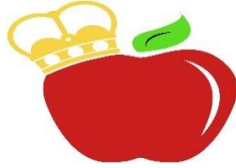


DRAMA FOR YOUR MAMA NYC BUS TOURS

2021 Policies



Booking / Reserving Your Bus Trip

- **Prices for all tours are per person.**
- **ALL trips excluding overnight trips can be BOOKED and PAID in FULL using a credit card on www.EVENTBRITE.com**
 - 1. After booking, please email the following to dramaforyourmamanyc@yahoo.com NAME, EMAIL ADDRESS AND CONTACT NUMBER FOR ALL BOOKED PASSENGERS**
- **ALL trips excluding overnight trips can be RESERVED with a \$50 deposit by the following:**
 - 1. Mail a check/money order payable to
Drama For Your Mama NYC Bus Tours
Shannon Marriott
9203 Peach Blossom Avenue
Perry Hall, MD 21128
Please include with check(s) NAME, EMAIL ADDRESS AND CONTACT NUMBER FOR ALL RESERVED PASSENGERS**

2. Venmo

@dramaforyourmama

Please note which trip you are reserving in the note section.

After reserving, please email the following to dramaforyourmamanyc@yahoo.com

NAME, EMAIL ADDRESS AND CONTACT NUMBER FOR ALL BOOKED PASSENGERS

Reminders:

- **I NO LONGER accept CASH, ZELLE or PayPal**
- **I do NOT mail out receipts. Your cancelled check or your Venmo log will be your receipt. Feel free to contact me if you would like to verify a check receipt. It may take up to 2 weeks before your check is cashed.**
- **Seat is NOT reserved until a deposit or Eventbrite payment received. I CANNOT HOLD SEATS.**

Paying The Balance For Your Bus Trip

- **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. If you need a few extra days for payment, PLEASE CONTACT ME.

Trip information

- You will receive an email approximately 1 week prior to the trip with all trip day information.
- Please forward this information to everyone in your group in case I do not have everyone's email addresses. Thanks in advance 😊

Cancellation policy

Due to the nature of NYC tickets, reservations and the amount of time needed to secure plans:

- 1. Deposits are nonrefundable.**
- 3. Cancellations within 14 days or less prior to the trip are nonrefundable.**

4. Cancellations from time of deposit but after balance is paid if that is prior to 14 days before the trip will result in a credit towards a future bus trip. Otherwise, you should make every effort to transfer your seat to someone that you know who can reimburse you directly.

5. If you paid in full on Eventbrite, \$50 of payment is nonrefundable. Cancellations within 14 days or less of the trip are nonrefundable. Notify me ASAP prior to 14 days before the trip if you need to cancel. IF I can rebook your seat, you will receive a credit of payment minus \$50 and fees towards a future trip only. Otherwise, you should make every effort to transfer your seat to someone that you know who can pay you directly.

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.

***COVID Cancellation addendum:**

2020 was completely sold out when the entire season was cancelled due to COVID-19. All passengers were given the option for:

1. Credit towards a future trip

2. Refund by check

***** Eventbrite small fees are non-refundable****

2021 Update

- If cancellation by Drama For Your Mama NYC due to closure of venue etc., the above policy (credit or refund) will be in place.**
- If cancellation requested by a passenger for a COVID related issue, a credit will be given for a future trip.**

Travel Insurance

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



Seating Requests

- **Seating will be assigned at the time of reservation. I start from the front to the 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 will be given if you choose not to go on the trip due to weather.**
- **Extraordinary circumstances will be taken into consideration and dealt with individually as needed.**
- **If the bus company deems travel is NOT safe due to weather conditions, you will be notified ASAP. The trip will be rescheduled later. In this case, you may choose to reschedule for the later date, or you may ask for a full refund.**

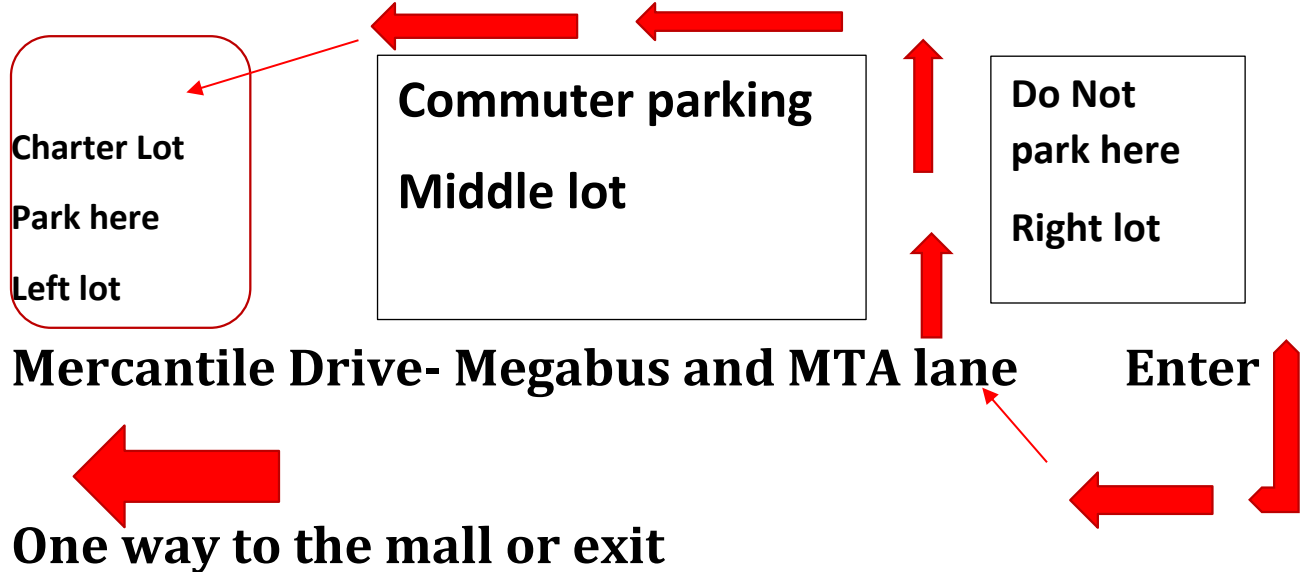
Behavior On The Bus:

- **Rude, obnoxious behavior or vulgar language will not be tolerated on my bus trips.**
- **Please keep volume of your phone conversations and music to a minimum.**
- **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 5 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.**
- **I reserve the right to refuse a future booking for any passenger that has caused a problem on any past bus trip.**

Finding the bus on trip day:

- 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. I drive a dark blue Acura MDX SUV.
- The bus company will be either GUNTHER/HUNT VALLEY or ACADEMY.

White Marsh Park and Ride Back of Lot



Miscellaneous

- **I offer a small morning snack (individually packaged item) Please bring your own drinks 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.**
- **Alcohol is allowed 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.**
- **The bus is equipped with Wi-Fi**
- **The seats are equipped with electric sockets to charge phones. Bring your own chargers.**
- **The bus has a bathroom on board.**
- **NO Smoking OR Vaping on the bus or restroom on bus.**

- **Wear headphones if you play music on your phone.**
- **Bring a sweater. The bus temperatures can greatly fluctuate.**
- **I kindly do a bus driver gratuity collection on the return trip home. This is voluntary but much appreciated for a job well done.**
- **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.

2021 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 and most likely in most NYC venues.

At this time, if you are FULLY vaccinated, masks will NOT be required on the bus. If you ARE NOT fully vaccinated, a mask WILL be required on the bus.

Stay safe, be happy, healthy and love NYC!

Shannon and Brooke



Drama For Your Mama NYC Bus Tours
Broadway, Sightseeing, Customized Tours, Fundraisers

Shannon Marriott *Owner and NYC Lover*
410-615-5306
dramaforyourmamanyc@yahoo.com

A black and white silhouette of the New York City skyline, including the Empire State Building, Chrysler Building, and other skyscrapers, set against a dark background. The text is overlaid on the right side of the skyline.

WWW.DRAMAFORYOURMAMANYC.COM

410-615-5306

dramaforyourmamanyc@yahoo.com

Shannon Marriott, Owner

