

Bald Head Island Transportation, Inc.



Electronic Ticketing & Reservations Summary

June 1, 2023

Exciting News!

In the coming weeks, Bald Head Island Transportation, Inc. along with Bald Head Island Limited, LLC will be moving to an electronic ticketing and reservation system.

The new system will provide customers with easy online access to:

- Purchase tickets on the website or through a mobile application (iPhone and Android)
- Make **Passenger Ferry** reservations
- Make Tram reservations
- Have your ticket emailed or texted directly to your phone
- Use one “QR” code for your entire group – no more managing multiple paper tickets
- Contractor/Employee ferry will remain “first in line – first to board.”
- May still walk-up and purchase paper tickets at the ticket booths without a reservation.



What is a “QR Code”?



- Software generated, machine readable image similar to a bar code, but able to carry more information.
- Stores on your phone or may be printed for scanning.
- Identifies your ticket type, number of tickets purchased, reservation time, and additional services purchased (extra baggage, kayak, bicycle, etc.).
- Allows all members of your party to be “scanned on” to the ferry at one time or shared via forwarding text or email to use individually (only valid up to the number and type of tickets purchased).
- Same QR code will be scanned for your return trip and bulk tickets.
- Does not expire, but becomes invalid after all available scans are used.

Software Features

- Easy-to-navigate drop down menus
- Multiple online payment methods including Apple Pay and Google Pay
- Store your QR code/ticket on your phone via text or email for easy retrieval (no more lost or damaged tickets!). iPhone app allows you to store your QR code/ticket in your Apple Wallet
- Change your mind? Ability to cancel, refund, change reservations, or purchase new tickets, directly from the app or online

Software Features (Continued)

- No need to stand in the ticket purchase line and then in the boarding line – go directly to the boarding line for your reservation time on the passenger ferry or to board the next available contractor/employee ferry.
- Real-time ferry tracking on the mobile app
- Ability to receive alerts about service interruptions and other important information (requires text capable phone number or email at time of ticket purchase)

Reservation & Non-Reservation Eligible Tickets

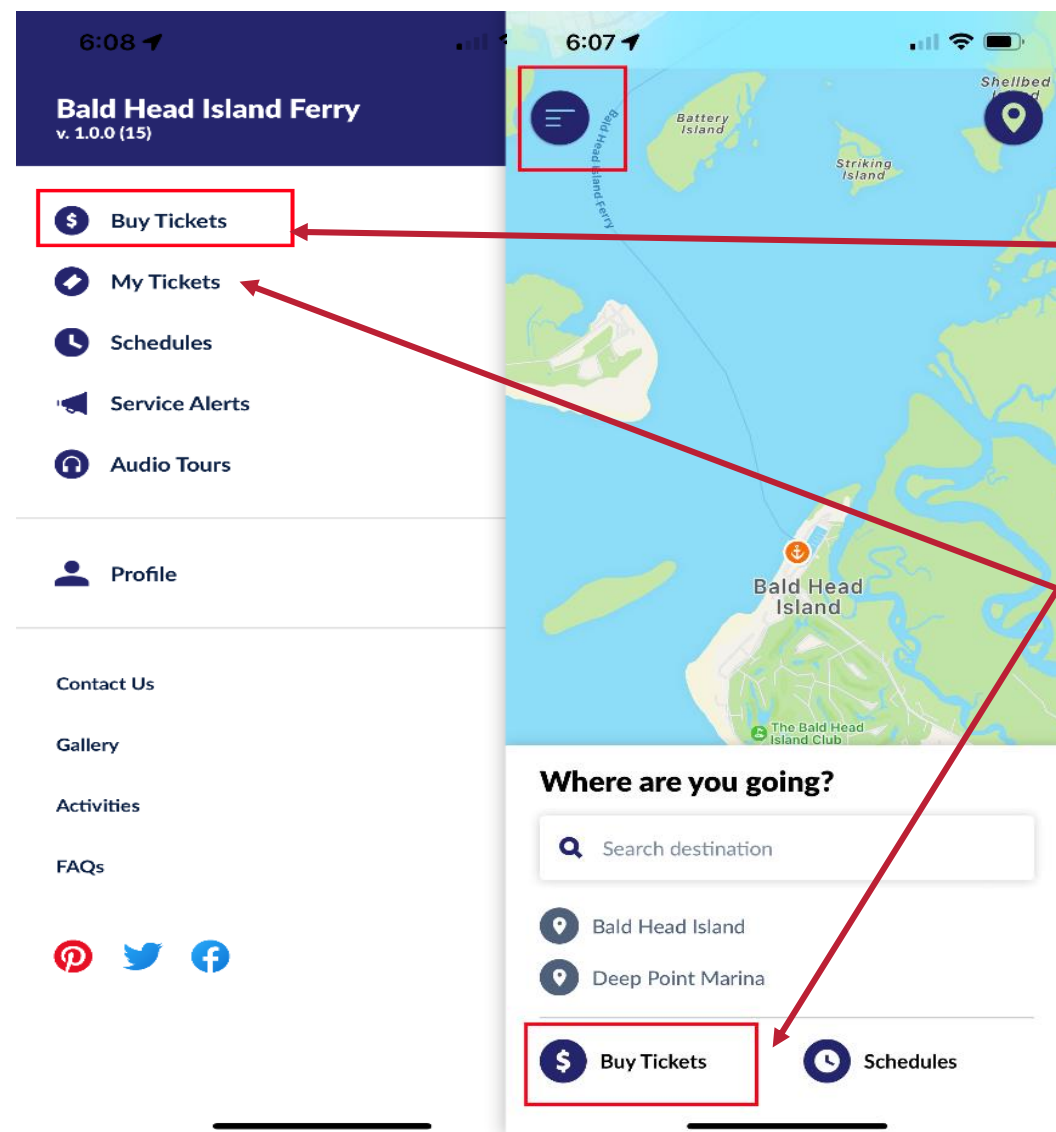
The following ticket classes are eligible to make passenger ferry and tram reservations:

- General Fare (with accompanying Child and Infant tickets)
- Bulk 40

The following ticket classes are ineligible for ferry and tram reservations:

- Annual Pass
- Bulk 80
- Contractor
- Employee
- One-Way
- No Frills

Mobile App Available on iPhone & Android



The red boxes show two ways to purchase tickets in the Mobile App.*

Access and change already purchased tickets here.*

*Images displayed here and throughout may be updated and appear different as software development continues, but will not affect functionality.


#1 Select Departure Date, Time and Destination

6:08

←

Bald Head Island Ferry

Time remaining for checkout 15:00



Bald Head Island Ferry

April 24th, 2023

\$0.00

▼

1

Select Date & Tickets

Choose a Tour Date

←

April 2023

→

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28

29

30

Where will you be traveling?

Departure

▼

Destination

▼

🛒

\$0.00

^

Use the convenient Pull Down Menu to select departure date, time and destination or your “Tour” or trip to and from the island.



#2 Select Passenger or Contractor Ferry

6:08



BALD HEAD ISLAND FERRY



- Passenger ferry tickets will be associated with a date/time reservation.
- Contractor/employee tickets will not be associated with a date/time reservation and will remain first in line –first board on the contractor ferry and standby on the passenger ferry during authorized hours.



#3 Select Departure and Return Trip Times (Passenger Ferry Only)

6:09

Bald Head Island Ferry

23 24 25 26 27 28 29

Time remaining for checkout 15:00

Where will you be traveling?

Departure
Bald Head Island

Destination
Deep Point Marina

Select Your Time

Bald Head Island 6:30 AM	→	Deep Point Marina 6:50 AM	SELECT
Bald Head Island 7:30 AM	→	Deep Point Marina 7:50 AM	SELECT
Bald Head Island 8:30 AM	→	Deep Point Marina 8:50 AM	SELECT
Bald Head Island 9:30 AM	→	Deep Point Marina 9:50 AM	SELECT
Bald Head Island 10:30 AM	→	Deep Point Marina 10:50 AM	SELECT
Bald Head Island 12:30 PM	→	Deep Point Marina 12:50 PM	SELECT

\$0.00

6:09

Bald Head Island Ferry

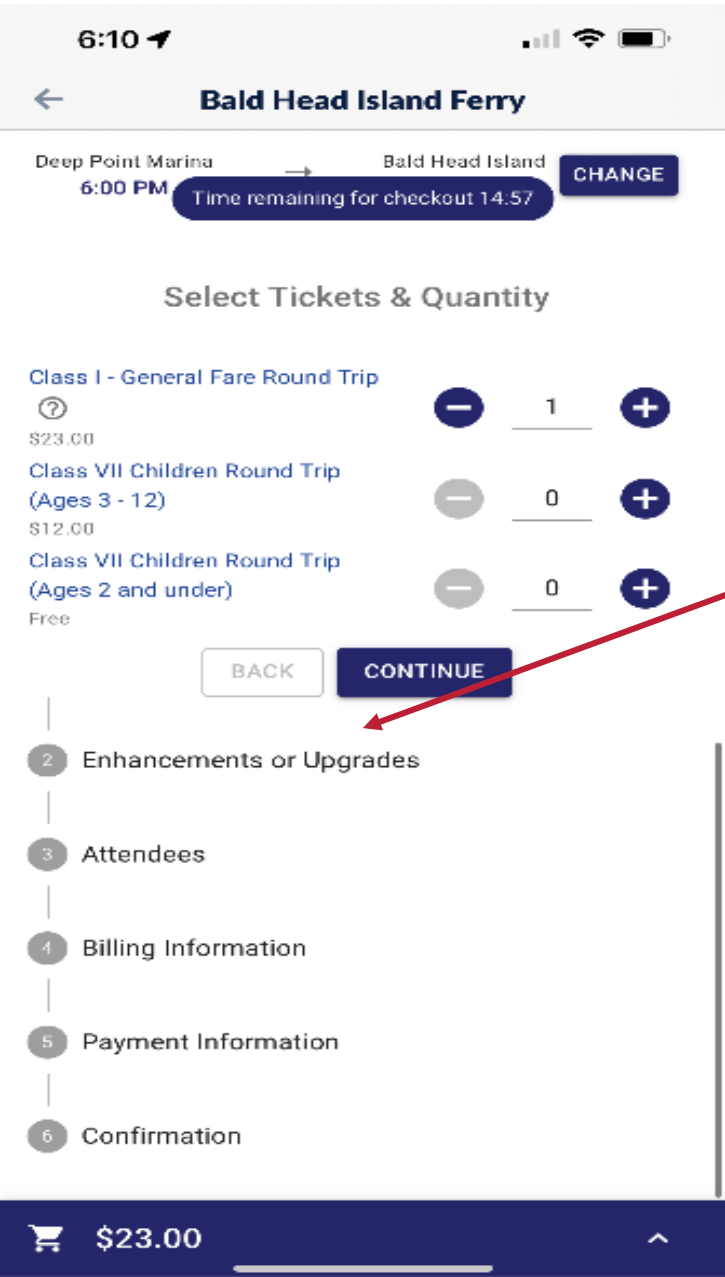
Time remaining for checkout 15:00

Deep Point Marina 9:00 AM	→	Bald Head Island 9:20 AM	SELECT
Deep Point Marina 10:00 AM	→	Bald Head Island 10:20 AM	SELECT
Deep Point Marina 11:00 AM	→	Bald Head Island 11:20 AM	SELECT
Deep Point Marina 12:00 PM	→	Bald Head Island 12:20 PM	SELECT
Deep Point Marina 1:00 PM	→	Bald Head Island 1:20 PM	SELECT
Deep Point Marina 2:00 PM	→	Bald Head Island 2:20 PM	SELECT
Deep Point Marina 3:00 PM	→	Bald Head Island 3:20 PM	SELECT
Deep Point Marina 4:00 PM	→	Bald Head Island 4:20 PM	SELECT
Deep Point Marina 5:00 PM	→	Bald Head Island 5:20 PM	SELECT
Deep Point Marina 6:00 PM	→	Bald Head Island 6:20 PM	SELECT

\$0.00

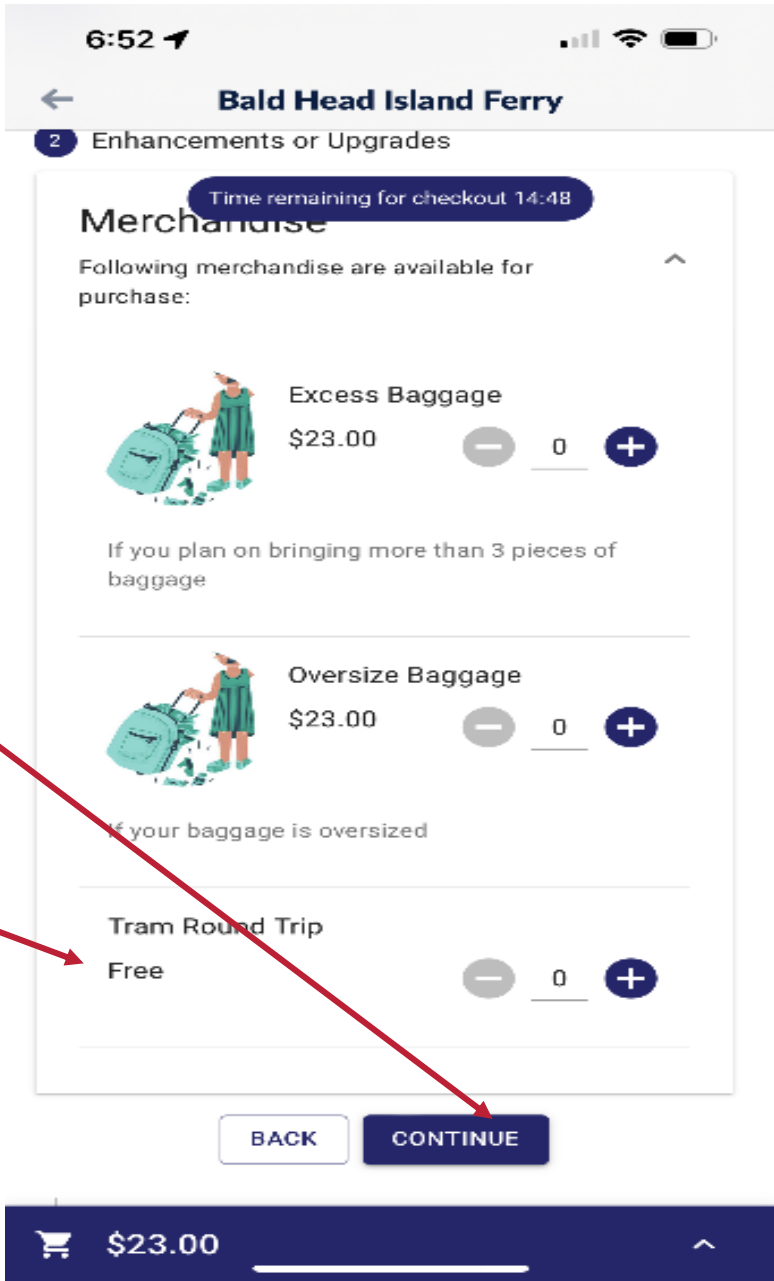


#4 Select Ticket Type and Purchase Add-Ons






Click "Continue" after each selection to go to the next step

Select Tram to make your reservation for a tram ride. The time will automatically coincide with your ferry reservation.



#5 Tram Service Information

6:10   

← **Bald Head Island Ferry**

✓ Enhanced Time remaining for checkout 14:27 [EDIT](#)

3 Attendees

Please complete below with full legal name of each person taking the tour. For passenger's 18 years and older, name must match valid government-issued identification.



Class I - General Fare Round Trip Traveler 1

Full Name *

Tour Specific Questions

Where are you staying?

Street Number *



Street Address *  

Are you bringing a pet?

☐ Yes ☐ No

[BACK](#) [CONTINUE](#)

4 Billing Information

 \$23.00 

- Pet information is requested for those using the tram service.
- Select if you plan to use the bicycle pickup service.
- Click "Continue" when done.



#6 Billing Information

6:11

Bald Head Island Ferry

✓ Attend

Time remaining for checkout 14:04

EDIT

4 Billing Information

Coupon/Voucher Code ⓘ

Coupon / Promo Code / Admiral Pass

Enter coupon code here

APPLY

Enter Your Billing Information

* Required

First Name *

Last Name *

Email *

Be the first to learn about new cruises, special offers, & more! You may unsubscribe at any time.

Privacy policy.

+1 Phone Number *

Birth Month

Birth Day

Country *

United States

Address *

Postal / Zip *

City *

Province / State *

I have read and agree to the terms and conditions of my order.*

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization.

\$23.00

6:11

Bald Head Island Ferry

offers, & more! You may unsubscribe at any time.

Privacy policy.

Time remaining for checkout 13:25

+1 Phone Number *

Please enter your phone number.

Birth Month

Birth Day

Country *

United States

Address *

Postal / Zip *

City *

Province / State *

I have read and agree to the terms and conditions of my order.*

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization.

\$23.00

6:12

Bald Head Island Ferry

202 Daphne Dr

Postal / Zip *

36305

City *

Dothan

Province / State *

Alabama

I have read and agree to the terms and conditions of my order.*

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact.

In keeping with Federal, State and Local guidelines, Hornblower has put in place comprehensive preventative measures aimed at preventing the introduction to and the spread of COVID-19 during your cruise (see ...)

PAY NOW (\$23.00)

BACK

5 Payment Information

6 Confirmation

\$23.00

- Toggle Terms and Conditions and click on the "Pay Now" button



#7 Payment Information

6:12

←

Bald Head Island Ferry

Time remaining for checkout 12:39

EDIT

✓





Billing Information

5

Payment Information

☒ Pay By Debit/Credit Card


Card number

1234 1234 1234 1234    

Expiration

MM / YY

CVC

CVC 

Country


United States

ZIP

90210

By providing your card information, you allow Bald Head Island Transportation, Inc. to charge your card for future payments in accordance with their terms.

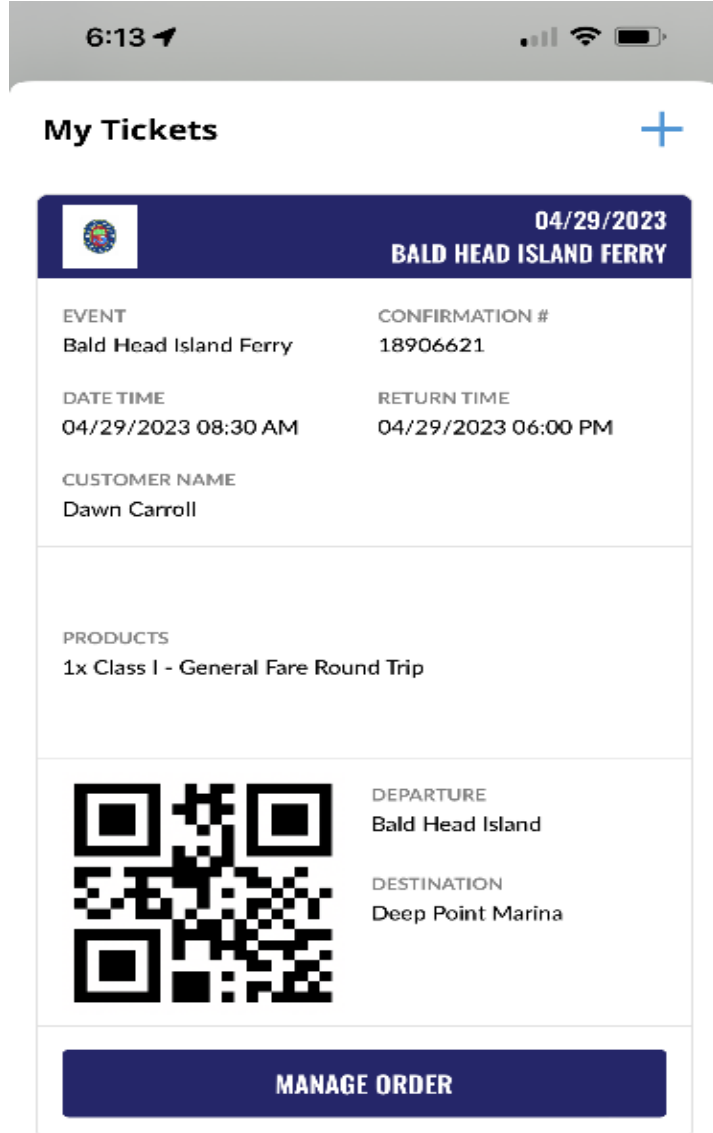
Pay now

 \$23.00

^



Ticket Displayed in the Mobile App



- The QR code will be ready in the app for scanning upon boarding.
- iPhone users will be able to transfer their ticket to Apple Wallet.

What You Will See On The Website

First Screen - Select Departure Date, Time and Destination

A link to purchase tickets will be available on the baldheadislandferry.com website once the new system “goes live” the week of June 5th.

The ticket purchase and reservation process is the same as on the mobile app.

The screenshot shows the website's interface for selecting a tour date and destination. The page is titled "1 Select Date & Tickets". On the left, there is a calendar for April 2023, with a red box highlighting the date selection area. A callout bubble points to the calendar with the text "Select the Date of your Ferry Ride". Below the calendar, there is a section titled "Where will you be traveling?" with dropdown menus for "Departure" and "Destination", also highlighted with a red box. A callout bubble points to the dropdowns with the text "Select the Route". To the right of the calendar, there is a section titled "You have selected" with a photo of a ferry and the text "Bald Head Island Ferry" and "April 24th, 2023". Below this, there is a "Summary" section with a table showing the fare details.

Summary	
Bald Head Island Ferry	
April 24, 2023	
Subtotal	USD \$0.00
Tax	USD \$0.00
Total	USD \$0.00

At the bottom of the page, there are buttons for "BACK" and "CONTINUE". On the left side, there are links for "2 Attendees", "3 Billing Information", and "Document Information".

Select Departure Time (Passenger Ferry Only)

Deep Point Marina ▾		Bald Head Island ▾	
Select Your Time			
Deep Point Marina 12:00 AM	→	Bald Head Island 12:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 7:00 AM	→	Bald Head Island 7:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 8:00 AM	→	Bald Head Island 8:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 9:00 AM	→	Bald Head Island 9:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 10:00 AM	→	Bald Head Island 10:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 11:00 AM	→	Bald Head Island 11:20 AM	<input type="button" value="SELECT"/>
Deep Point Marina 12:00 PM	→	Bald Head Island 12:20 PM	<input type="button" value="SELECT"/>
Deep Point Marina 1:00 PM	→	Bald Head Island 1:20 PM	<input type="button" value="SELECT"/>
Deep Point Marina 2:00 PM	→	Bald Head Island 2:20 PM	<input type="button" value="SELECT"/>
Deep Point Marina 3:00 PM	→	Bald Head Island 3:20 PM	<input type="button" value="SELECT"/>

Summary


Bald Head Island Ferry: Deep Point Marina - Bald Head Island
May 19th, 2023


Subtotal	USD \$0.00
Tax	USD \$0.00
Total	USD \$0.00


ALL sales are final. Non-refundable and non-transferable unless Ticket Assurance is purchased. All passengers, including infants under the age of 3, are required to have a ticket to gain entry to the boat.


View the [Terms and Conditions](#) of your ticket purchase.

Book with Confidence

 Book Securely
We use SSL encryption to keep your data safe and private.

 Customer Support
Having trouble? We're here to help. [Call](#), [chat](#), or [email us](#).

 Flexible Booking
Manage your booking and make changes easily, right from your account.

 Ticket Assurance
Reschedule or cancel at any time up to two hours before your cruise and receive a full refund, minus the Ticket Assurance fee. If you did not purchase Ticket Assurance,



Select Return Date and Time (Passenger Ferry Only)

←

May 2023

→

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

?

Select Return Trip

Bald Head Island

6:30 AM

→

Deep Point Marina

6:50 AM

SELECT

Bald Head Island

7:30 AM

→

Deep Point Marina

7:50 AM

SELECT

Bald Head Island

8:30 AM

→

Deep Point Marina

8:50 AM

SELECT

Bald Head Island

9:30 AM

→

Deep Point Marina

9:50 AM

SELECT

Bald Head Island

10:30 AM

→

Deep Point Marina

10:50 AM

SELECT

Bald Head Island

11:30 AM

→

Deep Point Marina

11:50 AM

SELECT

Bald Head Island

→

Deep Point Marina

SELECT

Subtotal

USD \$0.00


Tax

USD \$0.00


Total

USD \$0.00

Book with Confidence

 Book Securely

We use SSL encryption to keep your data safe and private.

 Flexible Booking

Manage your booking and make changes easily, right from your account.



Select Ticket Class

Select Return Trip

Bald Head Island
6:30 PM

→

Deep Point Marina
6:50 PM

CHANGE

View the [Terms and Conditions](#) of your ticket purchase.

Book with Confidence

Book Securely

to keep your data safe and private.

Flexible Booking

Manage your booking and make changes easily, right from your account.

Select Tickets & Quantity

Class I - General Fare Round Trip

\$23.00

−

1

+

Class VII Children Round Trip (Ages 3 - 12)

\$12.00

−

0

+

Class VII Children Round Trip (Ages 2 and under)

Free

−

0

+

BACK

CONTINUE

2 Enhancements or Upgrades

3 Attendees

4 Billing Information

Select the Tickets you are needing

Click on the "Continue" button

June 1, 2023

19

Add-Ons: Tram Service, Oversized & Excess Baggage, Bicycles, Kayaks, etc.

Select Date & Tickets


✓
Departure: 19 May 2023 9:00 AM - 9:20 AM
Return Trip: 21 May 2023 6:30 PM - 6:50 PM
Class I - General Fare Round Trip: 1

EDIT

2 Enhancements or Upgrades

Merchandise


Following merchandise are available for purchase:



Excess Baggage
\$23.00

If you plan on bringing more than 3 pieces of baggage

− 0 +



Oversize Baggage
\$23.00

If your baggage is oversized

− 0 +

Tram Round Trip
Free

− 0 +

BACK


CONTINUE

3 Attendees

4 Billing Information

5 Payment Information

You have selected



Bald Head Island Ferry

May 19th, 2023

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e

Summary

Bald Head Island Ferry: Deep Point Marina - Bald Head Island

Departure: May 19th, 2023 9:00 AM - 9:20 AM
Return Trip: May 21st, 2023 6:30 PM - 6:50 PM

Class I - General Fare Round Trip	USD \$23.00
Quantity: 1 \$23.00	
Subtotal	USD \$23.00
Tax	USD \$0.00
Total	USD \$23.00

Same Tram reservation option as on the mobile app.*

* Additional available Add-On services not shown.

Tram Service Information

Enter Destination Address and Information

✓ Enhancements or Upgrades

EDIT

3 Attendees

Class I - General Fare Round Trip Traveler 1

Full Name *

Tour Specific Questions

Where are you staying?

Street Number *

Street Address *



Are you bringing a pet?

☐

Yes

☐

No

BACK

CONTINUE



Billing Information

Coupon/Voucher Code ⓘ
Enter coupon code here APPLY

Facebook

Twitter

Email

Enter Your Billing Information

* Required

First Name *

Last Name *

Email *

☐ Be the first to learn about new cruises, special offers, & more! You may unsubscribe at any time. [Privacy policy.](#)

+1 Phone Number *

Birth Month Birth Day

Country *
United States

Address * Postal / Zip *

City * Province / State *

☐ I have read and agree to the terms and conditions of my order.*

The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is extremely contagious and is believed to spread mainly from person-to-person contact.

In keeping with Federal, State and Local guidelines, Hornblower has put in place comprehensive preventative measures aimed at preventing the introduction to and the spread of COVID-19 during your cruise (see <https://www.cityexperiences.com/safecruise/>); however, despite our mitigating efforts, we cannot guarantee that you or members of your party will not be

BACK

PAY NOW (\$23.00)

5 Payment Information

Summary

Bald Head Island Ferry: Deep Point Marina - Bald Head Island

Departure: May 19th, 2023 9:00 AM - 9:20 AM
Return Trip: May 21st, 2023 6:30 PM - 6:50 PM

Class I - General Fare Round Trip Quantity: 1 \$23.00	USD \$23.00
Subtotal	USD \$23.00
Tax	USD \$0.00
Total	USD \$23.00



Payment Information

Select Date & Tickets

✓ Departure: 19 May 2023 9:00 AM - 9:20 AM
Return Trip: 21 May 2023 6:30 PM - 6:50 PM
Class I - General Fare Round Trip: 1

EDIT

✓ Enhancements or Upgrades

EDIT

✓ Attendees


EDIT

✓ Billing Information

EDIT

5 Payment Information





Time remaining for checkout 9:57



☐ Pay By Debit/Credit Card

Card number

1234 1234 1234 1234




Expiration

MM / YY

CVC

CVC



Country

United States


ZIP

90210

By providing your card information, you allow Bald Head Island Transportation, Inc. to charge your card for future payments in accordance with their terms.




Pay now

You have selected



Bald Head Island Ferry

May 19th, 2023




Summary

Bald Head Island Ferry: Deep Point Marina - Bald Head Island

Departure: May 19th, 2023 9:00 AM - 9:20 AM
Return Trip: May 21st, 2023 6:30 PM - 6:50 PM

<div>Class I - General Fare Round Trip</div> <div>Quantity: 1 \$23.00</div>	USD \$23.00
Subtotal	USD \$23.00
Tax	USD \$0.00
Total	USD \$23.00


Ticket Delivery – Email and Text



[VIEW ORDER DETAILS](#)[CHECK IN BOOKING](#)[EMAIL PAYMENT RECEIPT](#)

Text Me My Tickets

Phone Number *

 +1 (334) 718-8086

☐ Hide prices in Tickets


[SEND](#)

Thank you for your purchase!

Purchase Date: Monday, April 24, 2023



Thank you for making a reservation with Bald Head Island Ferry! We are excited that you will be joining us for your upcoming visit. Please see the details for your reservation below.

Ticket Summary



Bald Head Island Ferry
Departure: Deep Point Marina
Destination: Bald Head Island
Departure: Thursday, May 04, 2023 | 7:00 AM - 7:20 AM
Return Trip: Saturday, May 06, 2023 | 06:30 AM
Class I - General Fare Round Trip - 1 x \$23.00 = \$23.00
Dawn M Carroll
Pickup Location: Ballantrae Court

- You will be able to print or receive a text and/or email with your QR code ticket and receipt.
- The QR code will include all members of your party in a single scan.
- You may forward/share your QR code with party members to scan in separately if necessary.
- Be sure to retain the QR code for your return trip.
- We recommend saving your QR code on your phone for easy access and scanning.



Pickup Time: 7:00 AM

Confirmation Number:
18907846

Subtotal: \$23.00
Total: \$23.00

Customer Information

Dawn M Carroll
202 Daphne Drive
Dothan, AL 36303, US
carroll.dawn1@gmail.com, +13347188086

Payment Receipt

Order #: 18907846
Amount: \$23.00 USD paid in cash
Date of Purchase: Monday, April 24, 2023
Time of Purchase: 5:01 PM

Directions

Bald Head Island Ferry
1301 Ferry Rd SE, Southport, NC 28461, USA

Terms & Conditions

All baggage, containers, and the contents thereof are stored and transported at owner's sole risk. Bald Head Island Limited, LLC and Bald Head Island Transportation, Inc. assume NO RESPONSIBILITY for loss of or damage to baggage, containers, or their contents, or for any personal property, unless such loss or damage was caused by the willful act or misappropriation on the part of Bald Head Island Limited, LLC, Bald Head Island Transportation, Inc., or their employees. "No Frills" tickets are only available for purchase on Bald Head Island, are valid only on the day of purchase, and provide NO BAGGAGE HANDLING service. All baggage/containers/personal



Transition Information

- The following slides provide information on how we will be implementing electronic ticketing and reservations.
- As we adapt to the new system, there may be some adjustments to these processes.
- The goal is to improve the customer experience with more options to access and manage ticket purchases.
- Once fully implemented iCards issued for some ticket classes will be replaced with electronically issued QR codes. Paper tickets will remain an option.

Bulk 40 and Bulk 80 Tickets

- Bulk 40 and Bulk 80 tickets may be purchased at the Deep Point ticket window.
- A coupon code will be issued to allow bulk 40 holders to make reservations online for both the passenger ferry and the tram. Once a reservation is made, a QR code will be generated for use. Once 80 rides are scanned, the coupon code will become invalid.
- Paper Bulk 40 tickets may still be printed, but will not allow access to ferry reservations (must ride stand-by). May still call for tram reservations.
- Bulk 80 cards will remain valid until your 160 rides are used. New purchases of Bulk 80 tickets will be issued a QR code.

Employee Cards

- Employee cards will remain valid until replaced with a QR Code;
- Employers will need to track their account status and ensure their account has sufficient funds to cover planned employee rides;
- Accounts with insufficient funds will not be able to use their employee card/QR code, and must buy a separate ticket at the ticket window.

Annual Pass

- Annual passes will remain valid for unlimited rides until replaced with a QR Code at next renewal.



Previously Purchased Paper Tickets

- Holders of previously purchased paper tickets may exchange their old ticket to a new ticket of the same class at the ticket window once the new system is operational.
- Holders of Bulk 40 paper tickets may exchange their remaining paper tickets for new paper tickets or for a coupon code. New Bulk 40 paper tickets will not have access to the ferry reservation system, but may still call for a tram reservation. Those exchanging their Bulk 40 paper tickets for a coupon code will have access to the app/website ferry and tram reservation system.
- We ask those with previously purchased paper tickets to exchange their tickets within 90-days following the date the electronic ticketing system is made publicly available.

Standby Passengers (Passenger Ferry Only)

- Those with reservations on the passenger ferry will be scanned onboard the ferry first;
- Those without reservations, including “walk up” passengers may board the ferry as a stand-by passenger as long as the ferry has not reached its 150 passenger capacity;
- Passengers holding Employee and Contractor tickets riding the passenger ferry during authorized times will be allowed to board as stand-by passengers;
- Those with reservations for other dates and/or times may board the ferry as a stand-by passenger if space is available.

Reservation Limits and Stand-by/Walk-on Access

- To minimize disruptions and provide sufficient access to those unable to make reservations or making short notice travel plans, available reservations on each ferry will initially be limited to 100 passengers.
- The remaining 50 passengers will be boarded in order from the stand-by/walk-on line.
- Passenger traffic patterns will be analyzed and the reservation/stand-by ratio may be adjusted to provide efficient and reliable service to the broadest range of riders possible.

We Remain Available to Assist

- The ticket booths and phone lines remain open to assist customers.
- Tickets may be purchased and ferry and tram reservations may be made at the ticket windows using cash and credit card.
- Special event coordination will continue to be conducted in person or over the phone.
- While we have made every effort to make this transition as seamless as possible, mistakes will be made and unforeseen challenges will need to be resolved. We ask for your patience and understanding as we modernize our service to deliver a better customer experience for everyone.