

While WSF cannot extend the 90-day period for tickets and travel passes, customers who are unable to use tickets or travel passes because of COVID-19 concerns may be eligible for a refund for the unused portion of their fare. All refund requests can be [submitted online](#). Please note that it may take longer than the typical 2-3 weeks to process your request due to higher volumes.

Customers with monthly ReValue passes who have curtailed their travel should cancel their account to avoid future payments. Multi-ride ReValue pass users should suspend their accounts to stop payments and reactivate their account when they resume travel. Any remaining rides on either pass are still valid through the expiration date after cancelling or suspending the account.

During this time, no-show fees will also be waived on the Anacortes/San Juan Islands and Port Townsend/Coupeville reservation routes until further notice. If you are unable to travel using your reservation or have to cancel your reservation at the last minute, you will not be charged a no-show fee. While no-show fees will automatically be waived, we ask that you please continue to cancel reservations online or by phone at 206-464-6400 if you know that you will not be traveling. This helps WSF plan for and respond to ridership needs.

Thank you for your patience and cooperation as we get through this challenging time, and we wish you safe and healthy travels.