

**\*\* Important App Information \*\***

Due to the unfortunate App outage this week, we would like to remind you of a features of the app that would help in the event that this should happen again. We also want to remind everyone of our ticket policy. Please take a few moments to review the information below and if you have any questions please feel free to contact us.

**OFFLINE TICKETING**

Our App allows for two ways to store your purchased tickets: (1) on your device (offline); or (2) in the cloud. Saving App tickets to your device/offline is the default way that tickets are saved when making purchases, although that can be changed by the user.

The **advantage** of storing tickets on your device is that their use is not dependent on anything but the device itself; no connection to the cloud server via the internet or carrier connection is required.

The **disadvantage** of offline ticket storage is that only you can use the tickets stored on that device. If you have to reinstall the App or replace the device, the tickets remain locked to the prior App installation and you will have to call to have them unlocked, and put on your new device.

To check where your tickets are stored, bring up our App; then go to **SETTINGS – TICKET STORAGE**, and you should see a split screen where the top displays any tickets in the cloud, and the bottom displays any tickets on your phone. You can then move any or all of your unused tickets from one “storage room” to the other.

**TICKET POLICY**

All customers **MUST** have a ticket (paper or e-Ticket) to board the ferry. If for any reason the App is not working you **MUST** purchase a paper ticket. The deckhands cannot look at purchase history or emails, they must be presented with a real ticket. Any questions please call our Customer Service department at 800-533-3779.

Sincerely,



ARTHUR E. IMPERTORE  
Founder and President