



# How to Manage Your Booking

Access Your Booking

Change Dates and Times

Add Tickets, Trams, and Baggages

Access Tickets

Refund Tickets

**1** Navigate to [www.baldheadislandferry.com](http://www.baldheadislandferry.com)

**2** Click "RESERVATIONS"



**3** Click "GO TO MY ACCOUNT"

your scheduled ferry departure time. Example: If you are scheduled on the 9:30am ferry, please have your luggage available at least 30 minutes before the ferry will arrive to transport you and your luggage to the ferry terminal between 8:45-9:10am. Please be aware that occasional delays may occur, which may impact the time the tram will arrive to pick up departing passengers. If at all possible, please arrive at the ferry terminal 15 minutes before the party if the party is scheduled to arrive and depart on the same ferry. Short notice changes to tram reservations may be available. Please call (910) 457-5003 for assistance.

[BUY NOW](#)

[GO TO MY ACCOUNT](#)

[Technical Help](#)

[Privacy Statement 5/22/14](#)

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**4** Input the Confirmation #, and Email/Phone Number attached to the reservation

### Retrieve Booking

Enter the confirmation number from your booking and either the email address or mobile phone number that you provided during the booking process to retrieve your order.

|   |  |  |
|---|--|--|
| <input type="text" value="Confirmation / Itinerary # *"/> | Type<br><input type="text" value="Email"/> | <input type="text" value="Email Address *"/> |
| <input type="button" value="RETRIEVE BOOKING"/>           |  |  |

**5** View the reservations details here

**Booking # 21555236** Paid

Created on Sat, Jun 10, 2023 12:58 PM America/Los\_Angeles

PRINT + ADD ↻ MODIFY ↑ COMBINE ORDERS

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**Tickets & Additional Items (7)** Assurance Not Applicable

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**Bald Head Island Ferry**

Departure: Deep Point Marina  
Destination: Bald Head Island  
Departure Time: Tuesday, June 20th, 2023 - 1:00 PM - 1:20 PM  
Boarding Time: 12:50 PM  
Event Id: 11121350  
Return Trip: Wednesday, June 28th, 2023 06:30 PM - 06:50 PM

**Bald Head Island Ferry - North Carolina**  
Default

**Tickets**

|   |   |             |         |
|---|---|-------------|---------|
| 1 | <b>Class I - General Fare Round Trip</b><br><small>Price: \$23.00</small>               | \$23.00 x 1 | \$23.00 |
| 2 | <b>Class VII Children Round Trip (Ages 2 and under)</b><br><small>Price: \$0.00</small> | \$0.00 x 2  | \$0.00  |

**Order Details**

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**Billing Address**

Jim Bob  
45 Village View Street  
Wilton, ME - 04294  
US

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**Contact Information**

Email  
jimbob1000@gmail.com  
Phone Number  
+19104444444  
IP Address:  
24.106.210.90

**6** Scroll down the page to view the tram address, pet, and bike information

Price: \$0.00

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**Payments (1)** Paid

|                         |         |
|-------------------------|---------|
| <b>Subtotal</b> 7 Items | \$46.00 |
| <b>Tax</b>              | \$0.00  |
| <b>Total</b>            | \$46.00 |

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Paid by Customer

**Credit Card (Netepay EMV)** Visa PRINT RECEIPT

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**Make a Payment**

No payment due.

[PRINT INVOICE PDF](#)

Address  
1301 Ferry Rd SE, Southport, NC 28461, USA

**Special Requests**

None

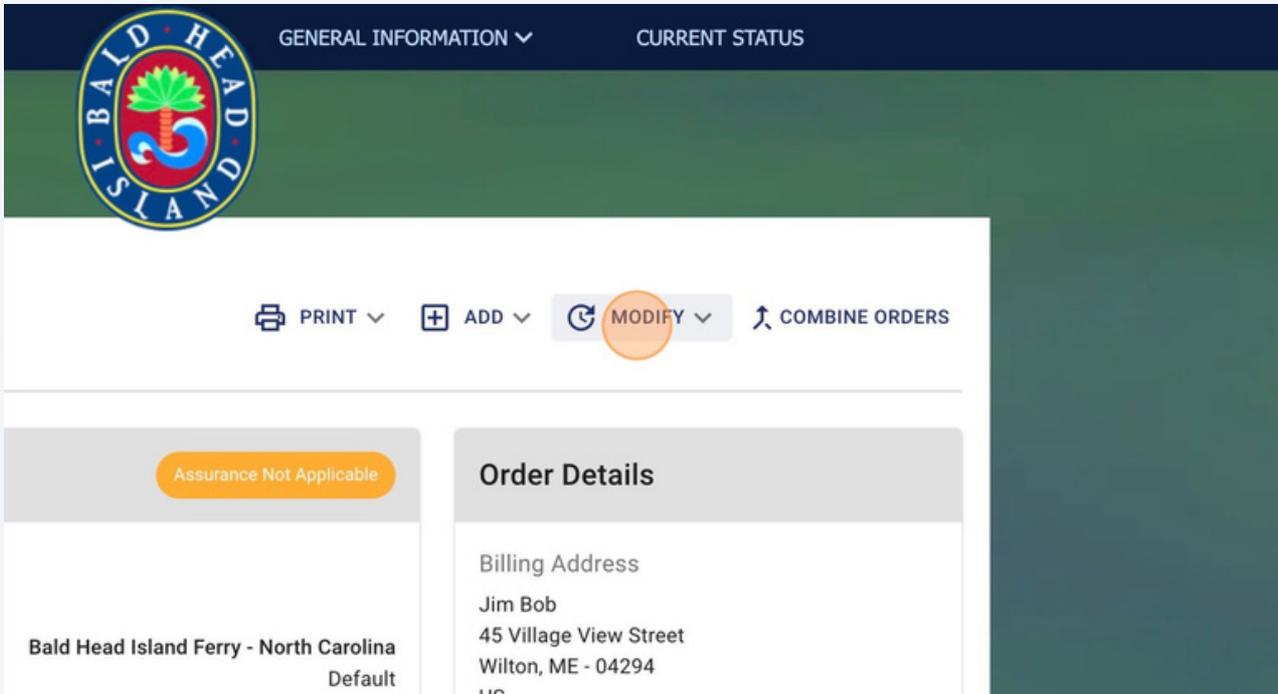
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**Checkout Questions**

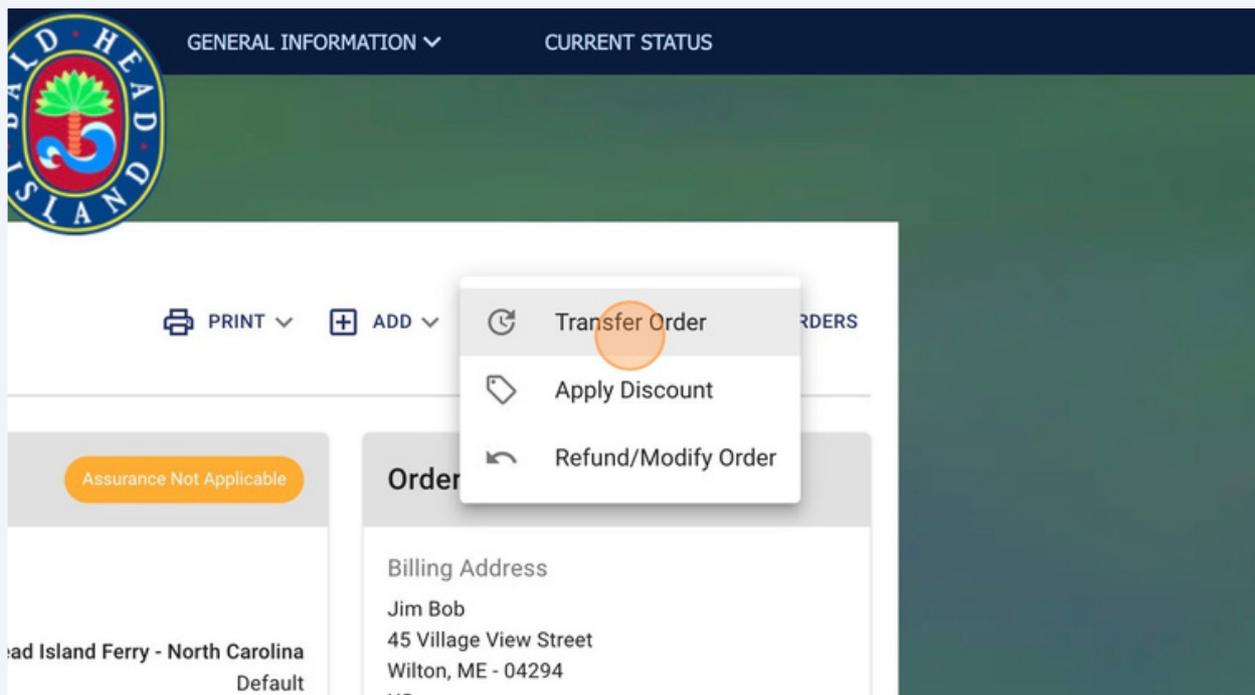
Where are you staying? (Information required when booking a tram reservation):45 Villa  
Do you want to utilize our bike pick-up service?:Yes  
Bikes Total:1  
Pet Temperament Notes:Good  
Pet Total:2  
Are you bringing a pet?:Yes

# Change Dates and Times on a Reservation

7 Click "MODIFY"



8 Click "Transfer Order"



9 Click "CHANGE" to select a new date/time

**Current Event Date**  
06/20/2023 1:00 PM - 1:20 PM

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**Transfer to**  
06/20/2023

**Select Your Time**

|                                     |                            |                                    |               |
|-------------------------------------|----------------------------|------------------------------------|---------------|
| Deep Point Marina<br><b>1:00 PM</b> | Currently Booked Here<br>→ | Bald Head Island<br><b>1:20 PM</b> | <b>CHANGE</b> |
|-------------------------------------|----------------------------|------------------------------------|---------------|

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06/28/2023

**Select Return Trip**

|                                    |                            |                                     |               |
|------------------------------------|----------------------------|-------------------------------------|---------------|
| Bald Head Island<br><b>6:30 PM</b> | Currently Booked Here<br>→ | Deep Point Marina<br><b>6:50 PM</b> | <b>CHANGE</b> |
|------------------------------------|----------------------------|-------------------------------------|---------------|

10 Select a new date to transfer the tickets

**Transfer to**

← **June 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 |    |

**Select Your Time**

|                                     |   |                                    |               |
|-------------------------------------|---|------------------------------------|---------------|
| Deep Point Marina<br><b>7:00 AM</b> | → | Bald Head Island<br><b>7:20 AM</b> | <b>SELECT</b> |
|-------------------------------------|---|------------------------------------|---------------|

**11** Click "TRANSFER ORDER" once the dates/times are confirmed

Transfer Order

Current Event Date  
06/20/2023 1:00 PM - 1:20 PM

Transfer to  
06/21/2023

Select Your Time

Deep Point Marina 1:00 PM → Bald Head Island 1:20 PM **CHANGE**

06/21/2023

Select Return Trip

Bald Head Island 6:30 PM → Deep Point Marina 6:50 PM **CHANGE**

**TRANSFER ORDER**

**12** The tickets are now successfully transferred

Transfer Order

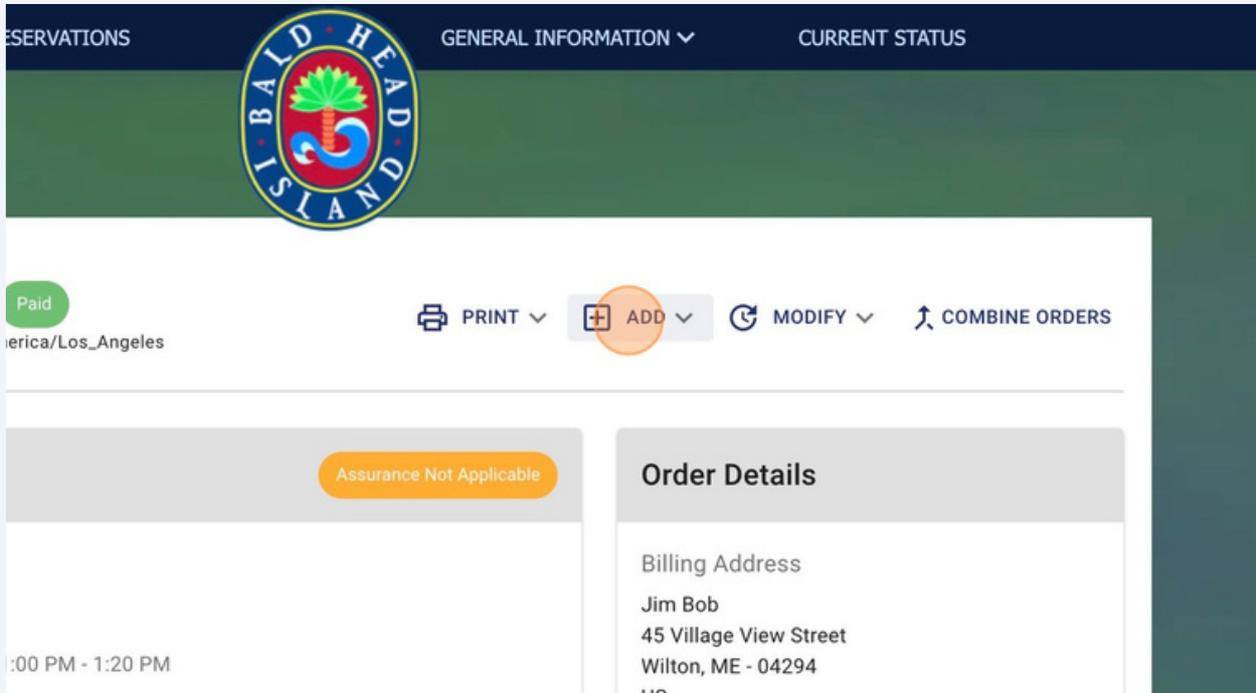
**Success**

Booking has been successfully transferred to {06/21/2023} - {1:00 PM}

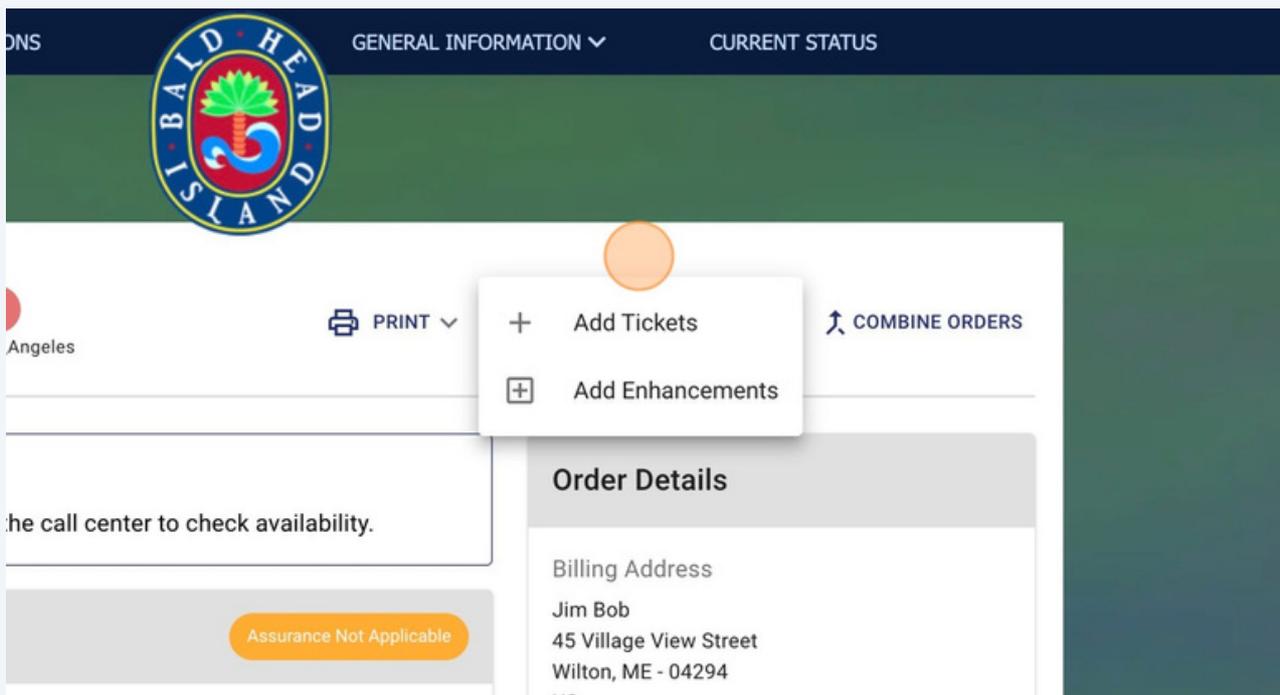
**CLOSE**

# Add Tickets, Trams, and Baggage

13 Click "ADD"

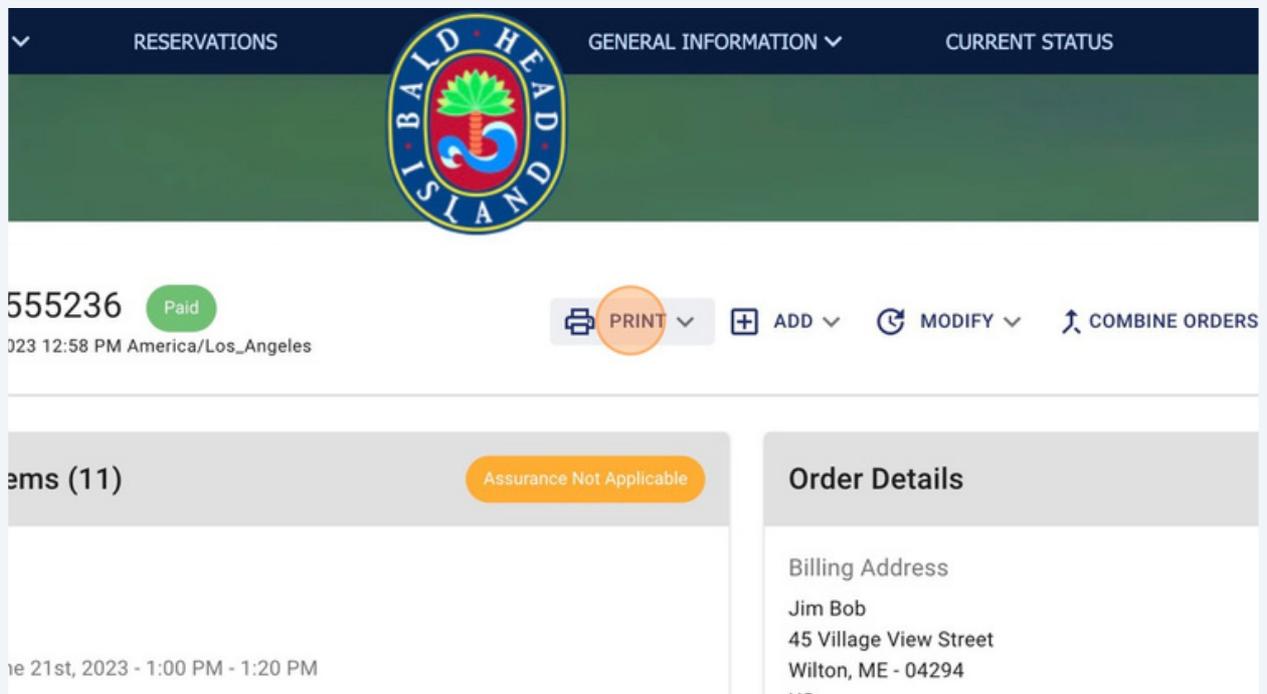


14 Click "Add Tickets" to add ferry tickets  
Click "Add Enhancements" to add tram reservations (if available) and baggage



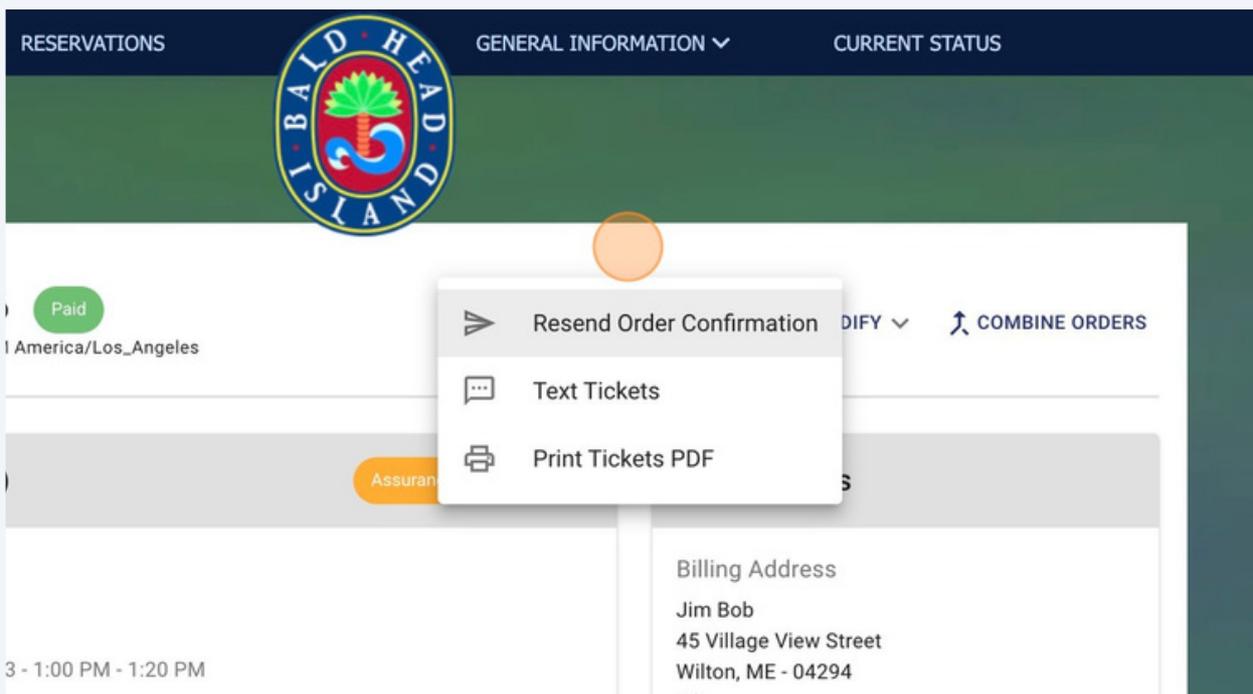
## Access Tickets (QR Codes)

16 Click "PRINT"



The screenshot shows the Bald Head Island website reservation page. At the top, there is a navigation bar with "RESERVATIONS", "GENERAL INFORMATION", and "CURRENT STATUS". The Bald Head Island logo is centered. Below the navigation bar, the reservation number "555236" is displayed with a "Paid" status. To the right of the reservation number are several action buttons: "PRINT" (highlighted with an orange circle), "ADD", "MODIFY", and "COMBINE ORDERS". Below the reservation number, the date and time "2023 12:58 PM America/Los\_Angeles" are shown. The page is divided into two main sections: "Items (11)" on the left and "Order Details" on the right. The "Order Details" section includes a "Billing Address" for "Jim Bob" at "45 Village View Street, Wilton, ME - 04294".

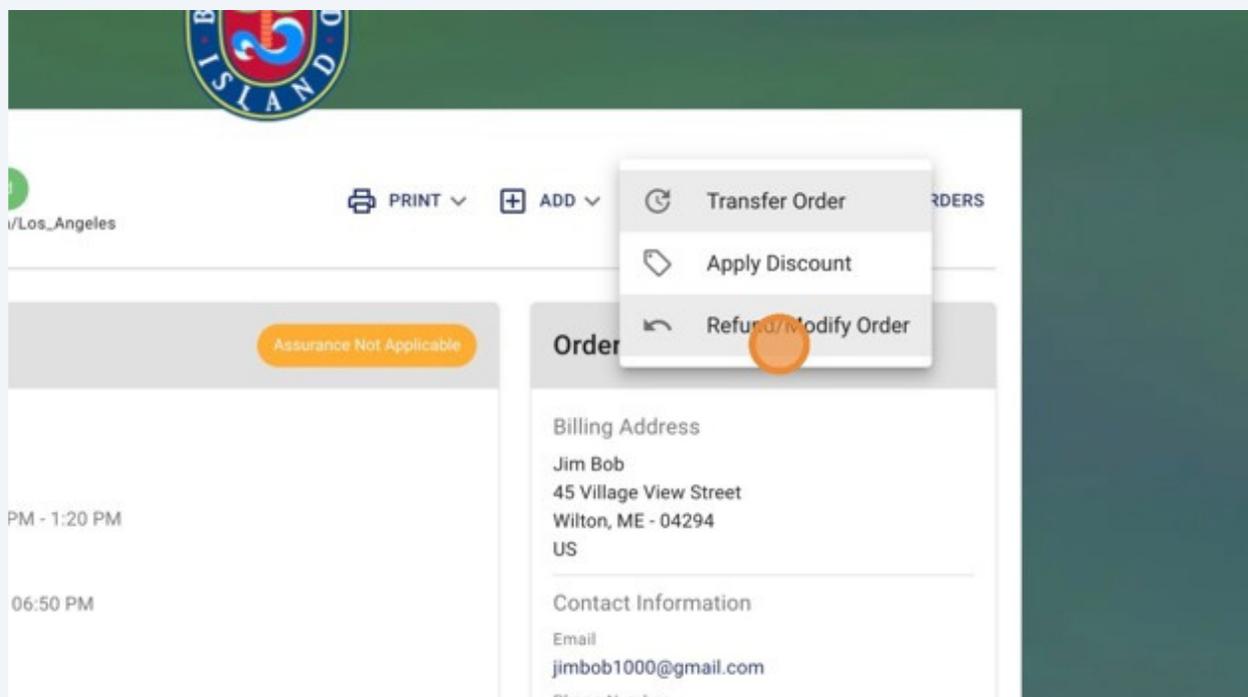
17 Select the following choices to email, text, or print the tickets  
(Note: Print Tickets PDF creates a PDF file that may then be printed)



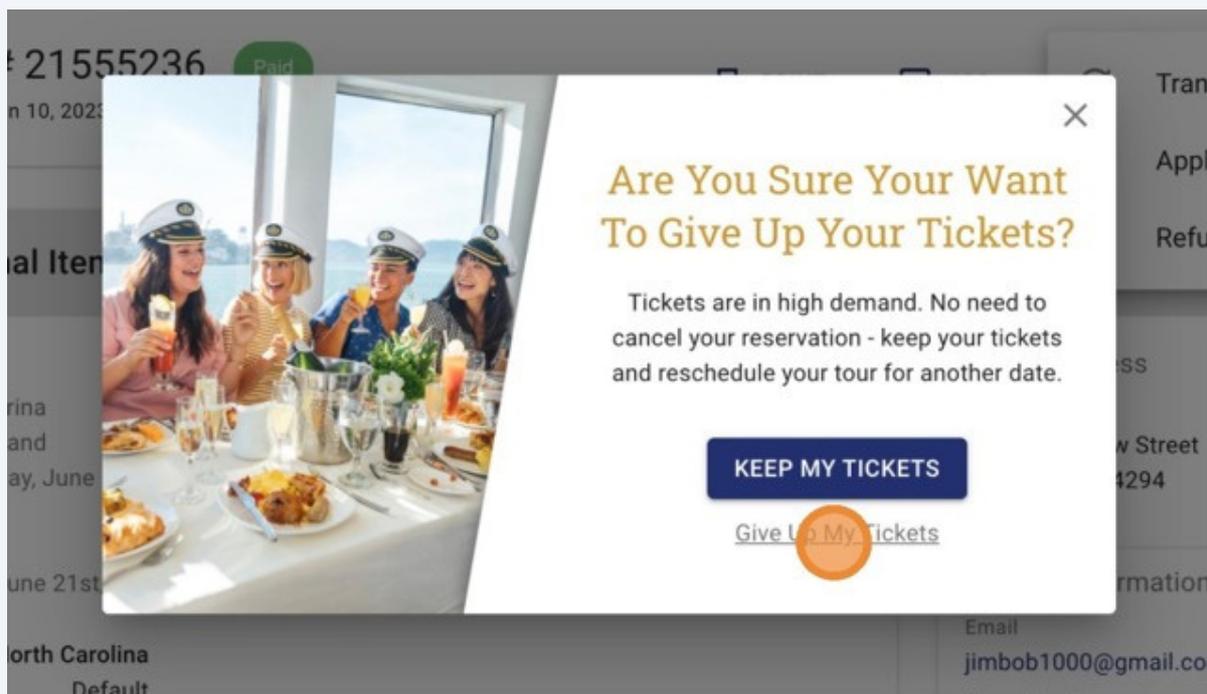
The screenshot shows the same reservation page as above, but with the "PRINT" button's dropdown menu open. The menu contains three options: "Resend Order Confirmation", "Text Tickets", and "Print Tickets PDF". The "PRINT" button is highlighted with an orange circle. The "Order Details" section is visible on the right, showing the "Billing Address" for "Jim Bob" at "45 Village View Street, Wilton, ME - 04294".

## Refund Tickets

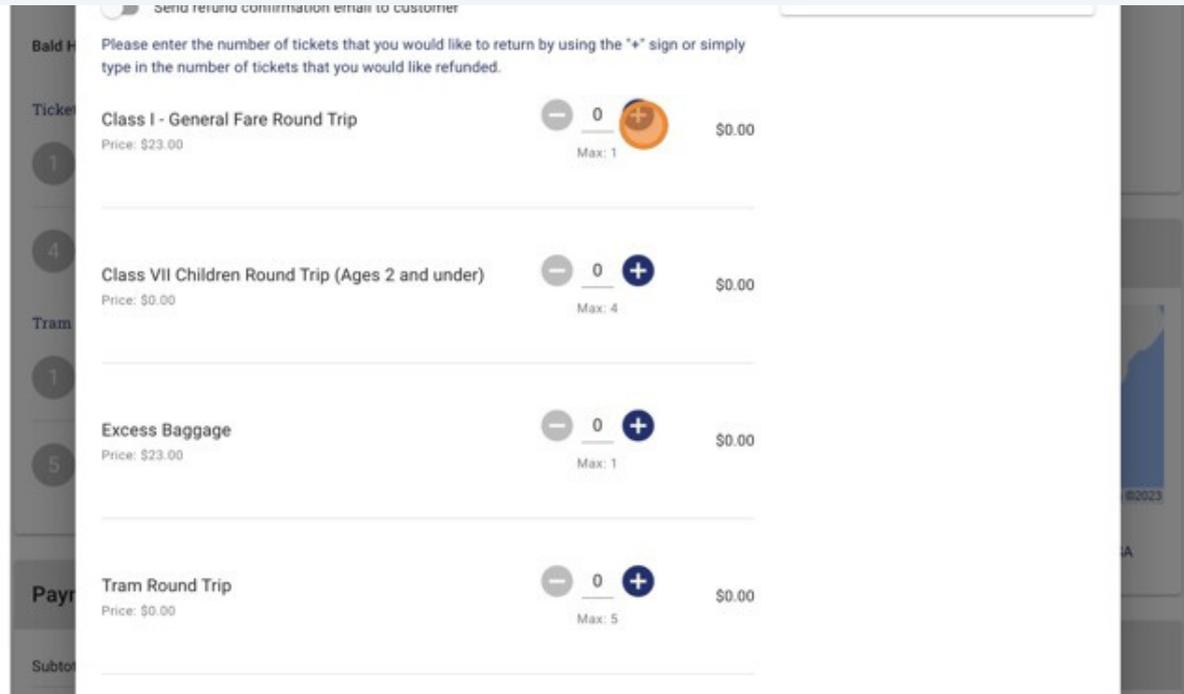
18 Click "MODIFY" then "Refund/Modify Order"



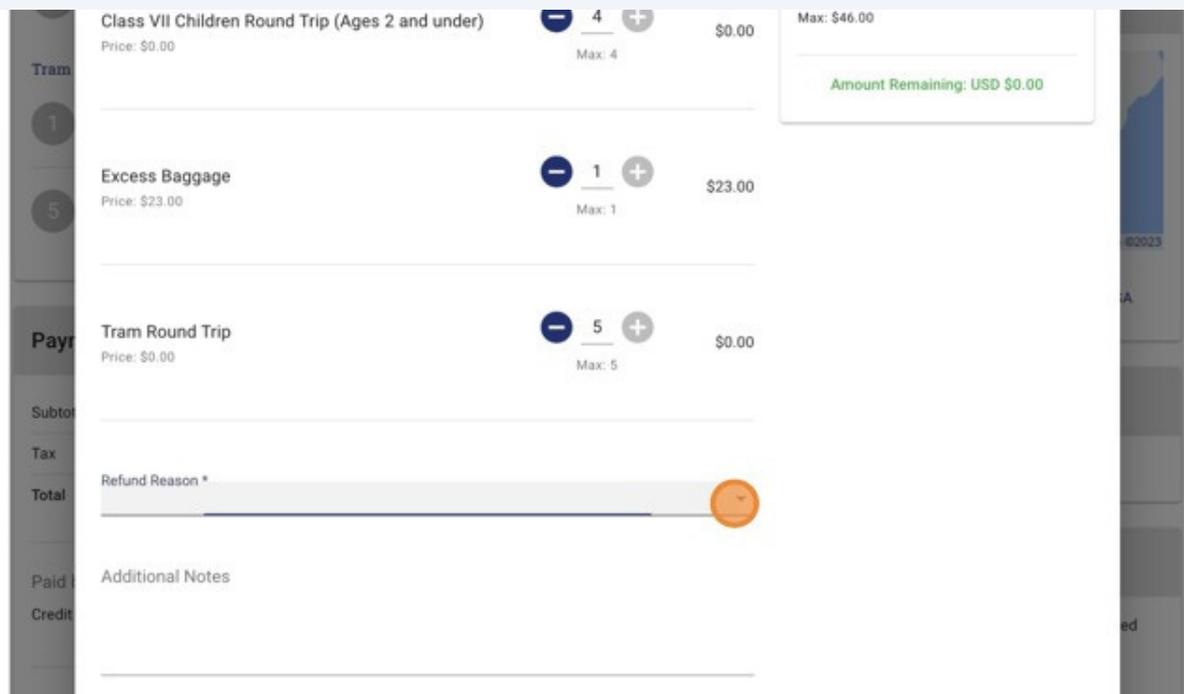
19 Click "Give Up My Tickets"



**20** Select the number of tickets or additional items to refund



**21** Select the Refund Reason



## 22 Confirm the Payment Method

Send refund confirmation email to customer

Please enter the number of tickets that you would like to return by using the "+" sign or simply type in the number of tickets that you would like refunded.

|  |   |         |
|--|---|---------|
| Class I - General Fare Round Trip                | <input type="button" value="-"/> 1 <input type="button" value="+"/> | \$23.00 |
| Price: \$23.00                                   |   |         |
| Max: 1   |   |         |
| Class VII Children Round Trip (Ages 2 and under) | <input type="button" value="-"/> 4 <input type="button" value="+"/> | \$0.00  |
| Price: \$0.00                                    |   |         |
| Max: 4   |   |         |
| Excess Baggage                                   | <input type="button" value="-"/> 1 <input type="button" value="+"/> | \$23.00 |
| Price: \$23.00                                   |   |         |
| Max: 1   |   |         |
| Tram Round Trip                                  | <input type="button" value="-"/> 5 <input type="button" value="+"/> | \$0.00  |
| Price: \$0.00                                    |   |         |
| Max: 5   |   |         |

### Select Payment Method to Refund to

Credit Card (Netepay EMV)

|                |        |
|----------------|--------|
| Visa ending in | Amount |
| XXXX6694       | \$ 46  |
| Max: \$46.00   |        |

Amount Remaining: USD \$0.00

## 23 Click "REFUND"

Tram Round Trip  5  \$0.00

Price: \$0.00

Max: 5

Subtotal

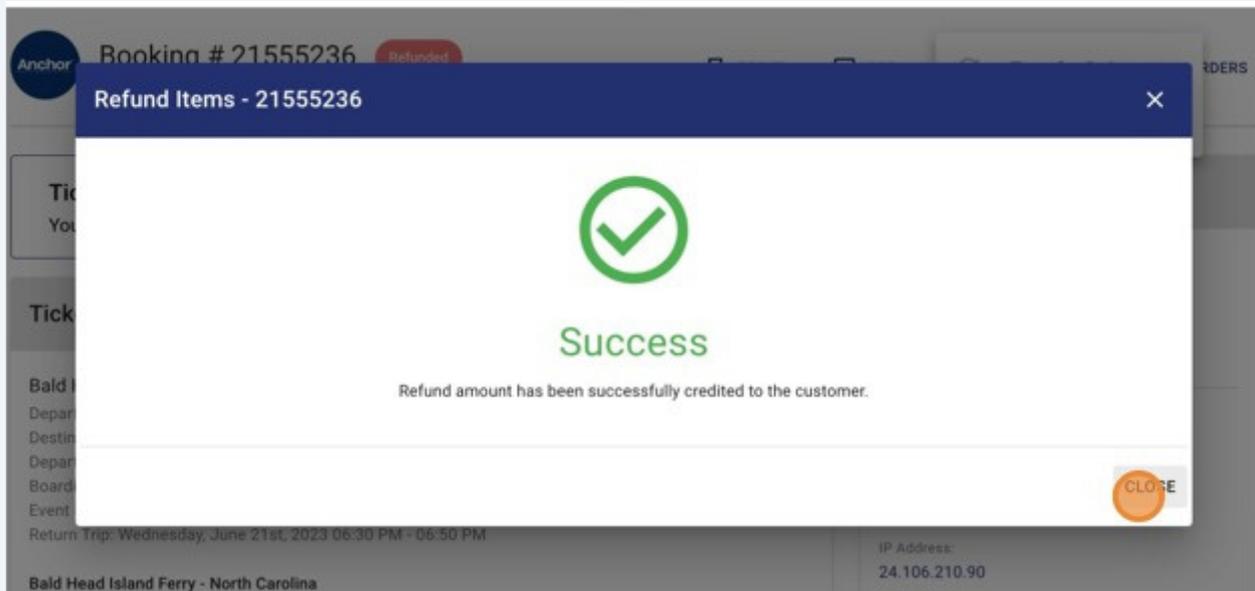
Tax

Total **Travel plans changed**

Additional Notes

Order# bhstrB21555236

24 Click "CLOSE"



25 Your refund is now complete!

