Hornblower Cruises & Events Booking Agreement for 2021

The terms for these rates are outlined below and do not apply for specialty cruises or holidays.

**2021 Rates Attached**

* Hornblower Cruises & Events reserves to change rates at any time, but will honor any existing booking, tariff publications, proposal sent, contracted series and retail tours. Notification of any rate changes will be sent at least two weeks in advance for FIT clients only and will be updated on the rate links.

**Bookings & Payments**

For reservations for 20 pax or more a 25% refundable deposit is required 90 days prior to cruise date. For bookings made within 90 days up to 38 days a 25% deposit is due within 7 days. **Please note that for holiday or specialty cruises, peak times, deck and ship charters Hornblower Cruises reserves the right to adjust deposit policies. Note any reservation without a deposit is not guaranteed.**

For reservations of 20 pax or more final payment and guaranteed minimum guest count are due 30 days prior to the cruise. All payments are non-refundable inside 30 days and will be invoiced accordingly. Hornblower Cruises reserves the right to adjust final payment, refundable status and minimum guarantee dates for holiday or specialty cruises, peak times, deck and ship charters

For reservations for 20 pax or more bookings must be confirmed through your Tourism Account Managers at the city office, and for groups of 20 or greater both parties must sign and agree to Hornblower Cruises confirmation agreement for the specific event.

For reservations under 20 pax, please send all requests via email to [fit@hornblower.com](mailto:fit@hornblower.com)

Payment in full is due at the time of booking for FIT reservations. Groups of less than 20 and Online Sales will receive a confirmation number. This number should be included on all vouchers along with client name and any other identifying information.

All charges must be paid in full 30 days prior to cruise. For specialty or holiday cruises, peak times, deck and ship charters we reserve the right to require payment in full at the time of booking or prior to the terms above.

Hornblower Cruises reserves the right to change deposit and payment policy for specialty or holiday cruises, deck and ship charters and for peak seasons. You will be notified in writing or verbally of any changes.

**Our Cruise Schedule is subject to change and is based on availability of seats.**

**Boarding**

Boarding generally begins 30 minutes prior to departure.

For groups of 20 or more, the escort or guide must present valid identification as designated in the booking contract and sign for the tickets, indicating the reservation number and the total number of passengers. Boarding tickets will not be released without proper ID and to any guest that is not listed on the reservation.

For groups of less than 20, the guest or guide must present their valid ID and reservation number at the ticket booth and sign for their tickets

**Guarantees on Attendance**

Final & minimum guarantee is required 30 days prior to the cruise and not subject to reduction. In the event that no final reduction is received the original expected attendance, or actual attendance, whichever is greater will be charged accordingly. For deck and ship charters we reserve the right to increase the date for final and minimum guarantee

No refunds will be given for guests who do not show up or miss their reservations. It is the client’s responsibility to ensure that passenger counts for all reservations are adjusted within the proper timeframe.

Please help us keep our records up to date!

Please email to [liz.gilbert@hornblower.com](mailto:liz.gilbert@hornblower.com) & [cristina.fonseca@hornblower.com](mailto:cristina.fonseca@hornblower.com)

Or fax to: 646-786-3812

Please Circle Each City You Send Clients:

Baltimore, MD - Boston MA - Chicago, IL – Gananoque, ON - London, ENG - Los Angeles, CA - New York, NY - Norfolk, VA - Philadelphia, PA – Poole, ENG – Sacramento, CA - San Diego, CA – San Francisco, CA - Toronto, ON – Washington, DC – York, ENG

## GENERAL

Name of Company Fax #

Address City

State ZIP

Phone Number Email

Website \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## CONTACTS- PRODUCT MANAGER

Contact Phone

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Fax

## CONTACTS- GROUP DEPARTMENT

Contact Phone

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Fax

Contact Phone

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Fax

Contact Phone

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Fax

## CONTACTS- INDIVIDUALS

Contact Phone

Title \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email Fax

## CONTACTS- ACCOUNTS PAYABLE

Billing / Invoices Phone

Email Fax