NYBG

Member Program 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.

- Payment by credit card is preferred and due at the time of reservation. Payment by check must be received 10 business days prior to the event date.

- The New York Botanical Garden cannot under any circumstances alter a program 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 program.

- Programs 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.

- **IMPORTANT**: The New York Botanical Garden assumes no responsibility for and you release The New York Botanical Garden from any liability in connection with any personal injury, death, property damage or loss, accident, delay, inconvenience, medical expenses, or irregularity which may be occasioned by reason of (1) any wrongful, negligent, willful or unauthorized acts or omissions on the part of any of the suppliers or other employees or agents, (2) any defect in or failure of any vehicle, equipment, or instrument owned, operated or otherwise used by any of these suppliers, or (3) any wrongful, or negligent act or omission on the part of any other party not under the direct supervision and control of The New York Botanical Garden, (4) any condition at any site or any roadway.

Cancellation and Refund Policy

No refund will be given for cancellations made within 10 business days of the programs scheduled start unless another attendee is found to take the reservation and provide full payment for the program.

For cancellations made prior to 30 business days before the program'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 program.

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Member Program reservations can be made:
- Online: nybg.org/account
- Phone: 718.817.8703, M– F, 9 a.m.–5 p.m.
- Mail: New York Botanical Garden Attn: Member Programs 2900 Southern Blvd Bronx, NY 10458-5126

Program 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. <u>There is no reserved seating; seats are first-come, first-served.</u> 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 are prix fixe, meaning that the menu cannot be altered on the day of the event. 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 event date.