

NC Ferry Reservation System Use Instructions

1-800-BY-FERRY
(1-800-293-3779)

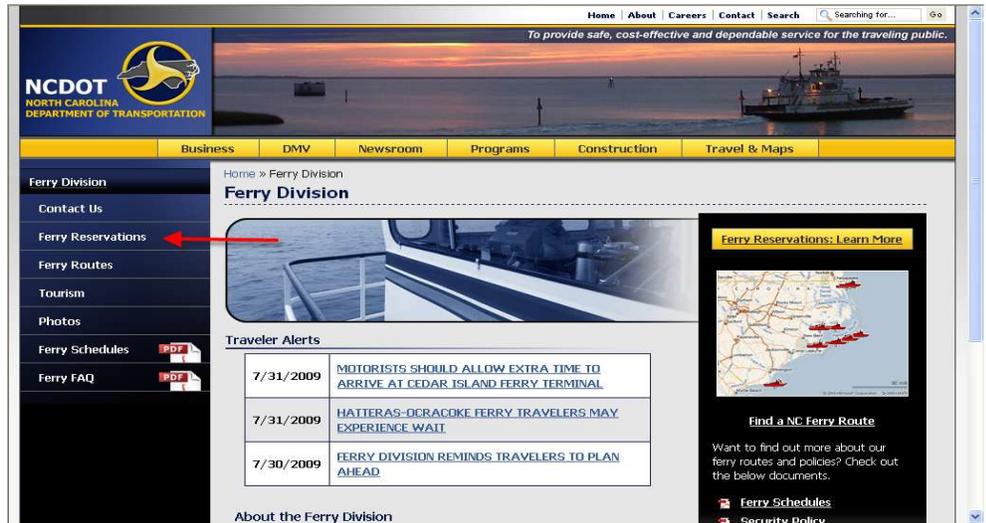
Use this procedure to reserve passage on an NCDOT Ferry.

Please make sure that you check in at the Ferry Ticket booth at least 30 minutes prior to your scheduled departure time. Failure to do so will result in movement to stand-by status on a space available basis and no refund will be issued if suitable space is not available.

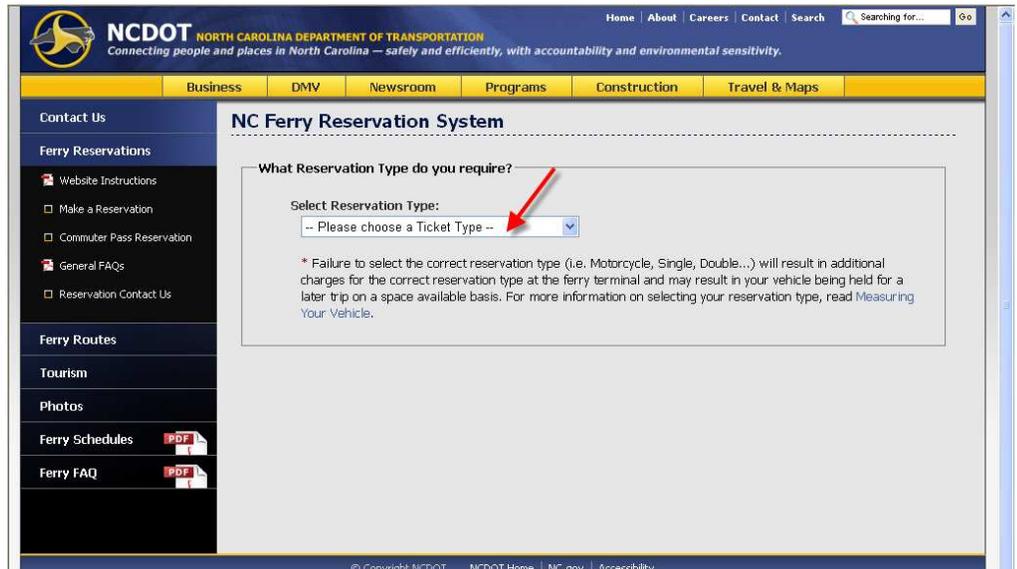
Cancellations must be requested no later than 4 PM the day prior to departure by calling 1-800-BY-FERRY (1-800-293-3779). Otherwise, refunds will not be permitted.

Adverse weather conditions or unanticipated mechanical problems may delay departure times and/or result in the cancellation of a run. Best efforts will be made to move a traveler to the next available run. If this is not acceptable to the traveler, they should call the Ferry Call Center at 1-800-BY-FERRY (1-800-293-3779) and request a refund. Any refund that is made will be issued to the traveler's credit card.

1. Enter <http://ncdot.gov/transit/ferry/> into your browser address bar, and press enter.
2. The **North Carolina Department of Transportation Ferry Division** website displays. Select **Ferry Reservations** from the menu on the left side of the page.



3. The **NC Ferry Reservation System** website displays. Select your reservation type from the **Select Reservation Type:** dropdown box.



-- Please choose a Ticket Type --

Motorcycle

Single - 20 feet or less

Double - Exceeds 20 feet, up to 40 feet

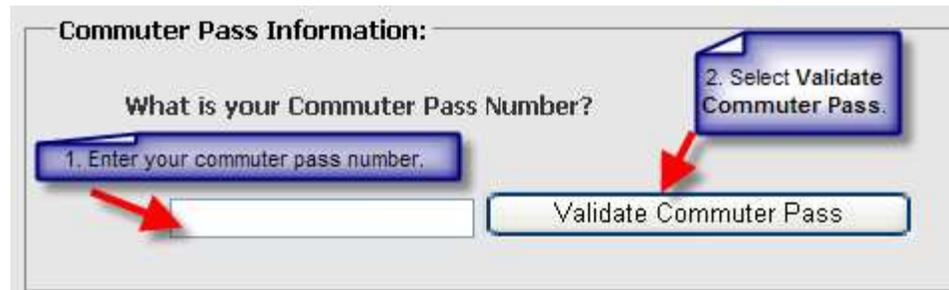
Triple - Exceeds 40 feet - Call 1-800-ByFerry

OR



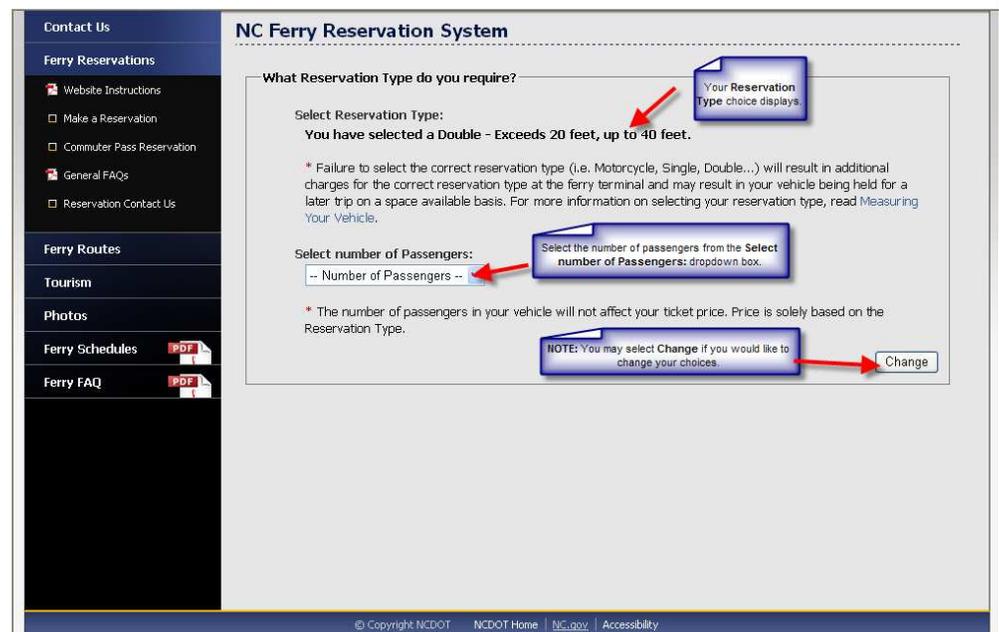
Note: If you are a commuter pass holder, please select **Commuter Pass Reservation** from the menu on the left side. (See screenshot on the left).

1. Enter your commuter pass number in the text field provided.
2. Select **Validate Commuter Pass**.



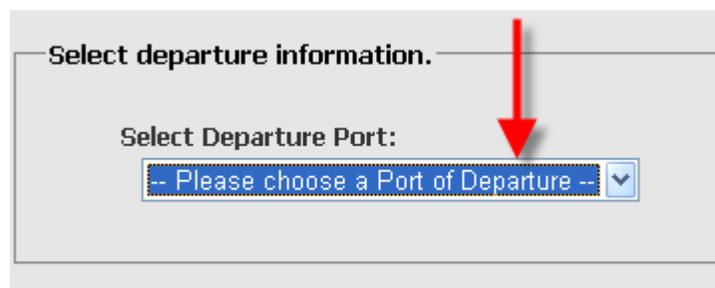
Note: After you have entered your commuter pass number, you will see the screen listed in **3** above.

4. Your **Reservation Type** choice displays. Select the number of passengers from the **Select number of Passengers:** dropdown box.



Note: You may select **Change** if you would like to change your choices.

5. The **Select departure information** area displays. Select your point of departure from the **Select Departure Port:** dropdown box.



-- Please choose a Port of Departure --

- Cedar Island
- Ocracoke
- Swan Quarter

Port of Departure Choices

Note: If you select Cedar Island or Swan Quarter, your Destination Port will automatically display. If you select Ocracoke, you will be able to select your Destination Port from either Cedar Island or Swan Quarter.

6. The **Select Departure Date** area displays. Select the calendar icon and select the date from the calendar that displays.

Note: You cannot key the date in the text field that is displayed.

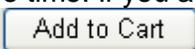


7. The Select Departure Time area displays. Select your departure time from the **Select Departure Time:** dropdown box.

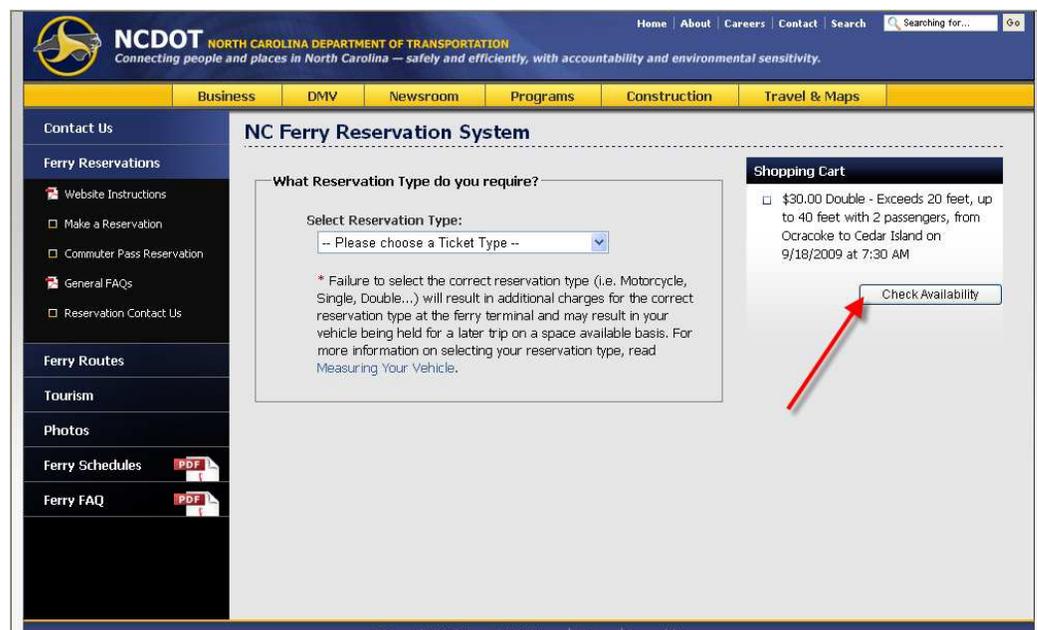


Note: Only times that are still available to book will display.

8. The **Review your selection** area displays with a summary of your choices including price, number of passengers, departure port, and destination port and departure time. If you are satisfied with the summary data that

displays, select . If you are not satisfied select  and you will be taken to the beginning screen. See steps 1 – 8.

9. If you selected **Add to Cart**, you will be returned to the **NC Ferry Reservation System** home screen, you will notice a **Shopping Cart** in the top right corner of the screen. Select **Check Availability** if you do not need to make another reservation. If you do need to make another reservation, repeat steps 1 – 8 before you select **Check Availability**.



10. The NC Ferry Reservation System Review your shopping cart page displays. If your ferry reservation status is available and you are ready to check out, select **Pay Now**.

NC Ferry Reservation System

Review your shopping cart

Status	Ticket Type	Passengers	Departure	Destination	Date/Time	Cost	
Available	Double - Exceeds 20 feet, up to 40 feet	2	Ocracoke	Cedar Island	9/18/2009 7:30:00 AM	\$30.00	<input type="button" value="Remove"/>

Balance

Your total unpaid balance is \$30.00.

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Note: You may also select **Add a Reservation** (this selection will keep what is in your shopping cart) or **Start Over** (this selection will empty your shopping cart).
Note: If your ferry reservation status is unavailable, it will appear in red and you will not be able to reserve it. You will not be charged for fares/runs that are unavailable.

Unavailable	Double - Exceeds 20 feet, up to 40 feet	2	Cedar Island	Ocracoke	9/4/2009 7:30:00 AM	<input type="button" value="Remove"/>
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11. The NC Ferry Reservation System conditions page displays. If you agree with the conditions and would like to continue to Checkout select **Accept**. If you do not agree, select **Decline**.

NC Ferry Reservation System

Welcome to the NC Department of Transportation Ferry Division online ticket sales center.

Please note the following:

- All Advance ticket sales require a credit card for processing and your reservation is not guaranteed until the payment is fully processed.
- The reservation holder must check in at the Ferry Ticket Booth and redeem their reservation at least 30 minutes prior to the scheduled departure time. Failure to do so will result in movement to stand-by status on a space available basis, and no refund will be issued if suitable space is not available.
- Cancellations must be requested no later than 4:00 PM the day prior to departure by calling 1-800-BY-FERRY (1-800-293-3779).
- Failure to select the correct reservation type (i.e. Motorcycle, Single, Double...) will result in additional charges and may result in your vehicle being held for a later trip on a space available basis. For more information on selecting your reservation type, read [Measuring Your Vehicle](#).
- Vehicles that are greater than 40 feet long must call 1-800-BY-FERRY (1-800-293-3779) to make a reservation or to confirm space availability. This type of reservation may not be made through this website due to size and loading restrictions.
- Commuter Pass holders may only use a commuter pass for one reservation each way per day. Other reservations for that day with the same departure and destination locations will have to be made by clicking 'Make a Reservation' link on the menu to the left and utilizing a credit card for payment.
- Adverse weather conditions or unanticipated mechanical problems may delay departure time and/or result in the cancellation of a run.
- Advanced reservations may also be purchased by calling 1-800-BY-FERRY (1-800-293-3779) daily from 6:00 AM to 7:00 PM Eastern Standard Time.

Accept these conditions and purchase your advance ticket, or Decline to restart this session.

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Note: If you entered a Commuter Pass number and your balance was \$0, you will not be asked to enter a credit card number. Your trip itinerary will display after you select accept.

12. The **NCDOT Ferry Online Reservation and Ticketing System** payment screen displays. Required fields are marked with an * asterisk and are listed below. Enter required information and select **Complete Payment**.

- First Name
- Last Name
- Name as it appears on the card
- Telephone number
- Address
- City
- Zip Code
- Credit card number
- Credit card expiration date

The screenshot displays the NCDOT website's payment interface for the Ferry Online Reservation and Ticketing System. The page header includes the NCDOT logo and navigation links. The left sidebar contains a 'Contact Us' menu with 'Ferry Reservations' selected. The main form area is titled 'Ferry Online Reservation and Ticketing System' and contains the following fields:

- Required fields are marked with an *.
- * First Name: [input field]
- * Last Name: [input field]
- * Name as it appears on the card: [input field]
- * Telephone Number: [input field]
- Email: [input field]
- Confirm Email: [input field]
- * Address: [input field]
- * City: [input field]
- State (if in US): [dropdown menu]
- * Zip Code: [input field]
- Payment Amount: \$30.00
- * Credit card number: [input field]
- * Expires: [dropdown menu] / [dropdown menu]
- Card Code: [input field] Code not present

A 'Complete Payment' button is located at the bottom of the form. Red arrows in the original image point to the asterisked fields and the 'Complete Payment' button.

Note: Email address is not required, however, if you do enter an email address your itinerary will be sent to the email address entered.

13. Your **NC Ferry Reservation System** Trip Itinerary displays along with an authorization/reservation number. Please print this page for your records.

Note: You will have an authorization/reservation number for each passage/run that you reserved.

NC Ferry Reservation System

Thank you for your order

Dear John Doe

Thank you for purchasing your reservation with the North Carolina Ferry System. You have been charged \$15.00.

Trip Itinerary for John Doe

- Reservation Number 661428: \$15.00 Single - 20 feet or less with 4 passengers, from Cedar Island to Ocracoke on 8/28/2009 at 7:30 AM



Authorization Number: 661428

Please make sure you check in at the Ferry Ticket Booth at least 30 minutes before your scheduled departure time. Failure to do so will result in movement to stand-by status on a space available basis, and no refund will be issued if suitable space is not available.

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[Return to the NCDOT Ferry.](#)