



What's New at CTC?

CTC Policies

Weekday School Boats Start 9/4

CTC will begin its service to carry school children on 9/4—the first day of school. The morning boat will leave Chebeague at 7:05 AM. The afternoon boat will leave Cousins Island at 3:05 PM. The service is week days only and will run during school holidays and school cancellation days (weather permitting). The CTC bus does not meet the school boats.

Winter Ferry Fares

go into effect on October 1st.

The CTC office will be closed on Labor Day—September 3rd.

CTC OFFICE

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CTC has a number of policies related to our service and fares.

In order to make our service as efficient and safe as possible, we encourage our customers to become familiar with those policies.

Safety Policy

We strive for the safe transportation of all passengers to and from Chebeague. Weather conditions, tides, and other factors may affect the relative safety of boarding the ferry. At the captain's sole discretion, boarding of a passenger or passengers may be denied in unsafe conditions or circumstances.

Passenger Behavior Policy

CTC reserves the right to refuse transportation to any person failing to abide by its rules and regulations or those of the United States Coast Guard pertaining to the safe and efficient operation of passenger vessels, as specified in the latest revision of the United States Code of Federal Regulations (CFR). By law, captains are required to take action to enforce those regulations.

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 Carol at 319-3061 on 9/24 and says "Happy Equinox" gets a free guest ticket book. Be sure to leave your name and phone number.

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.

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.

When the ferry must make two trips to carry all passengers, passengers will be transported on a first/come, first/serve basis.

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. CTC is working with the Town of Chebeague to address the problem of access to the floats. One solution is to replace the current 40 foot ramps with 80 foot ramps. Doing so may require reconfiguration of the float system. 80 foot ramps would greatly improve the angle of the ramp during low tides.

Passengers who use the CTC wheelchair should be aware that the crew will consider safety of the passengers and the crew when deciding if the wheelchair can be used.