



# Woods Hole, Martha's Vineyard and Nantucket Steamship Authority

---

## **HEADSTART PROGRAM** **January 5, 2016 – January 11, 2016**

Headstart is available to all participants of the 2016 Islander Preferred & Islander Preferred-Excursion programs. Each profiled customer is allowed to submit up to five transactions (one-way or round-trip). Please provide name, address, license plate and vehicle information (year, make and model) for all reservations. Failure to provide accurate dimensions, including roof top carriers and attached bicycles, could void reserved space and/or may impact rate.

Three of the five transactions may be designated as transferable reservations. If you do not have the name and vehicle license plate, year, make, and model of the party using the space you're reserving, we will hold the reservation under your name. A transfer slip will be sent to you and must be returned no later than May 15, 2016 or 30 days prior to the scheduled departure of the first segment of the reservation with the name, address and license plate and vehicle information (year, make and model) of the person using the reservation. Also, indicate on form any extended length or height i.e. bike racks or luggage racks. A confirmation will be sent at that time.

If you decide to keep the reservation for your own use, you still must submit the transfer slip prior to May 15, 2016 or 30 days prior to the scheduled departure of the first segment to keep the reservation and receive the confirmation. All reservations not transferred by the deadline will be canceled and a \$10.00 fee will be assessed on all transfer slips sent back for a refund.

Reserved space must be prepaid. Method of payment cannot be changed after confirmation is issued. Check all confirmations for correct dates, times and destinations. Errors must be reported immediately upon receipt of the transfer slip or confirmation. Failure to do so implies acceptance of confirmation as stated.

### **MAIL**

Reservations can be mailed in advance of January 5, 2016 to SSA Headstart Reservations, 509 Falmouth Road, Suite 1C, Mashpee, MA 02649. All requests received by 4:00PM on January 10, 2016 are guaranteed headstart status. All mail requests received on or before January 4, 2016 will be processed at start of business on January 5, 2016. All subsequent mail will be processed in order of date received. In the event we are unable to fulfill your request, we will always reserve you on the closest available time to your request. Please fill in the information regarding travel availability to assist us in reserving the best space for you. We will wait list you for your first choice, unless you request otherwise.

### **ONLINE**

Reservations can be made on January 5, 2016 beginning at 7:30AM at [www.SteamshipAuthority.com](http://www.SteamshipAuthority.com). All requests booked by January 11, 2016 are guaranteed headstart status. You must have a profile number and pin number or username/customer code and password to book reservations online.

**FAXES WILL NOT BE ACCEPTED**

## 2016 PREFERRED SPACE POLICIES

### General Information:

Available to customers profiled as Islander Preferred or Islander Preferred Excursion.

Preferred space reservations are limited to one per customer, per day.

Reservation must originate from island.

The off island portion of the ticket **must** be used for the return ticket to be valid.

Same vehicle must travel round-trip.

Preferred space reservations must be paid at time of booking.

**All preferred space reservations are non-refundable and non-transferable.**

Preferred space can be purchased as one-way from the island.

Reservations returning to the island can access Preferred or standard space in conjunction with off island reservation.

Excursion fares limited to 1-31 days.

### **Martha's Vineyard Preferred space:**

#### **7-Day Preferred Space**

Space goes on sale at 7:30AM **seven** days in advance of departure date.

#### **1-Day Preferred Space**

Space goes on sale at 7:30AM **one** day in advance of departure date.

Online at [www.SteamshipAuthority.com](http://www.SteamshipAuthority.com)

By phone at 508-693-9130 or 508-477-8600

Reservations can be booked in person at all Island Terminals, or Martha's Vineyard Airport Reservation Office.

### **Nantucket Preferred space:**

#### **1-Day Preferred Space**

Space goes on sale at 6:45AM one day in advance of departure date in person at the Nantucket terminal or 7:30AM by phone at 508-228-3274 or 508-477-8600 or Online at

[www.SteamshipAuthority.com](http://www.SteamshipAuthority.com).

**WAIT LISTING:** Wait list requests are on a first come, first served basis, and are *automatically* processed. **When waitlisting you have four options to waitlist; 1.) Up to 48 hours in advance, 2.) 24 hours in advance, 3.) Noon the day prior to travel, and lastly, 4.) We offer a user specified drop date as spaces become available due to other customers' reservation cancellations or changes.** If a customer's reservation is changed to one of his or her wait list requests more than one week in advance of the scheduled sailing, we will text, email or mail the customer a notice of the change depending on customer choices set in the customer profile. If the change occurs one week or less before the scheduled sailing, we will text, telephone or email the customer to notify them of the change. Changes can also be viewed on our website at [www.SteamshipAuthority.com](http://www.SteamshipAuthority.com), on the Dashboard or under My Purchases also on the Dashboard. Once a wait list change is made to a customer's reservations, we can only honor the reservation as changed, and cannot honor the customer's original reservation. Accordingly, customers must view their vehicle reservations on our website or call the Authority's Reservation Office prior to scheduled sailing time to verify any wait list changes. Changes to a reservation as a result of a wait list request are not considered "Reservation Changes" and do not result in any cancellation or change fees; but once a reservation is changed due to a wait list request, the changed reservation is subject to all cancellation and change fees.

**CHANGING RESERVATIONS:**

Reservations may be changed up to one hour before the scheduled departure. One date change may be made to a vehicle reservation at no charge. However, if the change is not made at least 14 days in advance of the scheduled departure, the changed reservation will not be eligible for a refund if subsequently cancelled. You have one date change at no charge; all other date changes may be made only upon payment of an additional \$10.00 charge. In the event a reservation is neither changed with at least one hour advance notice nor used as reserved, no refund shall be issued to the customer, although the reservation may be used for stand-by travel solely on the date for which the trip was scheduled and possibly, at the Authority's discretion, the following day.

**CANCELLATION:**

Any reservation made and cancelled on the same day is fully refundable without any processing fee. Otherwise, if the cancellation notice is received at least 14 days in advance of the scheduled departure, the customer generally will be issued a full refund less a \$10.00 processing fee, unless the reservation was previously changed with less than a 14 day notice prior to the scheduled departure. Customers should be aware that pre-paid passenger fares are eligible for a refund even if the associated vehicle reservation is not.

**MARTHA'S VINEYARD RESERVATION ONLY PERIODS:** Vehicle reservations are required every Friday, Saturday, Sunday and Monday from June 17 to September 5, 2016 and May 27 – May 31, June 30, July 5, August 23 and October 7 & 10, 2016.

**MARTHA'S VINEYARD BLUE LINE STANDBY PROGRAM:** Available during the above reservation only periods, 15 standby cars per day will be accepted at Vineyard Haven and Woods Hole only. You must be an active participant in the 2016 Islander Preferred or Preferred Excursion program to be eligible.

**One-Way Auto Fares**

April 1 - October 31

**Martha's Vineyard**

Auto under 17' \$ 68.50  
Auto 17' but less than 20' \$ 78.50

**Nantucket**

Auto under 17' \$200.00  
Auto 17' but less than 20' \$225.00

**Island 1-31 Day Round-Trip Excursion Fares**

May 15- September 14

**Martha's Vineyard**

Auto under 17' \$ 94.00  
Auto 17' but less than 20' over 6'6" \$114.00

**Nantucket**

Auto under 17' \$225.00  
Auto 17' but less than 20' over 6'6" \$255.00

**Extended load charge**

**Martha's Vineyard**

\$ 12.50 one-way

**Nantucket**

\$ 37.50 one-way

Applies to those vehicles whose overall length (including extensions) exceeds 17'.

**Passenger One-Way:**

Adult	<b>Martha's Vineyard</b>	\$8.50*	<b>Nantucket</b>	\$18.50*
Child (5-12)	<b>Martha's Vineyard</b>	\$4.50*	<b>Nantucket</b>	\$ 9.50*

(Children under 5 are free)

\* Includes \$ 0.50 embarkation fee