

Ferry Etiquette 101

1. Plan ahead – It helps

- First, check the schedule for the boat so you can plan your travel times. The schedule for each ferry is available <http://www.eupta.net/ferry-system/>

2. Be nice – it's the right thing to do

- There IS a line leader. They are the ones who arrive at the ferry dock first. Line up behind the first person. Please do not cut. Please do not block side streets or driveways. Regular traffic needs to continue to flow.

3. Waiting

- Be aware that during busier times, such as summer, holiday, and special events there will be waits and line ups. Ferry traffic may exceed capacity and the ferry may or may not “run wild” – meaning making extra trips to pick-up vehicles that were in line, but simply could not fit onboard. Enjoy a good book, a good chat with a friend, take a look at the Facebook page, or simply enjoy the beautiful views, while you wait.

4. Don't Rush – You won't get there any faster

- When loading or unloading from the ferry please pay attention to the crew members and their directions. Rushing rarely accomplishes anything and may cause an accident.

5. Stay in Your Car Until Counted

- Please stay in your car until everyone has been counted and paid for. It takes time for the crew to account for everyone. Children should be accompanied by an adult. Please refrain them from running, climbing, jumping and rough housing on the ferry.

6. No Smoking

- EUPTA has a no smoking policy on the ferries at all times. This policy ensures the safety of all customers and employees.

7. Hang up

- Please put your cell phones away while loading and unloading. It is important to pay attention to the crew members for your safety and theirs.

8. Be prepared – Have your payment or ticket ready and in hand

- At this time **Cash, credit, debit, check on Sugar and Drummond Ferries and only cash or check on Neebish Ferry**. Know the fares ahead of time. They are available at each dock as well as on line at <http://www.eupta.net/ferry-system/>
Please use lower denominations or correct amounts if you are able.

9. Lights off at night – Please don't blind the crew

- The street/dock/ferry lights are all you will need to guide you onto the ferry. The lights only blind the crew and make it difficult for them to perform their job. It is also annoying to other vehicles.

10. Don't argue with the crew

- Please remember, they are performing their job, they are there to help you, and they know what they are doing. It also takes up vital time and may put everyone behind. If you have a customer service issue, please wait 24 hours, see if it is still an issue, and call the EUPTA office. The staff is happy to help problem solve regarding ferry issues. Take time to smile, be kind, and wave as you unload.

11. Sit back and enjoy the ride and the beautiful views. You are on “Island Time.”