Questions and Answers:

General

1. **Question:** What if I am not able to access the Ferry reservation website? **Answer:**

- Try to access http://www.yahoo.com/ or http://www.google.com/ to make sure you are able to connect to the internet. If you can access those sites, then your internet provider may have the NCDOT website blocked. If you cannot get to Yahoo or Google, then you should contact your internet service provider.
- Check to see what version of your browser you are using. Check the version by choosing 'Help' from the tool bar, and then choose 'About'. The pop up box will provide the version information. We support Internet Explorer (IE) 6 and above, and Firefox 2 and above. If you are not on a supported version, you will need to upgrade your browser version.
- If web pages do not load correctly, you may need to clear out local users file cache and cookies on your personal computer. If you are not familiar with this process, refer to the 'Help' option on the toolbar of your browser.

2. **Question:** Are pets allowed on the ferry? **Answer:** Pets are allowed on the deck of the vessel only if on a leash. You would be responsible for clean-up after pet.

3. **Question:** Are food/drinks available on the Ferry? **Answer:** Vending machines only.

4. **Question:** Where do you pick up tickets? **Answer:** Tickets are available at each terminals ticket booth which is located outside at entrance.

5. **Question:** Are there restrooms on the vessels? **Answer:** Restrooms are located in the lounge on each vessel. Restrooms are also available at the terminals ship store.

6. **Question:** Do you need reservations for pedestrians or bicycle riders? **Answer:** No for pedestrians and individual bicycle riders. However, bicycle groups of 8 or more riding together should call the Reservations Center at 800-293-3779, Press 2, to reserve a vehicle space that will accommodate the cyclists. Please be sure to tell the reservationist that the space will be used for bicycles.

7. **Question:** Are alcoholic beverages allowed on board the vessel? **Answer:** No. Open containers are not allowed.

8. **Question:** Are tie downs provided or needed for motorcycles? **Answer:** The ferry service does not provide tie downs or any other strapping devise for motorcycles. You may be asked to stay close to your motorcycle during inclement weather.

9. **Question:** Will I be charged an additional fee for each passenger? **Answer:** No, there is only a charge for the vehicle and that includes all occupants.

10. Question: What if I decide later that I need to change my reservation? How do I handle that? Answer: If you decide that you cannot make your reservation or you need to change your reservation, you will need to call the Ferry Call Center – 1-800-293-3779 by at least 4pm the day prior to your sailing to cancel your sailing. If you call

by 4pm, the Ferry Division will cancel your reservation(s) and refund your credit card for the amount that has been charged.

11. Question: What if I have a change in plans and I no longer need the reservation? Will I be able to obtain a refund? Answer: If you decide that you cannot make your reservation, you will need to call the Ferry Call Center – 1-800-293-3779 by at least 4pm the day prior to your sailing to cancel your sailing. If you call by 4pm, the Ferry Division will cancel your reservation(s) and refund your credit card for the amount that has been charged.

12. Questions: How long is the ferry ride from:
Ocracoke to Swan Quarter? Approximately 2 hours and 30 minutes
Ocracoke to Cedar Island? Approximately 2 hours and 15 minutes

13. Question: Do you have any tourist information on the destinations? **Answer:** Click on the following links for an overview of each destination:
Cedar Island: http://www.visitnc.com/listings/view/39393
Ocracoke: http://www.ocracoke-nc.com/
Swan Quarter: http://www.albemarle-nc.com/hyde/CGNC/

Using The NC Ferry Reservation System

1. Question: Why aren't all available departure times displayed in the departure time dropdown box? **Answer:** Only departure times that are still available to reserve will display in the departure time dropdown box.

2. Question: Will my credit card information be stored in the NC Ferry System? Answer: No. The NCDOT Ferry Division utilizes a connection with the First Data processing service.

3. Is my credit card charged when an item/reservation status is unavailable? Answer: No, you will not be charged for reservations with a status of unavailable?

Commuter Pass

1. Question: What is a Commuter Pass? Answer: A commuter pass is a prepaid pass for frequent travelers. With a commuter pass, the customer may have an unlimited number of trips for one year from the date of purchase. The only restriction is that they may not take the same route (same departure and destination) more than one time per day

2. Question: How do I purchase a commuter pass? Answer: Commuter passes must be purchased in person at the Swan Quarter, Ocracoke, Cedar Island or Southport terminals The price is $150 for a vehicle and/or combination up to 20 feet in length; $200 for a vehicle and/or combination that is 20 feet up to 40 feet in length; and $250 for a vehicle and/or combination that is 40 feet to 65 feet in length.

3. Question: May I purchase a commuter pass and use it for different vehicles that I own? Answer: A commuter pass is linked to a specific license plate number which is collected on the commuter pass application and stored with pass record information. The Commuter Pass is non-transferable to another vehicle. You will receive a sticker which must be placed on your vehicle.

4. Question: May I make commuter pass reservations and regular reservations in the same transaction? Answer: No. All reservations using the 'Make a reservation using a commuter pass will need to utilize the commuter pass number.

5. Question: My commuter pass is for a single, but I am taking my boat over with me this time. May I upgrade to a double? Answer: Yes.
You may upgrade and you may do this through this website, but you will need to pay the extra $15 to cover the cost of the double via credit card before the reservation will be completed. If you prefer, you may handle this type of transaction by calling the Ferry Call Center at 1-800 BYFERRY (1-800-293-3779).

6. Question: I have a commuter pass for a double, but I am leaving my boat/trailer at home this trip so I am really only a single. Will I get a refund since I'm not taking my boat over this time? Answer: No. The reservation will be the same as your commuter pass.