

Terms and Conditions

Freedom Cruise Line Inc. reserves the right to change these Terms and Conditions at any time without notice.

Reservations: Passengers must check-in and pick up Boarding Passes at our Ticket Office at 731 Route 28, Harwich Port, MA on the day of travel. Reservations should be picked up no later than 30 minutes prior to departure. Unclaimed tickets will be released 10 minutes prior to departure and seats offered to standby passengers.

Cancellation and Refund: Reservations must be cancelled 24 hours prior to departure by calling the office at 508-432-8999. If cancelled more than 24 hours in advance, tickets are refundable, less a service fee of \$6.00 per passenger. Reservations cannot be cancelled via email or voicemail. Reservations are not refundable on or after the day of departure. Within 24 hours of departure all sales are non-transferable and non-refundable. Cancellation or changes can only be made by calling our Reservation office at 508-432-8999.

Schedules: For your convenience, Freedom Cruise Line inc. adheres to schedules and runs on time. Freedom Cruise Line Inc. is not responsible for inconveniences caused by weather, mechanical or unforeseen problems. All schedules and rates are subject to change without notice.

Security, Luggage: All passengers and luggage may be subject to a security check prior to departure. Passage may be refused if a security risk is determined by Company Security. Due to space restrictions on the Freedom, each ticketed passenger is limited to one luggage item under 50 pounds and one carry on item that can fit on your lap or under the seat. Strollers must be able to be folded and stowed. Beach carts, wagons, and oversize items are not permitted. For oversize items or the need to transport additional luggage items, please call the office and we will do our best to accommodate. Freedom Cruise line is not responsible for items damaged during transport. It is not recommended to transport fragile items on the ferry.

Alcohol: Alcohol purchased elsewhere can be transported in luggage but not consumed on board. All alcohol consumed on board must be purchased on board.

Bicycles: A limited number of bicycles will be carried to Nantucket at the rate quoted in the Company literature. We are unable to accommodate bike trailers or tandem bikes. Please note a limited number of electric bikes can be transported for an additional fee. Bikes may get wet or shift when crossing Nantucket Sound. Freedom Cruise Line is not responsible for any damage to bikes or electric bikes.

Smoking: No smoking or vaping of any substance is permitted onboard.

Pets: Pets are allowed on board but are not allowed inside the cabin. There is no fee, however, they must be properly leashed.

Unaccompanied Minors: For safety and security reasons, children under the age of 13 are not permitted to travel on the ferry by themselves. If there is a special situation or hardship, please call the office and speak with a supervisor to determine if an exception can be made.

Overnight Parking: Location is 702 Route 28, Harwich Port, MA 02646 (Just across the street from the harbor). You must pay for overnight parking and pick up a Parking Pass from the Ticket Office to place in the vehicle. Parking overnight in Saquatucket Harbor town lots will be ticketed and/or towed at owner's expense.

Weather or mechanical issues: In the event of high seas, storms, gale winds, small craft warnings, or mechanical difficulties, we may have to cancel or delay some or all departures. If one of the above events occurs, we will honor your reservation on the next available departure. If you are unable to wait you will be responsible for your

own transportation costs. We will refund you for the unused portion of your trip. If you are staying overnight or for an extended stay we recommend you call our office to confirm that there are no delays or cancelations. (508-432-8999) We will do our best to contact you if there are delays etc.

Transportation of passengers and their accompanying luggage is provided by **Freedom Cruise Line Inc.**, The Company reserves the right to refuse tickets or vouchers that the Company deems mutilated, lost or stolen. The Company's responsibility is limited to passage from port to port. No action against the Company, vessel, agent or either shall be maintained for injury to the passenger unless written notice of the claim is delivered to the Company within three (3) days after debarkation of the passenger.

Please call our ticket office at 508-432-8999 with any questions.

Thank you for choosing Freedom Cruise Line, Inc.

3-24