

# NYC Ferry Student Discount Program

NYC High School Student Application Form



**First Name**

**Last Name**

**Email**

**Phone**

**Preferred Contact Method**

Email

Letter

**Do you already have a NYC Ferry Mobile App Account?**

Yes

No

**Discount Code**

## **Terms Acknowledgement**

I acknowledge that I have read and agree to the Terms and Conditions associated with this application.

**Type your name in the box below to indicate your signature**

**Today's Date**

**Additional Comments**

To submit your application, please mail completed applications to:

**NYC Ferry Operated by Hornblower Attn. Ferry Discount Program**

63 Flushing Ave, Building 5,

Suite 100

Brooklyn NY 11205

Or drop off in-person at:

**Pier 11 Ticket Booth**

Pier 11, South Street

New York, New York 10005

# NYC Ferry Student Discount Program

## Terms and Conditions – New York High School Students



NYC Ferry ("NYCF") administers the Ferry Discount Program ("Ferry Discount Program"). The Ferry Discount Program permits eligible individuals to purchase a discounted One-Way NYCF ticket ("Discount Ticket").

As of September 1, 2024, NYCF provides opportunities for New York City high school students to participate in the Ferry Discount Program ("Student Discount Program") and access Student Discount Program tickets ("Student Tickets").

These are the terms and conditions ("Terms and Conditions") for those seeking and/or qualified to participate in the Student Discount Program as currently enrolled New York City high school students ("Students") or the legal guardians of a currently enrolled New York City high school student ("Guardian").

**By submitting an application to the Student Discount Program, you are agreeing to these Terms and Conditions.**

### **Ferry Student Discount Eligibility Requirements:**

Any person enrolled in grade 9, 10, 11, or 12, or is enrolled without an assigned grade and is 13 years old or older, in a school of the city school district of the city of New York or a charter school located within the city of New York.

### **Enrollment in the Student Discount Program:**

To access the Ferry Student Discount Program, eligible students must have their guardian log into or create a New York City Student Account (NYCSA). For information on how to do that, [see here](#).

Within the NYCSA portal, guardians can click a button to request a NYC Ferry Student Discount Code ("Discount Code") for each eligible student. There are two ways to purchase and use Student Discount Tickets, and Guardians and/or students must choose whether they would like to apply the Discount Code to access Student Discount Tickets either within the NYC Ferry Mobile App ("Student Discount App Tickets") or via in-person purchase of paper tickets ("Student Discount Paper Tickets") at the Wall St./Pier 11 ticketing window, open every day between 8 AM - 7 PM.

Please note: Discount Codes can only be applied once, either within the NYC Ferry App for Student Discount App Tickets OR within the Student Discount Paper Ticket Application form for Student Discount Paper Tickets. For information on how to apply the Discount Code to purchase tickets on the NYC Ferry App OR at the Pier 11 ticketing window, see below.

### **How to purchase Student Discount Program tickets:**

#### ***Student Discount App Tickets***

If you would like to access Student Discount App Tickets, a Guardian and/or student must take the following steps:

1. Ensure the App is downloaded on the Guardian or Student's mobile phone.
2. Navigate to the NYC Ferry App.
3. Login to your NYC Ferry account or create a new account if you are a new user.
4. Once logged in, select the button in the top left corner of the screen and select "Promo Code" in the drop-down menu.
5. Enter the unique Discount Code provided in the NYCSA account.
6. Once a valid Discount Code is entered into the App, the user will automatically have the option to purchase Student Discount Tickets in the 'Buy Ticket's tab in the NYC Ferry App.

Please note: Guardians are only permitted to use a Student Discount App Ticket when the Student is present. Guardians are not permitted to use Student Discount App Tickets for their own travel.

# NYC Ferry Student Discount Program

## Terms and Conditions – New York High School Students



### **Student Discount Paper Tickets**

Student Discount Paper Tickets are available for purchase at the Wall St./Pier 11 ticketing window every day between 8:00 AM and 7:00 PM. To verify a Student's eligibility for Student Discount Paper Tickets, a Guardian and/or Student must take the following steps:

1. Fill out a Student Discount Paper Ticket Application form. Student Discount Paper Ticket Application forms are available on the NYC Ferry website or at the Wall St./Pier 11 ticketing window. Enter the Student's first/last name, the email address you would like to be associated with the Student Discount, your phone number, and individual Discount Code.
2. Once you have submitted the Student Discount Paper Ticket Application form via the website or in-person drop-off at the Wall St./Pier 11 ticketing window, please allow up to 30 days for your Student Discount Paper Ticket request to be processed.
3. NYC Ferry will send a confirmation email with a letter formally confirming your eligibility to purchase Student Discount Paper Ticket. Save this letter attachment!
4. When you arrive at the Wall St./Pier 11 ticketing window, show the NYC Ferry ticketing agent the letter attachment to purchase Student Discount Paper Tickets.

Please note: Guardians are not permitted to use a Student Discount Paper Ticket. Students should present their own Student Discount Ticket to the deckhand prior to boarding.

### **All Student Ticket Rules:**

- Student Tickets are only valid on weekdays.
- Students may use the Discount Codes to access Student Discount Tickets starting on September 1, 2024, and until August 31, 2025.
- Students and/or Guardians will have no limits on the number of Student Tickets they can purchase at any time.
- All Student Codes will expire by August 31, 2025. Students must re-enroll in the program each year
- Only one Student Discount Ticket may be used at a time. Use or activation of more than one Student Discount Ticket within a 30-minute period will not be allowed.

Student Discount Codes and tickets are for use by the eligible student only, they cannot be transferred to others.

### **Refunds:**

Student Discount Tickets that are not used by August 31, 2025, are eligible for a refund upon contacting [help@ferry.nyc](mailto:help@ferry.nyc).

### **Lost or Stolen Student Discount Paper Tickets:**

Lost or stolen Student Discount Paper Tickets will not be replaced.

### **Expiration of Student Discount Program Enrollment:**

All Discount Codes will be deactivated on August 31, 2025, and all Student Discount App or Paper Tickets will expire on August 31, 2025.

### **Renewing Enrollment in the Student Discount Program:**

Students and/or Guardians will need to reenroll in the Student Discount Program for the next school year.

### **Availability:**

Student Discount Tickets will only be available while the Student Discount Program is in effect.

# NYC Ferry Student Discount Program

## Terms and Conditions – New York High School Students



### **Changes to These Terms and Conditions:**

NYC Ferry may change the terms of the Student Discount Program at any time by notifying you of such changes by any reasonable means (before they take effect), including by posting revised Terms and Conditions on the NYC Ferry website. Your use of the Student Discount Program following any changes to these Terms and Conditions will constitute your acceptance of such changes. If you do not wish to continue using the Student Discount Program under the updated Terms and Conditions, you may terminate your participation by leaving a message for NYC Ferry at [844-469-3377](tel:844-469-3377) or email at [help@ferry.nyc](mailto:help@ferry.nyc).

### **Severability:**

Unless as otherwise stated in these Terms and Conditions, should any provision of these Terms and Conditions be held invalid or unenforceable for any reason or to any extent, the remaining provisions of these Terms and Conditions will not be affected, and the application of that provision shall be enforced to the extent permitted by law.

### **Governing Law:**

You agree that the laws of the state of New York, without regard to conflict of laws provisions, govern these Terms and Conditions and any dispute that may arise between you and NYC Ferry or its affiliates.

### **Ineligibility:**

If you are found ineligible to participate in the Student Discount Program because you cannot access to a NYCSA account, please visit [here](#).

### **Restrictions on Student Tickets:**

Student Discount Tickets may only be used by Students. Guardians may not use the Student Discount Ticket to board a vessel. Use of a Student Ticket by any other person may result in your removal from the Student Discount Program.

### **Penalties:**

If you allow use of a Student Ticket or Code by anyone other than individual Student eligible for the Student Discount Program, you will receive a 60-day suspension from the Student Discount Program. After the 60-day suspension ends, you can reapply to the Student Discount Program. If you commit a second offense, you will be permanently disqualified from the Student Discount Program.

If you intentionally provide misinformation to NYCF or otherwise seek to mislead or defraud NYCF, you may be permanently disqualified from the Student Discount Program.

### **Disclosure:**

NYCF will treat information concerning current and former applicants and participants as confidential and may only disclose such information:

- To the person who is the subject of the information or such person's legal representative;
- If authorized in writing by the individual to whom such information pertains, or if such individual is not legally competent, by such individual's legal representative;
- If so ordered by a court of competent jurisdiction; and
- To a law enforcement agency or district attorney's office that serves NYCF a judicial subpoena or judicial warrant.

### What is the Ferry Student Discount Program?

The Ferry Student Discount Program provides opportunities for NYC High School students to access discounted NYC Ferry tickets (“Student Discount Tickets”) on weekdays for the purpose of traveling to and from school.

### Am I eligible for the Ferry Student Discount Program?

You are eligible for the Ferry Student Discount Program if you are enrolled in grade 9, 10, 11, or 12, or enrolled without an assigned grade, in a public, charter, or private high school within the city of New York.

### How does the Ferry Student Discount Program work?

To access the Ferry Student Discount Program, eligible students must have their guardian log into or create a New York City Student Account (NYCSA). For information on how to do that, [see here](#).

Within the NYCSA portal, guardians can click a button to request a NYC Ferry student discount code that will be assigned to the eligible student. There are two ways students can get discounted tickets, and discount codes can only be applied once. Guardians and/or students must choose only one way to buy and use tickets:

- NYC Ferry App **or**
- Paper tickets purchased at the Wall St./Pier 11 ticketing window, open every day between 8:00 AM – 7:00 PM.

For information on how to apply the discount code to receive tickets within the NYC Ferry App **OR** at the Wall St./Pier 11 ticketing window, please see the answers to the questions below.

Student Discount Tickets are only valid for use on weekdays. All Student Discount Tickets will expire on August 31, 2025. Students must re-enroll in the program each year.

### Where can I find the discount code within the NYCSA?

Once a guardian is signed into their NYCSA portal and has selected a student that is eligible for the Ferry Student Discount Program, they must navigate to **Transportation** under **MyStudent**. On the Transportation page, guardians will click ‘**Request Discount Code**’ under ‘**NYC Ferry**’, which will automatically generate a discount code for that individual student.

### How can I apply the discount code to get Student Discount Tickets within the NYC Ferry App?

If you would like to access Student Discount Tickets within the NYC Ferry App, a guardian and/or student must take the following steps:

1. Ensure the NYC Ferry App is downloaded on the guardian’s or student’s mobile phone.
2. Navigate to the NYC Ferry App.
3. Login to your NYC Ferry account or create a new account if you are a new user.
4. Once logged in, select the button in top left corner of their screen, then select “Promo Code” in the drop-down menu.
5. Enter the unique discount code provided in the NYCSA account.
6. Once a valid discount code is entered into the NYC Ferry App, the user will automatically have the option to purchase Student Discount Tickets in the ‘Buy Ticket’s tab in the NYC Ferry App.

# NYC Ferry Student Discount Program

## Frequently Asked Questions



### **How can I apply the discount code to get paper tickets?**

Student discount paper tickets are available via in-person purchase at the Wall St./Pier 11 ticketing window. To verify a student's eligibility for student paper tickets, a guardian and/or student must:

1. Fill out a student discount paper ticket application form, available on the NYC Ferry website or at the Wall St./Pier 11 ticketing window. Enter the student's first/last name, the email address you would like to be associated with the student discount, your phone number, and unique discount code.
2. Once you have submitted the application form, either on the website or via in-person drop-off at the Wall St./Pier 11 ticketing window, please allow up to 30 days for your application to be processed.
3. Once reviewed, NYC Ferry will send you a confirmation email with a letter formally notifying you of your eligibility to purchase paper ticket. If approved, you will receive an eligibility confirmation letter. Save this letter attachment!
4. When you arrive at the Wall St./Pier 11 ticketing booth, show the NYC Ferry ticketing agent the letter attachment to verify your eligibility and purchase paper tickets.

### **What documentation is required to apply for the Ferry Student Discount Program?**

If you are a guardian and/or student who has chosen to access Student Discount Tickets via in-person purchase at the Wall St./Pier 11 ticketing window, then you must provide the following information on the student paper ticket application: first name, last name, unique discount code from NYCSA, phone number, and the NYC Ferry Account email address you would like to be associated with the Student Discount Program.

If you are a guardian and/or student who has chosen to access Student Discount Tickets via the NYC Ferry App, no documentation is required to access Student Discount Tickets. Guardians and/or students only need to enter their unique discount code within the promo tab on the NYC Ferry App.

### **How long will it take for my student discount paper ticket application to be approved?**

Once you submit your application, allow 30 days for your application to be reviewed and processed. Once your application has been reviewed, you will be notified of your eligibility via an email from NYC Ferry.

### **My student discount paper ticket application was denied. How can I get more information?**

Your application may be denied if:

- The discount code is already in use.
- The discount code is incorrect.
- The discount code has expired.

For more information on your denial, you may leave a message for NYC Ferry at **844-469-3377** or email [help@ferry.nyc](mailto:help@ferry.nyc).

### **My student discount paper ticket application was denied, and I think the decision was wrong. Can I request an additional review of this decision?**

If you believe your application was denied in error, you can request a review of your application or renewal application. You must make this request within fourteen (14) calendar days from the date of the notice of denial letter. You may request a review by calling **844-469-3377** or sending an email to [help@ferry.nyc](mailto:help@ferry.nyc). If a request for review is not received within the 14-day time frame, the denial will become final.

# NYC Ferry Student Discount Program

## Frequently Asked Questions



### **How long will the discount codes work?**

Discount codes will be active from September 1, 2024, through August 31, 2025. All discount codes will be deactivated on September 1, 2025.

### **I am an eligible Ferry Student Discount Program high schooler or a guardian traveling with several eligible Ferry Student Discount Program high schoolers. Can I use the discount code to purchase several Student Discount Tickets for my group?**

No. A guardian and/or student with access to a discount code may purchase one (1) Student Discount Ticket for use only by the student assigned that discount code. Other eligible high schoolers must obtain their own individual discount codes and apply them to their own NYC Ferry account.

### **I applied my discount code to my NYC Ferry account within the App, but I am still unable to activate my student app ticket.**

Note that student app tickets can only be activated on weekdays for the purpose of traveling to and from school. Students and/or guardians can purchase Student Discount Tickets on the App at any time. If you are still having issues with your discount code, please contact [help@ferry.nyc](mailto:help@ferry.nyc).

### **Can I get a Student Discount Ticket refunded?**

Student Discount Tickets that are not used by August 31, 2025, are eligible for a refund upon contacting [help@ferry.nyc](mailto:help@ferry.nyc).

### **The deckhand denied my student paper ticket.**

Student paper tickets can only be used to board a NYC Ferry vessel on weekdays for the purpose of traveling to and from school. Students and/or guardians can purchase Student Discount Tickets via the Wall St./Pier 11 ticketing window any day of the week between the hours of 8 AM – 7 PM. If you are still having issues with your discount code, please contact [help@ferry.nyc](mailto:help@ferry.nyc).

### **Can I use Ferry Student Discount Program benefits on all NYC public transportation systems?**

No. Student Discount Tickets can only be used on NYC Ferry routes and will not be accepted on any other public transportation operator in the region.

### **Can I get tickets for the Ferry Student Discount Program at the ticket vending machines located at all NYC Ferry landings?**

No, Student Discount Tickets are only available for purchase on the NYC Ferry App and at the Wall St./Pier 11 ticket booth office between the hours of 8 AM – 7 PM.

### **Does my immigration status affect my ability to participate in the Ferry Student Discount Program?**

NYC Ferry will not ask about a student or guardian's immigration status or record any information regarding immigration status.