

## ► Use Your Clipper Card

### Tag On and Tag Off

1. Locate the Clipper card reader at the ferry terminal.
2. Hold your card flat against the Clipper logo on the reader.
3. Wait for the beep and green light. Then continue to board.
4. When you exit the ferry, tag off by repeating the steps above. This ensures Clipper charges you the correct fare.

When boarding or exiting the ferry at Pier 41, a ferry employee will help you tag on and off with a handheld card reader.

*Note: If you transfer from SF Bay Ferry to a transit service that does not charge fares based on distance traveled, you only need to tag on when you board that system—you do not need to tag off.*

**IMPORTANT:** You must have the following minimum cash value on your Clipper card to ride SF Bay Ferry:

- Adult cards: \$1.50
- Youth, Senior and RTC cards: \$0.75

### Protect Your Card and Its Value

- Register your card for free. Visit [clippercard.com](http://clippercard.com) or call 877.878.8883.
- Clipper can replace a registered card and restore its balance for a small fee.
- Don't punch a hole in your card, bend it or alter it in any way. Doing so can prevent your card from working properly.



**TIP:** When you tag your card, the card reader will show the remaining balance.



**CLIPPER**

Clipper is the all-in-one transit card accepted on all major Bay Area transit systems.

### Contact Us

Need help or have a question?  
Get in touch with us.

**Phone:** 877.878.8883

**Fax:** 925.686.8221

**TTY/TDD:** 711 or 800.735.2929  
(and type "Clipper")

**Web:** [clippercard.com](http://clippercard.com)

**Email:** [custserv@clippercard.com](mailto:custserv@clippercard.com)

**Mail:** P.O. Box 318  
Concord, CA 94522-0318

**Follow:**



Bay Area Clipper

USING CLIPPER® ON  
SAN FRANCISCO BAY FERRY



San Francisco Bay Ferry



CLIPPER ON  
SAN FRANCISCO BAY FERRY



## ► New to Clipper?

### Get a Clipper Card

You can get an adult Clipper card at:

- Golden Gate Ferry and Muni ticket machines
- Walgreens, Whole Foods and other retailers
- Clipper Customer Service Centers at Bay Crossings in the San Francisco Ferry Building, the Embarcadero BART/Muni station and AC Transit in Oakland
- Participating transit agency ticket offices, including the Vallejo Ferry Terminal and nearby Vallejo Transit Center ticket offices
- Online at [clippercard.com](http://clippercard.com)
- Your workplace transit benefit program

*Note: For information about Youth, Senior and RTC Clipper cards, visit [clippercard.com/discounts](http://clippercard.com/discounts) or call 877.878.8883.*

### Add Value to Your Card

Add cash value to your card to ride SF Bay Ferry. Cash value is accepted on all participating Bay Area transit systems.

### Where to Add Value to Your Card

You can add value at the following outlets:

- Golden Gate Ferry, Muni and BART ticket machines
- Walgreens, Whole Foods and other retailers
- Clipper Customer Service Center at Bay Crossings in the San Francisco Ferry Building, the Embarcadero BART/Muni station and AC Transit in Oakland
- Clipper Add Value machines at the temporary Transbay Terminal
- Participating transit agency ticket offices, including the Vallejo Ferry Terminal and nearby Vallejo Transit Center ticket offices
- Online at [clippercard.com](http://clippercard.com) (takes up to 5 days to load to card)
- Your workplace transit benefit program

### Autoload Your Card

Never run out of value! Set up Autoload at [clippercard.com](http://clippercard.com) to automatically add value to your Clipper card through your credit card or bank account when your balance falls below \$10.

Visit [clippercard.com](http://clippercard.com) for a full list of retail, customer service center, ticket machine and Add Value machine locations.



## ► Frequently Asked Questions

### Which SF Bay Ferry routes accept Clipper?

Clipper is accepted on the following routes:

- South San Francisco/Alameda/Oakland
- Alameda Main Street/Oakland/San Francisco
- Alameda Harbor Bay/San Francisco
- Vallejo/San Francisco

SF Bay Ferry does not accept Clipper on its AT&T Park or Angel Island routes. Please visit the SF Bay Ferry website at [sanfranciscobayferry.com](http://sanfranciscobayferry.com) to find out how to purchase tickets for these routes.

### Do I need to have a minimum balance on my Clipper card?

Yes. SF Bay Ferry's minimum cash value balance requirements are:

- Adult cards: \$1.50
- Youth, Senior and RTC cards: \$0.75

Without the minimum balance, the card reader will display a red light and beep three times, and you will need to purchase a paper ticket on the ferry to pay your fare.

### Can I add value to my card at a ferry terminal?

You can add value to your Clipper card at the Vallejo Ferry Terminal and at the Clipper Customer Service Center at Bay Crossings in the San Francisco Ferry Building. In San Francisco, you also can add value at the nearby Golden Gate Ferry, BART and Muni ticket machines.

You cannot add value to your Clipper card at the Alameda, Oakland, Pier 41 or South San Francisco ferry terminals.



### Why do I need to tag off when I exit the ferry?

When you ride SF Bay Ferry, Clipper deducts the maximum fare when you tag on and then refunds any difference when you tag off as you exit the ferry. This means you must tag your card to the card reader upon boarding AND exiting the ferry to ensure you're only charged for the distance you travel and that Clipper applies any appropriate discounted fares and transfers.

### Do I get any discounts with my Clipper card?

Adult riders who use Clipper will get a discount on all routes except short hops (Alameda/Oakland and Pier 41/Ferry Building). Youth, senior and RTC Clipper customers receive the standard SF Bay Ferry discounts. Visit [sanfranciscobayferry.com](http://sanfranciscobayferry.com) for more information about discounts.

### Can I use my Clipper card on the Route 200 bus service between the Vallejo Ferry Terminal and San Francisco?

Yes. Route 200 accepts Clipper, as do most local bus services in Solano and Napa counties.

### How do transfers work?

If you transfer from the ferry to Muni or SolTrans, you do not need a paper transfer. Clipper keeps track of your rides and automatically grants you appropriate transfer discounts. If you transfer to AC Transit, you will need to request a paper transfer from the ferry operator.

For more information about Clipper, visit [clippercard.com](http://clippercard.com).