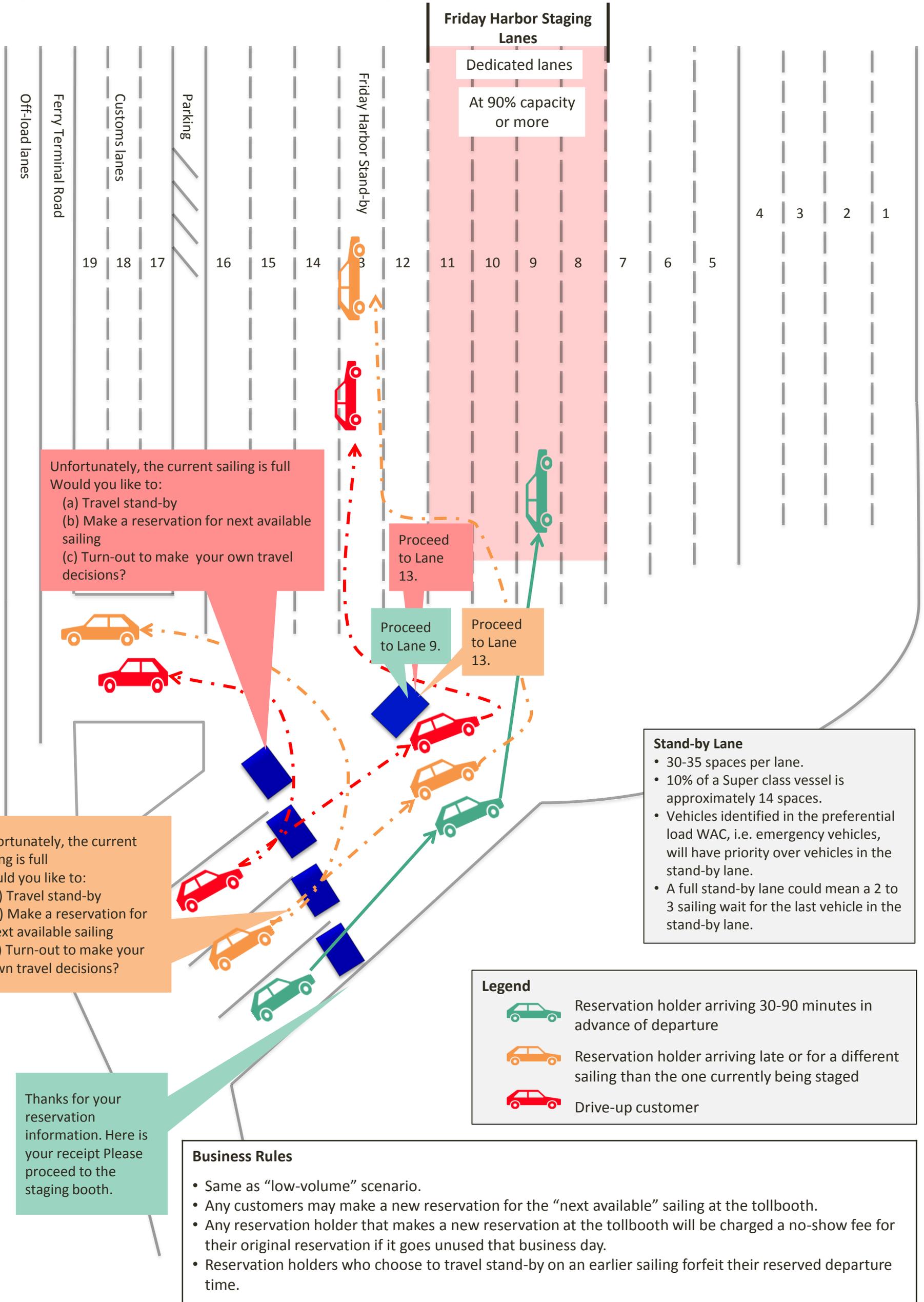
**NORMAL OPERATING SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**  
**Low-Volume Scenario – Sunday 8:20 PM Sailing for Friday Harbor**



- Business Rules**
- Reservations can be made up to three 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.
  - Drive-up customers are processed on first come, first serve basis until drive-up lane is full.

**NORMAL OPERATING SCENARIOS - ANACORTES TERMINAL TO FRIDAY HARBOR**

**High-Volume Scenario - Friday 2:40 PM Sailing for Friday Harbor**



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

Thanks for your reservation information. Here is your receipt Please proceed to the staging booth.

Proceed to Lane 13.

Proceed to Lane 9.

Proceed to Lane 13.

**Stand-by Lane**

- 30-35 spaces per lane.
- 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 full stand-by lane could mean a 2 to 3 sailing wait for the last vehicle in the stand-by lane.

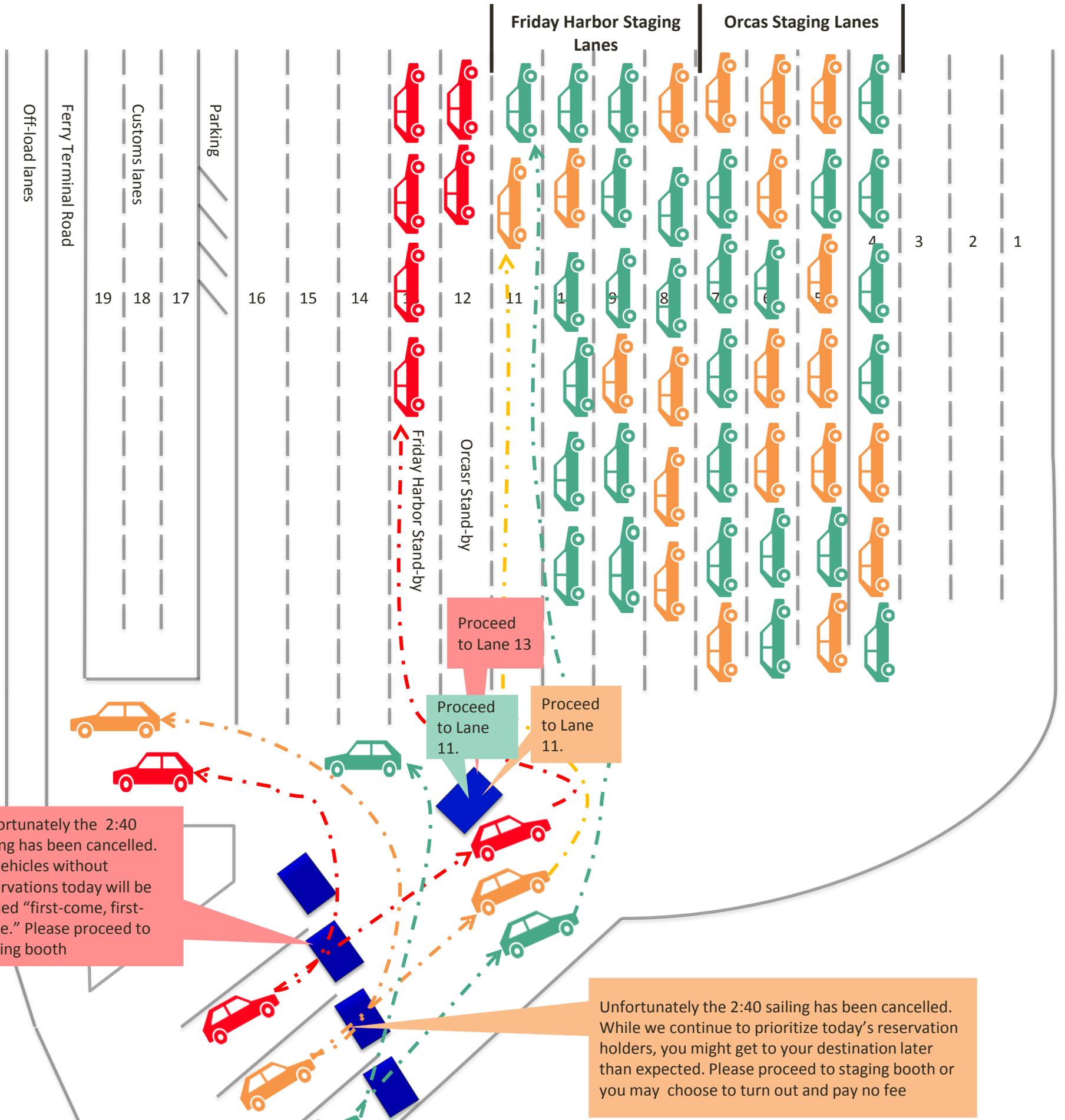
**Legend**

- 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**

- Same as "low-volume" scenario.
- Any customers may make a new reservation for the "next available" sailing at the tollbooth.
- Any reservation holder that makes a new reservation at the tollbooth will be charged a no-show fee for their original reservation if it goes unused that business day.
- Reservation holders who choose to travel stand-by on an earlier sailing forfeit their reserved departure time.

**“DAY OF” SERVICE DISRUPTION SCENARIO - ANACORTES TERMINAL TO FRIDAY HARBOR**  
**Friday 2:40 PM Sailing for Friday Harbor is cancelled; Reservations continue to be prioritized**



Unfortunately the 2:40 sailing has been cancelled. All vehicles without reservations today will be loaded “first-come, first-serve.” Please proceed to staging booth

Unfortunately the 2:40 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 staging booth or you may choose to turn out and pay no fee

Unfortunately the 2:40 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 staging booth or you may choose to turn out and pay no 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 on the Anacortes-San Juan Island route may arrive at any time, for any sailing on that route.
- Customers on the dock may leave and receive a refund, customers with reservations who choose to leave will not be charged a no-show fee.
- Customers with reservations for that sailing or later sailings on the Anacortes-San Juan Island route who do not show up for their reserved travel will not be charged a no-show fee.