

Travel Package Terms, Conditions & Cancellation Policy

BOOKING INFORMATION · SUMMARY

By booking a travel package with 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 travel package page and booking confirmation for the exact dates, accommodation, room category, itinerary, inclusions, optional add-ons, payment schedule and package-specific information.

01 BOOKING & CONFIRMATION

All bookings are subject to availability and are confirmed once the required deposit or payment has been successfully received and a booking confirmation has been issued.

The person making the reservation is responsible for providing accurate booking information and for sharing the relevant package details with all participants included in the reservation.

02 PACKAGE DETAILS & INCLUSIONS

My Christmas in New York travel packages are typically four to five nights long and are designed around one main seasonal experience, such as a Thanksgiving Parade brunch and viewing experience or a Christmas Tree Lighting gala. The itinerary may also include signature tours, shows, seasonal events, dining experiences, transportation and other carefully selected activities.

We intentionally combine organized and guided experiences with free time so guests can also enjoy New York independently. The exact itinerary, inclusions and exclusions are those shown on the selected package page and in the booking confirmation.

03 DEPOSIT, PAYMENTS & FEES

A non-refundable deposit of \$250 per person is required to reserve a place on a travel package. The deposit is applied toward the total package price.

Flexible payment plans may be offered with up to 24 installments, depending on the booking date and the time remaining before the final payment deadline. Guests may also make additional payments toward the outstanding balance at any time. Where the booking system supports it, those additional payments reduce the remaining balance and adjust future scheduled installment amounts.

Any applicable service fees and credit card processing fees are non-refundable. All required payments must be completed by the dates shown in the booking schedule. Failure to complete required payments may result in cancellation of the reservation according to the applicable cancellation policy.

04 CANCELLATION POLICY

Our cancellation policy is based on the time remaining before the official start date of the travel package.

- Until four calendar months before the package start date: full refund of refundable package payments.
- From less than four calendar months until two calendar months before the package start date: 50% refund of refundable package payments.
- Less than two calendar months before the package start date: the reservation is non-refundable.

The \$250 per person deposit and any applicable service fees or credit card processing fees are excluded from guest cancellation refunds and remain non-refundable.

Cancellation eligibility is determined by the date and time the written cancellation request is received, regardless of the reason for cancellation. This includes illness, personal emergencies, flight disruption and other unforeseen circumstances. We strongly recommend appropriate travel insurance for these situations.

Cancellation requests must be submitted by email to info@discovernyc.tours. The timestamp of the email determines which cancellation period applies. Please also review the selected package page and booking confirmation for package-specific dates and information.

05 OPTIONAL ADD-ONS

Optional add-ons are offered in connection with an eligible My Christmas in New York travel package and are not standalone products unless specifically stated otherwise.

Optional add-ons follow the same cancellation and refund schedule as the underlying travel package unless different conditions are clearly stated at the time of booking.

06 NAME CHANGES & PACKAGE TRANSFERS

A travel package reservation may be transferred to another participant when My Christmas in New York is informed sufficiently in advance.

Guests must contact us before the change so that the reservation and relevant participant information can be updated. Certain hotel, ticket, venue or supplier reservations may be subject to additional restrictions or third-party costs.

07 HOTEL & ACCOMMODATION

The planned hotel and advertised accommodation standard are shown on the selected package page. If the planned hotel becomes unavailable or a change is reasonably necessary, My Christmas in New York may arrange a comparable hotel of the same or higher advertised standard in the same general area whenever reasonably possible.

Room occupancy is based on the category purchased. Specific room numbers, floors, views, connecting rooms and similar preferences are subject to hotel availability unless expressly confirmed. Guests are responsible for incidental charges or damage charged directly by the hotel.

Additional hotel nights before and/or after the official package dates may be available. The maximum number of extra nights, room options and applicable prices are disclosed during booking.

08 VENUES, RESTAURANTS & SUPPLIERS

Named restaurants, viewing venues, attractions, shows, cruise operators, transportation providers and other suppliers reflect the arrangements planned when the package is offered.

If a named venue or supplier becomes unavailable or changes its operation, My Christmas in New York may substitute a comparable alternative. We will aim to preserve the standard, character and overall intent of the package as closely as reasonably possible.

09 ITINERARY, TIMING & GROUP ACTIVITIES

The itinerary may occasionally be adjusted due to traffic, weather, crowd levels, security restrictions, venue requirements, supplier schedules or other operational conditions. The order and timing of individual activities are not guaranteed unless specifically stated.

Guests are responsible for being at the communicated meeting point at the required time for every included group activity. The group cannot wait for late arrivals out of respect for the other guests and scheduled reservations. Missed transportation, activities, meals or portions of an experience caused by a guest's late arrival are not refundable.

10 WEATHER & OPERATIONAL CONDITIONS

Travel packages operate in a wide range of seasonal weather conditions. Weather, public events, traffic, security restrictions, transportation disruption, supplier changes and other operational circumstances may occasionally require changes to timing, routing or individual activities.

When a change is necessary, we will make reasonable efforts to preserve the planned experience and arrange a suitable alternative whenever possible.

11 IF WE CANCEL THE TRAVEL PACKAGE

Our intention is always to operate every confirmed travel package as planned. In the rare event that My Christmas in New York cancels the entire travel package before departure, guests will receive a full refund of package payments made to My Christmas in New York.

If an individual included service becomes unavailable, we will arrange a comparable alternative whenever reasonably possible so the overall travel package can continue.

12 ACCESSIBILITY & SPECIAL REQUIREMENTS

Our current travel packages include group transportation in vehicles that are not equipped for wheelchair access. The itinerary may also involve walking, standing, stairs and uneven New York sidewalks.

Guests with mobility limitations, dietary requirements, food allergies or other special requirements should contact us before booking so we can explain the experience and determine whether the selected package is suitable for them. Dietary accommodations remain subject to the individual restaurant or venue.

13 FLIGHTS, TRAVEL DOCUMENTS & INSURANCE

Unless specifically listed as included, flights and airport transportation are not part of the package. Guests are responsible for arranging their arrival in New York with sufficient time to participate in the confirmed itinerary.

Each traveler is responsible for holding the passport, identification, visa, ESTA or other documentation required for their journey.

Travel and health insurance are not included unless specifically stated. We strongly recommend comprehensive insurance covering medical expenses, cancellation, trip interruption, travel delay, baggage and other unexpected circumstances.

14 GUEST RESPONSIBILITY & CONDUCT

Guests are responsible for following reasonable instructions from the My Christmas in New York team, guides, drivers, hotels and suppliers throughout the package and for treating other guests and staff respectfully.

We reserve the right to discontinue a guest's participation where behavior creates a safety concern or seriously disrupts the experience of the group. Guests are responsible for damage they cause to hotel rooms, vehicles, venues or other property and for keeping track of their personal belongings.

15 PACKAGE-SPECIFIC INFORMATION & GENERAL TERMS

These Travel Package Terms apply together with the selected package page, the booking checkout and your booking confirmation. Where the package-specific information states an exact price, date, payment schedule, room arrangement, itinerary, inclusion or other detail, that package-specific information forms part of the reservation.

The general My Christmas in New York Terms & FAQ also apply where relevant. If there is a difference concerning a travel package, the package-specific booking information and these Travel Package Terms take precedence over the general tour terms.

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

[View Travel Package FAQs →](#)

For booking questions, email info@discovernyc.tours or contact us on WhatsApp at [+1 \(332\) 733-7705](tel:+13327337705).

We look forward to welcoming you and creating a special New York experience for you.