

Frequently Asked Questions (FAQs): Unredeemed Reservations

Q: How do I cancel my fast-ferry reservations?

A: Kitsap Transit has published step-by-step instructions on its website. Please visit the Fast Ferry Reservations page at KitsapTransit.com and see the fact sheet [Last-Minute Booking/Cancellation of Reservations \(May 17, 2019\)](#).

Q: I am leery of cancelling reservations because your system may cancel the entire week's worth of bookings instead of the one trip I can't make. What am I supposed to do?

A: You should not experience this problem as long as you follow the instructions mentioned above. If you still experience this problem, report it using our [online form](#).

Q: How do I know I have successfully cancelled my reservation?

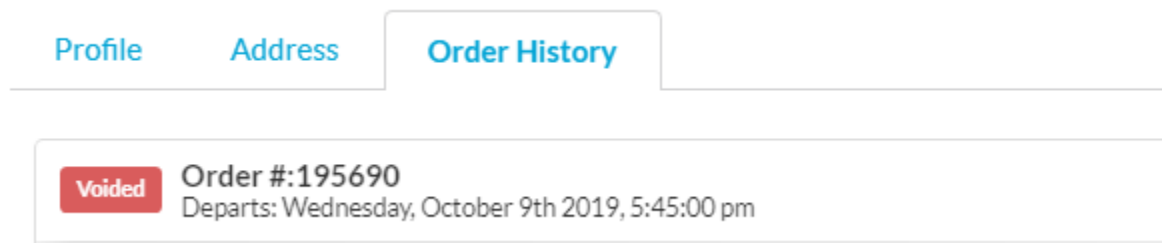
A: If you have successfully cancelled a trip, you will see different types of outcomes on the Order History depending on the situation (screenshots below):

- If you click the [Cancel Order](#) graphic, your Order History will show the Order as "Voided" in a red box. The order detail also will show "Voided" in a red box, along with the Cancel Tickets and Cancel Order buttons. At this point, you do not need to click them again.
- If you click the [Cancel Ticket](#) graphic, your Order History will show the Order as "Active" in a green box.
 - If your order consisted of a single sailing, the order detail will show "Fully Paid" in a green box.
 - If your order consisted of multiple sailings and you only cancelled a reservation for one sailing, the order detail will still show "Amount Owing" and the remaining sailings for which you still have active reservations.

We recognize that the feedback the system provides the user after cancelling a ticket is not ideal and are working with the vendor to explore alternatives.

SCREENSHOT: SUCCESSFULLY CANCELLED ORDER

Order History Summary:



The screenshot shows a navigation bar with three tabs: "Profile", "Address", and "Order History". The "Order History" tab is selected and highlighted. Below the navigation bar, there is a summary card for a voided order. The card contains a red "Voided" status indicator, the order number "Order #:195690", and the departure information "Departs: Wednesday, October 9th 2019, 5:45:00 pm".

After you click on the Order, the Order Detail will be displayed. We've added commentary in black:

Profile Address **Order History**

Order #:195695 \$2.00
 Wednesday, October 9th 2019, 4:41:24 pm

Voided

Individual 1 Way-Brem 1 Adult	2019-10-09 - 05:45 PM	Cancel Tickets
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Kitsap Transit
Sanjay Bhatt

October 9th 2019
 Bremerton-Seattle
 Bremerton
 5:45 pm

No need to click on either of these buttons because the Order already was Cancelled, as indicated by the "Voided" red button.

Cancel Order

SCREENSHOT: SUCCESSFULLY CANCELLED TICKET ON SINGLE-SAILING BOOKING (NOT ORDER)

Order History Summary:

Active Order #:195693
 Departs: Wednesday, October 9th 2019, 5:45:00 pm

Order Detail:

The reservation for the Wednesday sailing was cancelled successfully.

Profile Address **Order History**

Order #:195693 \$0.00
 Wednesday, October 9th 2019, 4:39:05 pm

Fully Paid

SCREENSHOT: SUCCESSFULLY CANCELLED TICKET ON MULTIPLE-SAILING BOOKING (NOT ORDER)

Order History Summary:

The summary shows the FIRST sailing in the reservation order. In this case, all of the 3:15 pm sailings were reserved for the week of October 14. The user cancelled his reservation for the 3:15pm sailing on Monday of the week.

Profile Address **Order History**

Active Order #:195998
 Departs: Monday, October 14th 2019, 3:15:00 pm

Order Detail:

The reservation for the Monday sailing (10/14) was cancelled successfully; it is no longer listed. The reservations for the rest of the week are still active. We've added commentary in black:

My Account ← Back Sign Out

Profile Address **Order History**

Order #:195998 \$8.00 ✖
 Monday, October 14th 2019, 10:00:26 am

Amount Owing

Individual 1 Way-Brem 1 Adult	2019-10-15 - 03:15 PM	<div style="text-align: center; margin-bottom: 5px;">✖ Cancel Tickets</div> <div style="text-align: center; margin-bottom: 5px;">✖ Cancel Tickets</div> <div style="text-align: center; margin-bottom: 5px;">✖ Cancel Tickets</div> <div style="text-align: center;">✖ Cancel Tickets</div>
Individual 1 Way-Brem 1 Adult	2019-10-16 - 03:15 PM	
Individual 1 Way-Brem 1 Adult	2019-10-17 - 03:15 PM	
Individual 1 Way-Brem 1 Adult	2019-10-18 - 03:15 PM	

Kitsap Transit
Sanjay Bhatt

October 15th 2019
 ✓ Bremerton-Seattle
 Bremerton
 3:15 pm

✖ Cancel Order

The reservation for Monday was cancelled successfully, so it is no longer listed.

The customer did not cancel the reservations for Tuesday through Friday, so they remain listed.

To cancel them all, click below on Cancel Order.

Q: I am trying to cancel my trip and have followed your instructions, but the system does not display a Cancel button on my screen. What's going on and what can I do?

A: Our reservation system will not display a Cancel button if you are trying to cancel your reservation less than 30 minutes before the time listed in the sailing schedule. Instead you will see a graphic that says "Amount Owing" (see example below). This graphic reflects the reservation system's original design for taking payment upfront for dinner-cruise reservations. Kitsap Transit does not collect payment for reservations.

SCREENSHOT: UNABLE TO CANCEL – “AMOUNT OWING” DISPLAYED

The screenshot shows a user's account page titled "My Account". At the top right, there are "Back" and "Sign Out" buttons. Below the title, there are three tabs: "Profile", "Address", and "Order History". The "Order History" tab is active. Under this tab, an order is listed with the following details:

- Order #:195419
- Monday, October 7th 2019, 2:45:54 pm
- Amount Owing: \$4.00 (indicated by a red triangle with an asterisk)
- Individual 1 Way-Brem
- 2 Adult
- Kitsap Transit
- Sanjay Bhatt
- October 7th 2019
- Bremerton-Seattle
- Bremerton
- 3:15 pm

Q: Why is Kitsap Transit sending out these notices?

A: We want our customers to be aware that our records show they have a high number of unredeemed reservations (“no-shows”) so that they start to change their behavior, such as not booking for two seats when they need only one and cancelling bookings for sailings they know ahead of time they won’t use. The average no-show rate for August sailings was 48 percent. This is a very high rate of unredeemed reservations and undermines the goal of having a reservation system to manage demand.

Q: How did you define a “high” number of no-shows?

A: In reviewing no-shows from June through August, Kitsap Transit set thresholds to focus on those customers who reserved 30 or more seats and had 10 or more no-shows during the period. There were 360 customers who met this criteria, with a median no-show rate of 54 percent (half had a higher rate, half had a lower rate).

Q: I’m late on occasion. What’s the big deal?

A: Chronic no-shows are bad for everyone: It’s bad for customers who need the certainty of a reservation but can’t get one and must make other travel arrangements. It’s bad for customers who follow the rules and don’t want to pay a convenience fee, if one is implemented to reduce the no-show rate. And it’s bad for taxpayers if the vessels leave the dock at less than full capacity on a route where we know demand exceeds capacity.

Q: I want to report issues I am having trying to cancel my reservation. How do I do that?

A: Kitsap Transit has set up a web form in which customers can report technical issues with cancelling their reservations; this information will be shared with the reservation-system vendor for the purpose of detecting potential systemwide issues and addressing them. The form can be accessed by clicking [here](#).