

# DRAMA FOR YOUR MAMA NYC BUS TOURS

[www.dramaforyourmamanyc.com](http://www.dramaforyourmamanyc.com)  
**2023 Policies**



## **BOOKING/RESERVING YOUR TRIP**

- Prices for all tours are per person.
- ALL trips excluding overnight trips can be BOOKED and PAID in FULL using multiple payment methods on [www.EVENTBRITE.com](http://www.EVENTBRITE.com).
- Venmo @dramaforyourmama (Shannon Marriott - last 4 of phone 5306) \*\*Please note which trip you are reserving in the note section.
- I do NOT mail receipts. Eventbrite confirmation or your Venmo log will be your receipt.
- Seat is NOT reserved until a deposit or Eventbrite payment received. I CANNOT HOLD SEATS.

## **PAYING YOUR BALANCE**

- If you booked on Eventbrite, you are PAID in FULL and READY to GO!
- If you reserved with a deposit, your balance will be due two weeks prior to the trip unless otherwise specified.
- You will receive a balance due email.
- You may also feel free to make small payments at any time. PLEASE send a note with your name and trip so that I may apply it towards your balance.
- If balance is NOT paid by the due date, your seat will be rebooked if there is a wait list and I do not hear from you.

## TRIP INFORMATION

- You will receive an email approximately one week prior with all trip information.
- Please forward this information to everyone in your group.

## CANCELLATION POLICY \*\*\*\*NEW/UPDATED FOR 2023 \*\*\*\*

### Cancellation Policy including Medical /Personal Cancellations

For all VENMO and EVENTBRITE reservations:

Due to the nature of non-refundable NYC tickets to shows and attractions, reservations and the amount of time needed to secure plans and book the bus:

1. Within 30 days before the trip, there are NO refunds for any reason. Best option is to find someone to fill your seat(s) and reimburse you directly.
2. Prior to 30 days before the trip, you will receive a CREDIT FOR A FUTURE TRIP MINUS a \$50 refund fee. Best option is to find someone to fill your seat(s) and reimburse you directly.

**NO EXCEPTIONS WILL BE MADE BEGINNING IN 2023. THANK YOU FOR UNDERSTANDING.**

Drama for Your Mama has the right to cancel a trip due to low booking of the bus prior to 14 days before the departure date. If the bus is <50% capacity, the trip will be cancelled or possibly rescheduled for a later date. If your trip is cancelled for this reason, you will receive a FULL refund of the deposit and/or balance that you have paid.

## TRAVEL INSURANCE

Travel insurance is available to purchase on your own should you desire for one day and overnight trips. For overnight trips, it is suggested you purchase travel insurance to avoid any monetary loss to you due to an interrupted tour due to sickness or family emergency. Drama For Your Mama is not responsible in those cases for refunding monies paid.

## SEATING REQUESTS

- Seating will be assigned at the time of reservation. I start from front to back of the bus.
- If you have specific seating requests for the bus or the show etc., they must be made **at the time of reservation**. This includes seating with friends on the bus and in the show. It is extremely difficult to make changes at the last minute. I will do my best to accommodate, but sometimes due to many requests, I cannot.
- I will not make seating changes on the morning of the trip.
- If you suffer from motion sickness, please ask your doctor for medications that may help to alleviate the problem during your trip.

## **WEATHER POLICY**

- In the event of a weather event, the trip will continue if the bus company deems it safe to travel.
- If the bus company deems travel is safe, the trip will not be cancelled or rescheduled. **No refunds/credits will be given if you choose not to go on the trip due to weather.** Best option is to find someone to fill your seat(s).
- If the bus company deems travel is NOT safe due to weather conditions, you will be notified ASAP. The trip will be rescheduled for a later date. In this case, you may choose to reschedule for the later date, or you may ask for a full refund.

## **CHILDREN**

- Children OVER the age of 5 are welcome, but please make sure they sit with a parent/guardian and parent/guardian oversees their behavior. Please remember that everyone is on the trip to relax and enjoy. Certain trips will be open to booking < age 5 only if specified (i.e. Bronx Zoo)
- Children must be 6 years old to attend appropriate Broadway shows. Other shows have specific age limits.
- All children <18 years old must have a parent present during my trips.
- Parents are responsible for behavior of your children. No loud and crazy behavior or talking will be tolerated and it is not fair to the other passengers who are trying to relax and have fun.

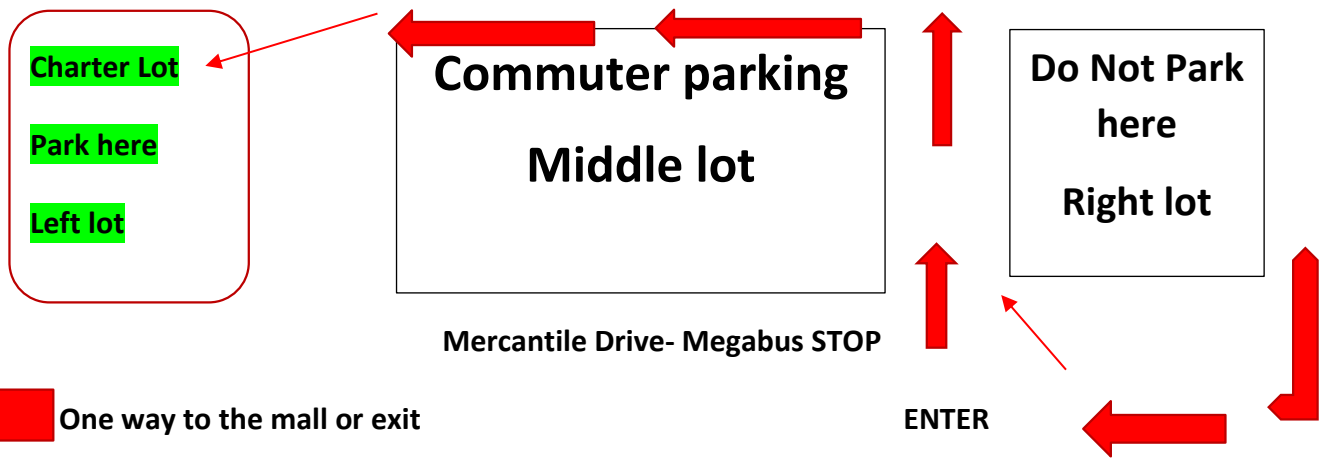
## **BUS ETIQUETTE**

- Rude, obnoxious behavior or vulgar language will not be tolerated on my bus trips.
- Please keep the volume of your conversations and music to a minimum.
- NO Smoking OR Vaping on the bus or restroom on bus.
- Minimal social alcohol consumption is allowed for passengers 21 and older BUT ZERO intoxicated behavior or anything that comes with that will be tolerated. Drink responsibly. I have the right to refuse transport of anyone who is intoxicated after returning to the bus in the evening. Remember that this is a trip for everyone to enjoy and relax and minors may be present on the bus.
- I reserve the right to refuse a future booking for any passenger that has caused a problem on any past bus trip.

## WHITE MARSH PARK AND RIDE:

- The bus leaves from White Marsh Park and Ride CHARTER bus lot (FAR LEFT LOT CLOSEST TO THE MALL) This is directly behind IKEA and is the same lot where MTA and Megabus depart daily. Follow signs for CHARTER BUS parking.
- I park in the back of the lot with my flashers on 30 minutes prior to departure time. Look for the Drama For Your Mama flag.

### White Marsh Park and Ride Back of Lot



## MISCELLANEOUS

- I offer a small morning snack. We do not provide drinks on the bus. Please bring your own drinks (coffee, tea, water) of choice. Feel free to bring other snacks or small coolers that will fit in overhead or under the seat.
- There is plenty of storage UNDER the bus for large items such as wheelchairs, coolers, strollers, bags etc.
- The bus is equipped with Wi-Fi.
- The seats are equipped with electric outlets to charge phones. Bring your own chargers and cubes (not all busses have USB only).
- The bus has a bathroom on board.
- Wear headphones if you play music on your phone.
- Bring a sweater and wear layers. The bus temperatures can greatly fluctuate.
- Please feel free to add to my gratuity for our bus driver for a job well done at the end of the trip.
- Please be on time for both departures in White Marsh and NYC. Please plan to arrive 15 minutes or more before scheduled departure time. **There will be NO refunds if you miss the bus.** Call if you are running late, but please know, I only wait for a grace period of 10 minutes past departure time.
- If you have a problem on the bus, please talk to me at the time of the problem and I will try to resolve the issue.

## **LIABILITY STATEMENT**

Drama For Your Mama NYC Bus Tours acts as an agent to its passengers as we make NYC travel arrangements for tours, show tickets, transportation, guides and hotels. We do not assume any liability for injury, damage, death, loss, accident or delay to passengers due to the act of default of any carrier, company, hotel or anyone rendering any of the tour services or by an act of God. No responsibility is accepted for any act, omission or event during the time my passengers are not on the charter bus. We do not accept responsibility for damage or delay due to sickness, accidents, mechanical break downs, weather and traffic. We reserve the right to change itineraries, drop off and pick up locations, hotel accommodations if a change is warranted. We are not responsible for changes to cast members in any show including Broadway. We are not responsible for interior repairs needed on any of the coaches such as TV monitors, bathrooms, bus seats, electric sockets or cleanliness of coaches. We make every effort to work with our vendors to demand only the best in quality coaches for every trip. We are not responsible for crowds in NYC and any injury that may occur due to crowding at any public attraction. If you fail to board the bus on time for the morning departure, we are not responsible should you miss the trip and all monies paid will be forfeited and not reimbursable. If you fail to return to the bus for the evening departure in NYC, we are not responsible for your travel arrangements home as far as planning or monetary reimbursement. We are not responsible for items left on the coach. Please check that you have all your items when you exit the coach upon return home. An effort will be made to notify passengers of "lost and found items" but if not claimed, they will be donated to charity. We are not responsible for replacing lost event or show tickets once they have been distributed to passengers on trip day. Every effort will be made to aid in replacement but that is not guaranteed depending on circumstances. We are not responsible if your day in NYC was not what you expected due to your own personal like and dislikes. We make every effort to make EVERY passenger happy and we want them to love NYC as much as we do.

## **COVID/FLU/VIRUS ADDENDUM**

Please travel at your own discretion. Bus company will be thoroughly sanitizing each bus prior to the trip. Hand sanitizer will be available on the bus as always. We are not responsible for illness or COVID-related symptoms that may be diagnosed after a trip with Drama.

We will be seating the full 54 seats on the bus so social distancing will not be possible during the bus ride or in most NYC venues.

**Stay safe, be happy, healthy and love NYC!**

**CONTACT:**

Shannon Marriott

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