

Terms, Conditions & Cancellation Policy

BOOKING INFORMATION · SUMMARY

By booking a tour operated by My Christmas in New York, you agree to the following terms and conditions. This summary highlights the most important information to help ensure a smooth and enjoyable experience.

Please check your selected tour page and booking confirmation for the exact meeting point, route details, vehicle type and other tour-specific information.

01 BOOKING & PARTICIPATION

All bookings are subject to availability and are confirmed upon payment. Tickets are issued under the name of the person who made the booking and cover the total number of guests selected. It is not necessary to provide the name of each participant unless requested during booking.

02 MEETING POINT & CHECK-IN

All tours depart from Times Square at the address stated on the selected tour page and in your booking confirmation. Please arrive 15 to 20 minutes before your scheduled departure time. Our team will be present holding a yellow umbrella. Check in with our staff before lining up so they can direct you to the correct tour, vehicle and departure time.

03 LATE ARRIVALS

Tours depart at the scheduled time. Guests who arrive after departure cannot join the tour, and no refund will be provided for late arrivals or no-shows. Rebooking may not be possible because tours often sell out in advance.

04 CANCELLATION POLICY

Our cancellation deadlines are based on the scheduled tour departure time:

- Standard cancellation: cancel up to 5 days before departure for a full refund of the ticket price.
- With Cancellation Protection: cancel up to 72 hours before departure for a full refund of the ticket price.

No refunds are provided after the applicable deadline, including for personal emergencies or no-shows. Only the ticket price is refundable where applicable. Cancellation Protection, booking, payment and service fees are non-refundable.

Submit cancellation requests by email to info@discovernyc.tours. The timestamp of your email determines whether your request meets the cancellation deadline.

05 ITINERARY & OPERATIONS

Routes, stops and itineraries may be adjusted due to traffic, weather, safety considerations or operational needs. Stops are not guaranteed in a particular order.

06 WEATHER CONDITIONS

Tours operate in all weather conditions, including rain and snow. In rare cases of extreme weather or unsafe conditions, we will contact affected guests and offer rebooking or refund options.

07 TRAFFIC & TIMING

New York City traffic is unpredictable, so delays may occur and an exact ending time cannot be guaranteed. Avoid scheduling time-sensitive activities immediately after your tour.

08 TRANSPORTATION

Tours operate using coach buses or luxury minivans, depending on the option selected. Coach buses are equipped with an onboard restroom, while luxury minivans do not have restroom facilities. Vehicles may occasionally change due to operational needs or circumstances beyond our control; this will not affect the overall tour experience.

09 GUEST RESPONSIBILITY

Guests are responsible for arriving at the correct meeting point on time and for following staff instructions during check-in and throughout the tour.

10 ACCESSIBILITY

Our tours involve outdoor walking and the use of vehicles that are not equipped for wheelchair access. For operational and safety reasons, wheelchair users cannot be accommodated. Guests should be comfortable walking short distances.

11 LOST ITEMS

My Christmas in New York is not responsible for items left on the vehicle. If you believe you have lost an item, we will gladly provide the transportation company's contact details so you can coordinate directly with them.

12 GUEST CONDUCT

Please treat the guide, driver and other guests respectfully. Alcohol consumption is not permitted during check-in or on the tour. We reserve the right to refuse or discontinue participation if a guest's behavior compromises safety or seriously disrupts the experience of others.

These terms apply to tours operated by My Christmas in New York. Cruises and other experiences operated by independent partners may have their own terms, which are provided on their respective booking pages.

For complete booking information, policies and answers to common questions:

[View Full FAQs & Terms →](#)

For booking questions, email info@discovernyc.tours.

We look forward to welcoming you and sharing the magic of Christmas in New York 🎄 ✨