



# Passenger Guide and Safety Guidelines

## Passenger Guidelines

Taking the ferry is a little like taking an airplane. You still prepare, pack, check in and board. When you arrive, your luggage will have been offloaded and waiting for you.

### RESERVATIONS

**Book your travel early.** While you can book the ferry on the day of travel, space sells out quickly at busy times—especially in the summer or on holiday weekends.

Reservations are strongly recommended and can be made on-line at [www.DaufuskieIslandFerry.com](http://www.DaufuskieIslandFerry.com) or by phone at 843-940-7704.

Passengers without reservations are not guaranteed passage.

When payment for the reservation is made, a virtual ticket is created for the passenger. The ferry does not use paper tickets for the out-going leg.

Passengers should check weather and call ahead if they suspect travel advisories or restrictions may be in place.

The ferry has a 100% refund policy if cancellations are made at least 24 hours prior to departure.

Should travel plans change, updates to reservations or refunds can be requested by calling the ferry office 843-940-7704.

### GENERAL INFORMATION

There are restrooms at the Visitor Center and at Buckingham Landing and on board the ferries.

The ferries have climate-controlled cabins and open-air decks.

The ferries are ADA compatible. Request assistance for passengers needing special accommodations.

Shoes, shirts and bathing suit cover-ups are required in all areas operated by the Daufuskie Island Ferry.

Be prepared for changing weather conditions while on the water and on the island. Dress in layers. Sunscreen and bug spray are always good to have.

Daufuskie has no town-center nor sidewalks so be sure to have a friend, a golf cart or a bicycle waiting for you when you step off the ferry. For more information, go to [www.DaufuskiIslandFerry.com](http://www.DaufuskiIslandFerry.com).

### **PACKING**

Pack lightly - as if travelling by plane. You can buy almost anything you will need once you get here.

There are companies that rent kayaks and beach chairs. Many rentals include play pens, and high-chairs. Check with your rental agent.

Daufuskie has a small grocery store where you can buy perishables such as eggs, milk and butter or you can call them ahead to have a grocery order waiting for you when you arrive (843-540-1570).

There is a Saturday farmer's market and fresh produce is available at the dock where you land. You won't need water – Daufuskie water is delicious. You can buy beer and wine at the general store. And there is an off-island grocery buying/delivery service (843-505-8568) that will buy and send things over on the ferry should you forget something.

### **ARRIVING**

#### **Single-day Visitors**

Single-day visitors to Daufuskie should plan to arrive at the visitor's center (Suite 102A, 1536 Fording Island Road, Bluffton) 45 minutes prior to departure.

Parking for single-day visitors is free at the Daufuskie Visitor Center where a comfortable shuttle bus will take you to Buckingham Landing.

#### **Overnight Visitors**

Overnight visitors should go directly to Buckingham Landing (35 Fording Island Road Extension, Bluffton, SC). Plan to arrive approximately 1 hour prior to departure for assistance with luggage drop-off and parking.

Follow the ferry attendant's instructions for obtaining an over-night parking permit and parking your car.

The attendant will tell you where to park. The ferry has parking areas at the fruit stand, gas station and at the Visitor Center.

### **AT BUCKINGHAM LANDING**

Drive slowly as you approach Buckingham Landing.

Obey state parking laws and ferry parking regulations.

Watch for pedestrians.

There is no ticket office at the Landing. If space is available, boarding passes may be purchased from the crew.

The ferry uses virtual tickets which the passenger receives in the form of a confirmation email after he pays for his reservation on the website or by phone). Virtual tickets are validated after boarding.

## **LUGGAGE CHECK-IN**

Passengers should unload luggage at the cargo drop-off area, park the car as directed by the attendant, and obtain round-trip luggage tickets at the adjacent service desk.

Each traveler will receive a complimentary luggage ticket for one piece of luggage weighing less than 50 pounds. Additional luggage tickets can be purchased for \$10 each.

EVERY piece of luggage, whether being carried on or checked, must have a luggage ticket attached.

Items weighing more than 50 pounds will require more than one luggage ticket.

All luggage **MUST** be in closed containers (suitcases, zipped duffle bags, back packs).

Specific items which will be not be accepted include open bags, such as grocery bags, and coolers or totes with a capacity greater than 48-quarts.

After attaching luggage tickets to each piece of luggage, one passenger should stay with the tagged luggage until the crew loads it into the baggage carts. The others should proceed to the waiting area.

### **Carry-on Items**

Each passenger may carry on one piece of luggage which must not weigh more than 50 pounds (a suitcase, rolling cooler, standard folding wagon, etc.).

### **Checked Items**

Luggage which is not carried on will be loaded by the ferry crew into baggage carts. Items without luggage tickets will not be loaded.

Payment for the crew's baggage handling services should be made in cash and given to the crew when they load your luggage.

Freight fees apply to selected materials such as building supplies and equipment. Please see our website for freight/cargo guidelines.

The charge for transporting kayaks and bicycles can be included in the reservation or paid by credit card prior to boarding.

## **BOARDING**

Ferries follow an *on-time departure* policy.

A golf cart, operated by the boat crew, is available for passengers requesting assistance with boarding and deboarding.

Passengers should remain in the waiting area until the crew or terminal attendant gives the boarding call.

The Daufuskie Island Ferry does not accept cash.

After passengers with pre-paid reservations have been boarded, passengers without reservations can pay with a credit card if space is available.

### **ON-BOARD CHECK-IN**

Passenger check-in takes place after the ferry is underway.

If you have a pre-paid reservation, your name is all you need. It is your virtual ticket.

If you have not pre-paid, payment by credit card will be required.

Paper tickets are not used for the out-going leg. Paper tickets will be provided for the return leg after check-in is completed.

Coast Guard regulations require that all passengers sign the Ferry Manifest Log.

## Safety Regulations

### **GENERAL POLICY**

The Daufuskie Island Ferry has the right to deny passage to anyone who does not comply with established ferry policies and procedures including the safety rules and regulations stated below.

All passengers must follow the instructions of any member of the ferry team including the captain, crew, transportation agents, parking attendants and concierges.

Passengers must be appropriately dressed in all areas operated by the Daufuskie Island Ferry.

### **TRAVELING WITH PETS**

For everyone's safety, pets should be kept on a leash or in a carrier at all times and in all areas operated by the Ferry.

Pets are not allowed in the cabin except for dogs properly identified as service animals.

Pets are not allowed to sit on passenger seating.

Passengers must clean up after their pets on all ferry property.

### **WEATHER**

Ferry operators have strict safety guidelines for operating in adverse weather conditions.

Unscheduled delays and cancellations may occur without notice.

Travel advisories will be relayed to passengers during times of inclement weather.

The captain can suspend operations anytime it is unsafe to travel. This includes short delays for passing weather conditions.

All service stops if wind speeds are sustained at 50MPH or higher.

Passengers should check weather and call ahead if they suspect travel advisories or restrictions may be in place.

Expect delays during foggy weather or when thunderstorms are nearby.

Practice safe behavior when weather conditions are threatening.

All staff members are trained in hurricane preparedness.

In the case of a hurricane advisory, the ferry will operate its schedule until all passengers who wish to

leave the island have evacuated.

#### **PRIVATE BOAT USE OF FERRY DOCKS**

Private boat use of the docks at Buckingham Landing is prohibited without express consent by ferry company management.

Docks at Melrose Landing can be reserved for long-term or short-term use. Register with the dock master or dock management by calling 843-341-8106

#### **SAFETY REGULATIONS AT ALL FERRY DOCKS**

Use the docks at your own risk.

Remain in the waiting area until boarding call is given.

No running and no riding bikes, scooters or skateboards in the passenger areas, on docks or on the ramps.

Be careful on the dock ramps especially at low tide and when walking on uneven or slippery dock surfaces.

Ask a crew member or terminal attendant if a passenger requires special assistance.

Follow crew instructions when boarding or disembarking.

Be especially careful on gangway ramps and boarding plates which may be moving or slippery.

#### **SAFETY REGULATIONS AT MELROSE LANDING**

Passengers in need of a restroom will be allowed to use the ferry restroom except while it is being fueled or serviced by mechanics.

Passengers are not allowed to stand on the floating dock while boats are actively arriving and departing.

No personal or rental golf carts are allowed on the dock.

Ferry operations have priority over all other activities on the dock.

#### **ON-BOARD REGULATIONS**

Passengers under the influence of drugs or alcohol may be denied passage as determined by the crew.

Passengers may not drink from glass containers while on the ferry.

Passengers may not lay down on nor put feet or shoes on the seats.

Headphones should be used when listening to music or other audio programs on personal devices.

Cell phone conversations are allowed on outside decks only.

Smoking and vaping is strictly prohibited in passenger waiting areas, on the docks and on board the ferry.

Remain seated while the ferry departs and arrives. Do not sit on the steps at any time.

Watch your step when crossing over thresholds or using the stairs.

All passengers and small children must stay off handrails.

Minors must travel with and always be under adult supervision on the docks and on the ferries.

The Daufuskie Island Ferry is not responsible for lost or stolen items. Be sure to take your personal items with you when leaving the ferry.

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While Traveling with the Daufuskie Island Ferry Company

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