



How To Book a Reservation with a Commuter Pass

We recommend that you download the Island Queen Ferry APP from the Apple Store or Google Play. This will provide you with an easy way of booking one-way reservations, storing your QR Codes for each reservation, and allows you to modify your bookings when travel plans change. This process works similarly on our website at www.IslandQueen.com

To make your one-way reservation:

- Click **BOOK NOW** then click on the **DATE OF DEPARTURE**
- Select **DEPARTURE LOCATION** and **SAILING TIME**
- Click **ONE WAY** (Commuter Pass discount works only with One-Way ticket reservations)
- Select **TICKETS & QUANTITY** (Pass works with a maximum of two tickets per reservation)
- Click **CONTINUE**
- In the **COUPON/VOUCHER CODE** box enter your Commuter Pass number (begins with 1coma or 2coma or 1comy) then hit **APPLY**
- Enter billing information (all fields are required to be filled in)
 - On most phones, the Address field will display matching addresses as you begin typing. Select the correct address when found.
- **TOGGLE SWITCH** defaults to ON, which allows us to text you with travel alerts.
- Tap **TOGGLE SWITCH** to ON to accept the Policy and Terms of Service (required)
- Click **COMPLETE PURCHASE**
- When you make reservations on the APP, your tickets are stored in the menu option **MY TICKETS** for scanning at our Gates.

You may change your existing booking until 30-minutes prior to departure:

- On APP go to **MY TICKETS** and locate the booking you wish to change and click **MANAGE ORDER**. From our website, go to **MANAGE MY BOOKING** and enter confirmation # and email or phone to Retrieve Booking.
- Click **MODIFY** then select **CHANGE RESERVATION**
- Click the **CHANGE** button next to the **SAILING TIME** you wish to modify
- Select the new **SAILING TIME** or the new **DEPARTURE DATE** and **TIME**
- To confirm changes, click **CHANGE RESERVATION**

You may add existing reservations to the Island Queen APP:

On APP go to **MY TICKETS** and click the Plus (+) symbol in the top right corner. You will need the Email you used to book the reservation originally and the confirmation number.