



GET READY TO CRUISE WITH US: ADDITIONAL INFORMATION AND TIPS!

PRIOR/DAY OF ARRIVAL RENTAL PROCESS:



- OUR LOCATIONS CAN BE A LITTLE TRICKY TO FIND. PLEASE REFER TO "HOW TO FIND" DETAILED INSTRUCTIONS IN CONFIRMATION EMAIL
- ONCE YOU ARRIVE, YOU WILL CHECK-IN WITH A STAFF MEMBER WITH YOUR CREDIT CARD & ID READY
- ONCE CHECK-IN IS DONE, A STAFF MEMBER WILL TAKE YOU DOWN TO THE BOAT, HELP YOU BOARD, GIVE YOU A QUICK SAFETY ORIENTATION, ANSWER ANY QUESTIONS YOU HAVE, AND SEND YOU OFF ON A SAFE & RELAXING CRUISE.



WHAT TO BRING



- THE CARDHOLDER MUST BE PRESENT WITH THEIR CREDIT CARD ON FILE, & ID
- BYOB - WE RECOMMEND SELTZERS, BEERS, AND BEVERAGES IN A PLASTIC OR METAL CONTAINER. DRIVERS ARE NOT PERMITTED TO CONSUME ALCOHOL.
- WINE AND CHAMPAGNE ARE OKAY BUT PLEASE BE CAUTIOUS TO PREVENT GLASS BREAKING
- BRING YOUR OWN FOOD - WE RECOMMEND FINGER FOODS, BUT FEEL FREE TO BRING WHATEVER FOOD IS BEST FOR YOU
- CUPS, PLATES, AND UTENSILS
- CASH TIPS - OUR EMPLOYEES WORK VERY HARD TO OFFER YOU AN ELITE EXPERIENCE. IF YOU ARE SATISFIED WITH YOUR EXPERIENCE, PLEASE BE KIND ENOUGH TO TAKE CARE OF YOUR CREW MEMBER, CAPTAIN, AND/OR TOUR GUIDE.



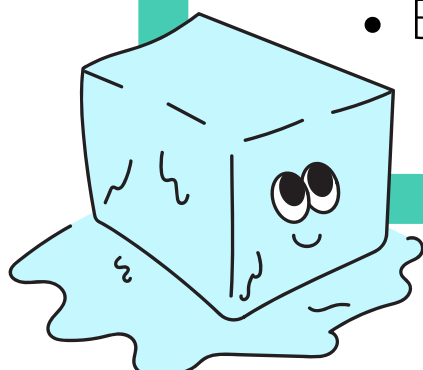
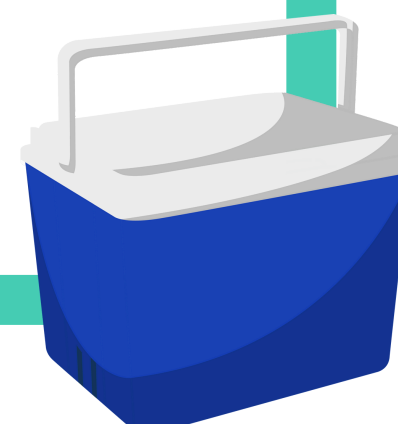
WHAT NOT TO BRING

- MARIJUANA PRODUCTS OF ANY KIND- THE CHICAGO RIVER IS A FEDERAL WATERWAY SO STATE LAW DOES NOT APPLY
- CIGARETTES, CIGARS, AND SMOKING DEVICES OF ANY KIND
- HARD ALCOHOL
- GLASS-PACKAGED BEVERAGES AND FOOD
- GLASSWARE



WHAT WE PROVIDE

- A COOLER IS AVAILABLE FOR THE DURATION OF YOUR CRUISE
- WE SELL ICE FOR \$3.50 PER BAG OR TO FILL YOUR COOLER (DEPENDING ON THE LOCATION)
- SAFETY EQUIPMENT, INCLUDING CHILDREN'S LIFE JACKETS (INFANT SIZES AVAILABLE)
- BLUETOOTH SPEAKERS



ADDITIONAL INFO

CANCELLATION / ALTERATION POLICY

- ALL ALTERATIONS/CANCELLATIONS MUST BE MADE VIA EMAIL, TO RENTME@CHICAGOBOATCOMPANY.COM
- WE HAVE AN UPDATED STRICT 72-HOUR CANCELLATION/ ALTERATION POLICY FOR THOSE WHO DID NOT PURCHASE THE CANCELLATION PROTECTION OPTION. THE 72-HOUR POLICY ALSO APPLIES TO ANY RESERVED CAPTAINS OR TOUR GUIDES.
- IF CANCELLATION PROTECTION WAS PURCHASED, THE RESERVATION MAY BE CANCELED UP TO AN HOUR BEFORE THE DEPARTURE TIME FOR REFUND, EXCLUDING THE ADD-ON COST AND BOOKING FEE. NOTE, EVEN WITH THE CANCELLATION PROTECTION, RESERVED CAPTAINS AND/OR TOUR GUIDES MUST BE CANCELED AT LEAST 24 HOURS BEFORE THE RESERVATION.

WEATHER POLICY



OUR BOATS OPERATE RAIN OR SHINE AS THEY ARE FULLY COVERED. RESERVATIONS ARE ONLY RESCHEDULED IF THE MANAGER ON DUTY DEEMS THE WEATHER TOO DANGEROUS (I.E. LIGHTNING OR THUNDER) TO SAFELY NAVIGATE THE RIVER. REFUNDS DUE TO WEATHER ARE NOT OFFERED. IF YOUR CRUISE IS RESCHEDULED DUE TO WEATHER, THE CANCELLATION POLICY DOES NOT APPLY TO THE RESCHEDULED CRUISE. IF A RAINCHECK IS OFFERED, CRUISES CAN ONLY BE RESCHEDULED FOR THE SAME SEASON AND DAY OF THE WEEK AS THE ORIGINAL RESERVATION. YOU WILL BE NOTIFIED IF YOUR CRUISE NEEDS TO BE RESCHEDULED AN HOUR PRIOR TO YOUR CRUISE AS THE WEATHER IS CONSTANTLY CHANGING. PLEASE NOTE, EVEN THOUGH IT MIGHT BE STORMING IN ANOTHER AREA IN OR SURROUNDING THE CHICAGOLAND AREA, THAT DOES NOT MEAN IT IS STORMING DOWNTOWN AND YOU ARE STILL RESPONSIBLE FOR THE PAYMENT OF YOUR RESERVATION WHETHER YOU ATTEND OR NOT, UNLESS YOU HAVE BEEN NOTIFIED BY A MANAGER. IF WEATHER IS A CONCERN FOR YOU, WE RECOMMEND PURCHASING CANCELLATION PROTECTION, AS WEATHER CANCELLATIONS ARE VERY RARE ON BEHALF OF OUR COMPANY.



FAQS

- CAN I BRING MY DOG?
 - YES, BUT PLEASE MAKE SURE YOUR DOG IS WELL-TRAINED. YOU WILL BE CHARGED A \$26 PET FEE UPON ARRIVAL. DOGS DON'T COUNT TOWARD THE PASSENGER COUNT OF YOUR VESSEL.
- DO CHILDREN COUNT TOWARD THE CAPACITY?
 - YES! ALL CHILDREN, EVEN INFANTS COUNT AS FULL PASSENGERS PER USCG GUIDELINES.
- CAN WE DOCK ALONG THE WAY?
 - NO, YOU CAN ONLY DOCK YOUR BOAT AT THE LOCATION YOU DEPART FROM.
- IS THERE A BATHROOM ONBOARD?
 - NO. YOU CAN RETURN TO THE DOCK YOU RENT FROM IF YOU NEED TO TAKE A BATHROOM BREAK.



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