

Member Trips Reservation Conditions and Cancellation Policy

By submitting payment, you have agreed to the following terms and conditions contained in this Member Trips Reservation Conditions and Cancellation Policy.

- The booking of your reservation is not confirmed until payment has been received in full; unpaid reservations will be forfeited after two weeks. Payment by credit card is due at the time of reservation; payment by check must be received within two weeks of reservation.
- The New York Botanical Garden cannot under any circumstances alter a Trip itinerary due to late arrivals, or make changes to specified meeting locations at the request of an attendee. If you arrive at The New York Botanical Garden or the specified meeting location after departure time your reservation will be forfeited, and you will not receive a refund or credit for a future Member Trip.
- When transportation is provided by motor coach all Trips will begin and end at The New York Botanical Garden. Meeting the motor coach at the Trip location or following the motor coach to the various sites is permitted, but please note that there is no discount on the reservation price. The Membership office is happy to provide details regarding the location and time of our stops; however, you are responsible for driving directions.
- Motor coach transportation will be provided by an independent contractor. The New York Botanical Garden is not responsible for that contractor's actions or omissions. The New York Botanical Garden is not responsible for the actions or omissions of any venue visited during the Trip, other than the premises of The New York Botanical Garden.
- Refunds or credit for a future Trip will not be provided due to the actions or omissions of an independent contractor or venue visited during the Trip. This includes restaurants and meals.
- Trips and costs listed are for Garden Members only. Additional fees may apply for Members' guests. Additional fees for non-Members are determined by the Membership office and will be communicated at the time of your reservation.

Cancellation and Refund Policy

No refund will be given for cancellations made within 30 business days of the Trip's scheduled start unless another Trip attendee is found to take the reservation and provide full payment for the Trip.

For cancellations made prior to 30 business days before the Trip's scheduled start, the Garden may retain that portion of the payment that is necessary to cover the Garden's costs in arranging the trip and shall refund the balance to the Member.

The New York Botanical Garden must strictly adhere to its cancellation policy to offset costs incurred in the planning and implementation of the Trip program.

Member Trip reservations can be made:

- By Phone: 718.817.8703, Monday – Friday, 9 a.m. – 5 p.m.
- E-mail: membership@nybg.org
- By Mail: The New York Botanical Garden Attn: Membership Trips 2900 Southern Blvd Bronx, NY 10458-5126

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Trip Guidelines

Bus Etiquette

In regards to Member Trips that include bus transportation, please note the following:

- If you are travelling with another person, we cannot guarantee two seats together. There is no reserved seating; seats are first-come, first-served. Members may get onto the bus no earlier than 30 minutes prior to the trip departure time to reserve seats. The seat that you acquire at the beginning of the trip will remain the same for the duration of the trip.
- Please refer to your confirmation regarding where in the Garden to meet the bus. There is complimentary parking available all day for Members who drive to the Garden for a bus trip.
- If you reserve for a bus trip, but would prefer to travel separately, please note that there is no discount on the reservation price. Please do not rely on following the bus to the different tour locations and stops. The Membership office is happy to provide details regarding the location and time of our stops; however, you are responsible for driving directions.
- For safety and insurance reasons, the motor coach bus can only make designated stops.

Meals

Meals that are included on Trips are prix fixe, meaning that the menu cannot be altered on the day of the trip. Menus are included in the confirmations that are sent, so please notify the Membership Representative of any dietary restrictions no later than 10 business days before the trip date.

Questions or concerns? Please call 718.817.8703, Monday – Friday, 9 a.m. – 5 p.m. or e-mail membership@nybg.org