

Group Policies and Procedures

1. **Location:** THE RIDE starts at the corner of 46th and Broadway in front of the Marriott Marquis, New York City, NY and ends at the corner of 45th and Broadway.
2. **Performance Times:** THE RIDE is 75 minutes long and groups MUST check in 30 minutes prior to their scheduled departure. Please Note: All tickets are issued with a specific performance time, which is strictly enforced. **Latecomers may be accommodated on a later RIDE, based on availability.**
3. **Arrival Policy:** Groups must arrive 30 minutes prior to the time printed on your tickets for check-in at the box office (i.e. – if you reserve a 10am entry time, your group needs to arrive at 9:30am to allow for check-in). If you are arriving by bus, we recommend that the bus driver carry a cell phone and provide the number to us.
4. **Age Restriction:** THE RIDE likes kids ages 6 and up, however please be advised that certain content may be inappropriate for children. Children under 6 years of age will not be permitted on the bus.
5. **Complimentary Ticket Policy:** 1 complimentary ticket is provided for every 20 purchased. WEEKEND GROUPS – No complimentary tickets.
6. **Student Group Policy:** The student group rate accommodates groups of 10 to 20, and full bus buy outs of 49. For consideration with other groups, please call us at 212.244.2551 x155 or email us at groupsales@experiencetheride.com
7. **Behavioral Policy:** We want all of our visitors to enjoy their experience on THE RIDE. Chaperones and teachers are responsible for their school group's behavior. We reserve the right to remove any individual or group refusing to comply with reasonable standards of behavior.
8. **Food and Drink Policy:** Food and drinks are prohibited on THE RIDE. For student groups: Prohibited items must be left at home or on the tour / school bus.
9. **Restroom:** There is no restroom on the bus. Please make sure to use the restrooms at the Marriott Marquis hotel on the 2nd floor before boarding the bus. There is no access to a restroom during THE RIDE, which lasts approximately 75 minutes.
10. **Cancellation Policy:** Payment is due no later than 2 weeks prior (4 weeks for buy-outs) to the scheduled performance. If your payment is not received by the due date, your order will be cancelled. If for any reason you wish to cancel your group or scheduled Ride, it must be cancelled before the payment due date for a refund. Any cancellations within the allotted time period will not result in a refund.

DIRECTIONS

By Subway: The Marriott Marquis is just three blocks north of the Times Square subway station. This station serves the A, C, E, 1, 2, 3, Q, R, 7, and S trains.

By Bus: M42 or M50 cross-town to 7th Avenue. M11 or M16 to 42nd Street. For additional directions, please visit www.experiencetheride.com.