

# NYC Ferry Discount Program

## Terms and Conditions – Fair Fare



NYC Ferry (“NYCF”) administers the Ferry Discount Program, which permits eligible individuals to purchase a reduced fare One-Way Ticket for the NYCF. Ferry Discount Program eligible riders include:

- Senior citizen ages 65 and older;
- People with disabilities
- Fair Fares NYC program participants

These are the Terms and Conditions for those seeking and/or qualified to participate in the Ferry Discount Program as current participants in the Fair Fares NYC program. **By applying to the Ferry Discount Program, you are agreeing to these Terms and Conditions.**

### **Enrollment in the NYC Ferry Program:**

You must apply online, in person, or by mail to enroll in the Ferry Discount Program. Please allow thirty (30) days for application processing. You must also meet the below eligibility requirements.

### **Eligibility Requirements:**

- A photo of a valid Fair Fares MetroCard, including the Fair Fares MetroCard serial number
- Screenshot of Access HRA or Fair Fares OMNY Account showing current enrollment, serial number, and enrollment/expiration dates

### **How the Discount Program works:**

- NYCF will make the reduced fare \$1.45 One-Way Ticket available on the NYC Ferry App to verified Ferry Discount Program users, and in-person sales at the Wall St./Pier 11 ferry landing.
- Ferry Discount Program users may purchase their in-person tickets at the Wall St./Pier 11 ferry landing with a valid photo ID, Monday – Sunday between 8am-7pm.
- One-Way Tickets will be valid for ninety (90) days from the date of purchase.
- Once activated, the ticket will be usable for up to 120 minutes for a single ride and transfers within the NYCF system in the same direction.
- You may use your Fair Fares NYC MetroCard for enrollment into the Ferry Discount Program; however, NYC Ferry has a separate ticketing system and does not accept MetroCards as tickets.
- A valid photo ID and the approval letter are required in order to purchase tickets at Pier 11.

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

Lost or stolen paper tickets will not be replaced.

### **Requesting a Refund:**

There are no ticket refunds. All sales are final. Not for exchange, resale, or transfer.

### **Expiration of Ferry Discount Program:**

Your enrollment in the Ferry Discount Program will expire 60 days after the date that is listed on the back of your Fair Fares NYC MetroCard.

### **Renewing Enrollment in the NYC Ferry Discount Program:**

You will need to reapply when your Fair Fares MetroCard expires. To confirm eligibility, you must reapply using the new Fair Fares MetroCard you received. Enrollment in the Ferry Discount Program will expire 60 days after your Fair Fares MetroCard expires, to allow time for your renewal to be processed without a lapse in enrollment.

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### **Availability:**

Ferry Discount Program discounts will only be available while the Ferry Discount Program is in effect, starting on September 12, 2022.

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

NYCF may change the terms of the Ferry 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 NYCF website. Your use of the Ferry 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 Ferry Discount Program under the updated Terms and Conditions, you may terminate your participation by contacting us.

### **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 Ferry Discount Program, you will receive an e-mail or letter describing the reason that your application was deemed ineligible. If you think the denial was a mistake, you can request a review of your application or renewal application. You must make this request within 14 calendar days from the date on the notice you received.

### **Restrictions:**

The Ferry Discount Program discount may only be used by the person to whom it has been validly issued. Use of your Ferry Discount Program discount by any other person may result in your removal from the Ferry Discount Program.

### **Penalties:**

If you allow use of your Ferry Discount Program by anyone else, you will receive a 60-day suspension from the Ferry Discount Program. After the 60-day suspension ends, you can reapply to the Ferry Discount Program. If you commit a second offense, you will be permanently disqualified from the Ferry Discount Program. If you intentionally provide misinformation to NYCF or otherwise seek to mislead or defraud NYCF, you may be permanently disqualified from the Ferry Discount Program.

### **Disclosure:**

NYC Ferry 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;
- For the purpose of administering the Ferry Discount Program, including to verify eligibility and enrollment in the Fair Fares NYC Program with the NYC Department of Social Services/Human Resources Administration, provided that such disclosure is made in accordance with all applicable federal, state, and local privacy laws and regulations, and subject to the further requirement that such information will not be redisclosed to any other third party in the absence of written permission from NYC Ferry;
- At NYC Ferry's election, to a law enforcement agency or district attorney's office to investigate suspected instances of fraud related to the administration of the program; and
- To a law enforcement agency or district attorney's office that serves NYC Ferry a judicial subpoena or judicial warrant;
- To HRA for confirmation that applicants to the Ferry Discount Program are current participants in the Fair Fares NYC Program;

# NYC Ferry Discount Program

## Application Form



**First Name**

**Last Name**

**Email**

**Phone**

**Mailing Address**

**Mailing Street**

**Mailing City**

**Mailing State**

**Mailing Zip**

**Mailing Country**

**Preferred Contact Method**

Email

Letter

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

Yes

No

**Ferry Discount Application Type**

People with disabilities

Senior citizens, ages 65 and older

Fair Fares NYC program participants

**Supporting Documentation**

I have checked the Eligibility Requirements section above and attached all relevant documentation.

**Terms Acknowledgement**

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

**Sign or 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