

Cornucopia Cruise Line

Passenger Policies - Terms & Conditions

Updated July 30, 2018

No Refund Policy

All open to the public cruise ticket sales are FINAL and NON-REFUNDABLE. No exceptions.

Customer Cancellation Policy / Rescheduling Fees

You may cancel your reservation and reschedule a future date subject to the following rescheduling fees:

- Prior to 48 hours to sailing date and time a \$10 per person rescheduling fee will be applied
- Prior to 24 hours to sailing date and time \$20 per person rescheduling fee will be applied
- Less than 24 hours to sailing date and time and cancellations without notice (ie. no show) a \$30 per person rescheduling fee will be applied.

NOTE: Please arrive at the dock on-time. All sailings depart on scheduled timetable. Departures will not be delayed to accommodate passengers who are late arriving to the dock. In the event you arrive at the dock late and boarding has been completed, your reservation shall be cancelled and considered a cancellation without notice (ie. no show)

Rain or Shine Event

All public cruises are rain or shine events. In the event you wish to reschedule your reservation you may do so in accordance with our customer cancellation policy and rescheduling fees.

Cruise Line Cancelled Cruises

Your safety is our most important concern. In the event of inclement weather, mechanical issues, safety issues or other unforeseen issues that may arise, the cruise line management and/or the captain of the ship has the authority to not sail. In this event one of the following may occur:

- The cruise will not sail and will operate dockside. In this event, passengers may elect to reschedule for a future cruise without a rescheduling fee. No Refunds will be provided.
- The cruise will not board. In this event, every effort will be made to contact passengers in advance. Passengers may elect to reschedule for a future cruise without a rescheduling fee. No Refunds will be provided.

Administrative Fee

At time of reservation an administrative fee shall be charged. The administrative fee shall be equal to a percentage of the published full price of the ticket and may change from time to time. This administrative fee is not a gratuity and shall be used at the sole discretion of the cruise line. Administrative fees are typically used to offset docking costs, security costs, fuel cost fluctuations, maintenance costs and compliance costs as well as other costs.

Current Administrative Fee is equal to 18% of the current published full fare ticket price.

Sales Tax

All ticket purchases and voucher redemptions are subject to New Jersey sales tax. At the time of reservation sales tax will be charged based on current published full fare ticket prices. The current New Jersey sales tax rate is 6.625%.

Gratuities

Gratuities are not included in your cruise ticket price or the administrative fee. Every effort is made by our dining room staff to provide you with the best service possible. You may at your discretion leave a gratuity while onboard the cruise. We encourage you to add gratuities to your beverage purchases and/or provide cash tips directly to any member of our dining room staff. Our staff will truly appreciate your gratitude.

Infants & Children

- Behavior - Children are welcome on all of our cruises. Please supervise your children's behavior so that other passengers experience is not impacted.
- No high chairs or booster seats are available.
- Infants and children under 3 years old are not provided seats and are expected to be seated on an adults lap. If you wish to have your infant or child under 3 seated in a chair you must purchase a "Child 3 – 9" ticket.
- Be advised that infant and child car seats and strollers cannot block isles or cause other unsafe conditions. Ship personnel can require infant and child car seats and strollers be stowed away in the event of a safety issue.