

# NYC Ferry Tickets Terms and Conditions



## **Buying Tickets**

Authorized sources to purchase tickets include:

- NYC Ferry App for iOS or Android phones
- Ticket machines at ferry landing
- NYC Ferry Agents when present
- Website: [www.ferry.nyc](http://www.ferry.nyc)

## **Ticket Expiration**

Starting September 12, 2022, all tickets, whether purchased via App or Ticket Vending Machine, will be valid for 90 days. All tickets sold prior to September 12, 2022, will continue to be valid for 365 days after purchase.

## **Ticket Validity**

One-Way Tickets are valid any day of the week. Once activated, the pass is usable for up to 120 minutes for a single-ride (and transfers within the NYC Ferry System) in the same direction.

## **Ticket Activation**

Tickets purchased through [www.ferry.nyc](http://www.ferry.nyc) can only be redeemed through the NYC Ferry Mobile App. Before you board, ticket requires activation. When boarding, show the deckhand your smartphone with activated ticket and "tap" the screen so the ticket changes color.

## **Ticket Sales and Refunds**

All sales are final. Not for exchange, resale, or transfer. Not intended for specific departure time and can be used from any NYC Ferry location. Lost tickets will not be replaced. HNY Ferry, LLC is not responsible for tickets obtained from unauthorized sources, which may not be valid. All passengers and carry-on items are subject to search. Restricted and dangerous articles may not be brought on board. If you buy a ticket, you consent to have your image or likeness appear in any live or recorded video or other transmission or reproduction. HNY Ferry, LLC reserves the right to refuse service or remove passengers from a vessel, event, or premise if determined to be necessary for appropriate safety reasons, if you cause discomfort, inconvenience, or annoyance to passengers, crew members or agents, or if your behavior is deemed to threaten the safety, good order, or discipline. We reserve the right at any time to cancel pick-ups or change departure or arrival times. Submitting an order for tickets to HNY Ferry, LLC, by any means possible, indicates your agreement to these terms and conditions

## **NYC Ferry Discount Program**

NYC Ferry administers the Ferry Discount Program. The Ferry Discount Program permits eligible individuals to purchase a reduced fare One-Way Ticket for the NYCF. Ferry Discount Program eligible riders include:

- Senior citizens, aged 65 and older
- Persons with disabilities; and
- Current participants in the Fair Fares NYC program

Please see the separate Terms and Conditions for the NYC Ferry Discount Program.

## **Warnings**

The holder assumes all risk of danger and injury. No suit, action, or proceeding against HNY Ferry, LLC or its parent, affiliates or contractors, vessels, agents, crew, or employees of any of the foregoing entities, shall be maintainable for loss of life or bodily injury to any passenger unless written notice of claim be delivered to HNY Ferry, LLC within six months from the date of incident. No civil action against HNY Ferry, LLC or its parents, affiliates or contractors, vessels, agents, crew, or employees of any of the foregoing entities may be brought more than one year after the occurrence if based on personal injury or death. It is agreed by and between the passengers and HNY Ferry, LLC that all disputes and matters, whatsoever, including, but not limited, to those involving personal injury or death of a passenger, which arise under, in connection with or incidental to the ticket or the voyage shall be adjudicated, if at all, in and before a court of competent jurisdiction located in the state of New York to the exclusion of the courts of any other state or country. Pursuant to 18 U.S. Code § 2280, interfering with the safe navigation of a vessel or assaulting a crew member may result in 5 years in prison and \$50,000 in fines.