

Charter & Group Policies

Plan a unique private event for your group with a delicious menu and dazzling Cleveland scenery. It's event planning made easy - our professional planners take care of every detail so you can relax, enjoy and take the credit for an event to remember. To start planning your private charter or corporate event, call today.



General Information

A group consists of 25 people or more. Once you have contracted through group sales, all group policies pertaining to cancellations and refunds will apply, even if the actual attendance falls below 25 guests. Unless Lady Caroline is fully chartered, there is no exclusivity of the usage of the vessel by any passenger on board. All areas and decks are considered common to all passengers. All food and beverage service on board must be purchased through Lady Caroline.

Charter Policies

The minimum number of passengers needed to charter a cruise during the normal cruising schedule (or the equivalent payment) is 150. All ship charters will cruise the normally scheduled length of time for the cruise booked. The departure and return times may be adjusted, prior to the event date, without incurring an additional cost as long as they do not interfere with another scheduled cruise. Any additional time required for dockside usage will be charged as follows: \$800/half-hour, \$1600/hour.

Deposits

Reservations are not considered definite until a deposit and signed contract have been received. Reservations made prior to the cruise season require a 10% deposit and a signed contract within 10 days after the date of the booking. Additional deposits totaling 40% are due by March 1st of your scheduled cruise season. Failure to provide additional deposits as indicated on the contract will cancel the reservation and any collected deposits will be forfeited. The actual payment schedule will vary based on the booking date. Reservations made during the cruise season require a 50% deposit and a signed contract within 10 days after the date of booking.

Cruise Payment

The balance of the cruise price is due prior to boarding. No guest from the group will be permitted to board prior to receipt of full payment. Payment must be made with a major credit card, cashier's check or cash. **WE WILL NOT ACCEPT PERSONAL CHECKS NOR WILL WE DIRECT BILL.** Payment of all beverages and onboard expenses are due prior to departing the ship at the end of your scheduled cruise.

Final Guarantee

A guaranteed number of guests is due 7 business days prior to the date of your cruise. The final payment will be based on the number of guests guaranteed. Should you have additional guests, you will be charged accordingly.

No future credits or refunds will be given for a decrease in the actual number of guests the day of your cruise. The final guarantee cannot decrease more than 10% from the original contract. Please contact the Group Sales Office before increasing the number of guests from the initially contracted figure or the final guarantee. Your request will be given priority consideration on a space available basis.

Sales Tax & Service Charge

Applicable taxes, currently 8%, and a 12% service charge will be applied to all cruise packages. A 20% gratuity and applicable taxes will be added to all additional food and beverage costs requested and hosted by your group.

Cancellations & Refunds

SHIP CHARTER - Prior to 90 days of cruise - total refund of any prior payments, less 10% of originally contracted and estimated total cruise price. Within 90 days of cruise - no refund of any prior payments.

GROUP - Prior to 30 days of cruise - total refund of any prior payments, less 10% of originally contracted and estimated total cruise price. Within 30 days of cruise - no refund of any prior payments.

Lady Caroline may cancel this agreement for any reason in writing at any time prior to 10 days before your scheduled cruise and if it does so, it shall refund to you your deposit. In the event of hazardous weather conditions or unforeseen operational problems, Lady Caroline shall have the right to cancel any cruise at any time prior to said cruise without any notice to the customer. This contract shall be null and void. Should this occur, you may, as your sole remedy, either reschedule your cruise to any open time or be fully refunded for any payments made.

Security & Damage Deposit

Security personnel and a damage deposit are required for bar/bat mitzvahs, student functions, alcohol-centric charters and any events starting after 8pm. Lady Caroline reserves the right to require security personnel and a damage deposit on any cruise at the ship's discretion. Security personnel will be supplied by Lady Caroline at an additional cost to the group. The damage deposit may be refunded, in whole or in partial, pending an inspection of the ship following the event.