Kitsap Transit Fast Ferries Reservation System News

Last-Minute Booking/Cancellation of Reservations

May 17, 2019

Effective immediately, customers can cancel their fast-ferry reservations up to 30 minutes before a scheduled sailing, making these reservations available to other customers. If reservations are available, customers can now book a spot on a fast-ferry sailing up to 15 minutes before a scheduled sailing.

For example, a customer with a reservation on a 5:10 PM sailing from Seattle to Bremerton who does not intend to make the trip must cancel it before 4:40 PM in order to make the reservation available to others. A customer without a reservation can book one up until 4:55 PM, if one is available.

How to cancel a reservation for a single sailing if you booked a week of sailings

Click on My Account and then the Order History tab. The system will display the active orders and the first date and sailing time in that set of reservations.

Click on the Active button of the order containing the reservation you wish to cancel.

To cancel a single reservation, click "Cancel Tickets" next to the specific sailing date and time. To cancel the entire order, click "Cancel Order."

Cancel buttons will not appear if the date of the trip is in the past.

How to release one reserved ticket when you have a reservation for two tickets

When you click the Cancel Tickets button as shown above, on the Cancel Tickets screen you will be able to select the number of tickets to cancel. To cancel both tickets, click Yes. To cancel only one ticket, click on the minus button to reduce the number of tickets you're cancelling from 2 to 1. Then click Yes.