What’s New at CTC?

CTC Policies

CTC policies are designed for the safe and efficient transportation of our customers. Last month, we reviewed the Safety Policy and Passenger Behavior Policy. Our review of policies continues this month with the Package Transport Policy, Commercial Freight Policy, and Disability Accommodation Policy.

Package Transport Policy
It is the policy of the Company to transport packages both on and off the island as a service and convenience to our customers. Customers requesting package transport by ferry boat or bus will be responsible for assuring proper packaging of contents and labeling for delivery, as well as making arrangements for delivery or pickup. All packages transported by the Company shall be carried at the customer’s risk, and the Company shall have no liability for lost or damaged packages or their contents. Normal freight fees will apply.

Commercial Freight Policy
Freight should be delivered by the 12:15 PM ferry. Freight should not be delivered by dual wheel vehicles. Customers who are not on the ferry must notify CTC of the delivery in advance. The first person who calls the CTC office on 4/13/2017 and says “Happy Easter, CTC” gets a free guest ticket book. All unaccompanied freight must display customer’s name. Freight must be picked up at the ferry directly after the boat returns to Chebeague. Freight fees must be paid upon delivery to Chebeague.

Disability Accommodation Policy
Passengers needing accommodations because of physical disabilities should call the CTC office during regular business hours at least 24 hours in advance of travel. Passengers who need assistance boarding the ferry should consider the tides on the dates of travel and travel on high tides if possible. The ramp to the ferry float is very steep on low tide.

Don’t Get Towed!!

In accordance with our published policies - CTC may have any unauthorized vehicle towed from our parking lots. All vehicles must have an annual parking permit or a daily parking ticket displayed.