

ATTENTION TRAVELERS

ALASKA MARINE HIGHWAY SYSTEM

New Reservation System To Go Live May 1st, 2016



Starting on May 1st the Alaska Marine Highway will begin operating in our new reservation and manifest system. You may have noticed some subtle differences during the booking process in our new system and you will continue to see operational changes throughout your entire ferry trip. Here are a few of the highlights that we'd like to point out in advance of your scheduled departure.

Boarding Passes

Our new reservations system is ticketless! All that's required for travel after May 1st is a boarding pass. Boarding passes are issued for every travel item on your itinerary, each passenger, vehicle, or pet. You'll notice that each boarding pass & vehicle tag has a QR code. This code contains your booking number and will verify your reservation when scanned at the terminal, through a kiosk or during the boarding process.

Boarding passes can be printed in advance of travel whether you book online or through our call center. You will receive an email confirmation and PDF attachment that contains your travel itinerary and boarding passes. Alternatively, you can just bring your confirmation with you to your departure terminal and an AMHS agent can also assist you with obtaining boarding passes.



NO Boarding Pass = NO Travel

Starting on May 1st, no passenger will be allowed to board an AMHS vessel without a boarding pass. This means that all passenger and vehicle travel must be paid for prior to boarding the vessel. Our new reservations system makes it easier than ever to plan ahead so that you can arrive at the terminal or vessel with a confirmed booking number, or a pre-printed boarding pass. To confirm travel in advance;

- Call our toll-free reservations line at 1-800-642-0066
- Book online at www.FerryAlaska.com
- Purchase travel at any terminal or kiosk location

We appreciate your cooperation in making advanced reservations and don't forget that all customers are also required to show proper government issued photo ID.

Being prepared will also provide you with priority boarding!





Embarking & Disembarking the Vessel

In an effort to increase vessel security AMHS will be modifying our procedures for loading and unloading passengers and vehicles. Please ensure that you keep your boarding pass with you throughout your voyage. **All passengers in your party must have a boarding pass to embark AND disembark the vessel.** Please follow the direction of the AMHS terminal agents and loading officers to ensure a smooth and safe process.

New Self-Service Kiosks

Self-service kiosks are currently being tested at several AMHS terminal locations. These include; Juneau (Auke Bay), Ketchikan, Bellingham, Prince Rupert, Skagway, Cordova and Whittier. Kiosks can be used to purchase travel originating from their specific port, or to check-in and print boarding passes for your departure. Once you have all your travel documents you are ready to board the vessel. If you're traveling with a vehicle you will need to check in with a terminal agent to receive your lane assignment. Kiosks will be installed in unmanned AMHS ports throughout the coming year to increase efficiency and assist in the boarding process.



Traveling with a Vehicle?

If you are traveling with a vehicle and you arrive at the terminal with your boarding pass you must still check in with a terminal agent to receive your lane assignment for proper loading of your vehicle. The Purser or Loading Officer will send you back to the terminal for direction if you attempt to self-park in the staging lanes. Help us avoid loading delays by checking-in with an agent at the appropriate time designated on your boarding pass or confirmation. If you are departing from an unmanned port location please ensure you have all of your documentation ready for the loading officer at the top of the ramp.



AMHS Appreciates our Customers

Agents at our Juneau Reservations Call Center, at Terminals and on our Vessels are working diligently to meet the needs of our passengers as we go live with our new system. We appreciate your patience as we move through this final implementation phase. If you have questions or are unsure if you have everything you need for your upcoming travel, please do not hesitate to contact us. We're happy to help!

1-800-642-0066
FerryAlaska.com