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

Thanks for your reservation information. There is space for the current sailing. Here is your receipt. Please proceed to the staging booth.

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 three 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.
- Drive-up customers are processed on first come, first serve basis until drive-up lane is full.

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

There is space for the current sailing. Here is your receipt. Please proceed to the staging booth.

There are dedicated lanes for reservations that arrive 30-90 minutes in advance of the departure. There are also customs lanes for reservations that arrive late or for a different sailing than the one currently being staged.

The diagram shows the flow of vehicles through the terminal. Vehicles are directed to the appropriate lanes based on their reservation status and the current sailing. Drivers are directed to Lane 10, Lane 8, or the customs lanes as appropriate.

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
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.
“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.

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.

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