

# Great Smoky Mountains Railroad



## GROUP RESERVATION and PAYMENT POLICIES

### Policies Apply at Time of Booking

#### Complimentary Tickets:

- Two(2) complimentary tickets will be issued for group leader and/or bus driver with 20 paying passengers.
- Complimentary tour bus parking is provided; individual vehicles incur a cash parking fee.
- Ticket price includes admission to Smoky Mountain Trains Museum located at the Bryson City depot. You may enjoy before or after your excursion or both! Scavenger hunt throughout the display is a must do for any age!

#### Payment Policy:

- Group must maintain at least 20 paying passengers, seated and paying as one unit, to qualify for any discounts.
- A deposit of \$250 nonrefundable or 50% of the total reservation is required to create a group reservation. Reservations will not be finalized without a deposit.
- Balance & final count must be received by GSMR no later than 30 days prior to departure date.

#### Additional Information:

- Cancellation must be made by group leader ONLY.
- Cancellation of you full reservation must be received 30 days prior to departure in writing, by e-mail or fax.
- Changes in date, time or accommodations are subject to a \$6.00 per ticket fee each time a change is made.
- Eligible refunds are processed immediately to the credit card used. Check refunds may take up to 120 days after the ride date.
- A \$2.00 per person gratuity applies to First Class and Premium Open Air seating. This fee is not subject to discounts or commission. Additional gratuity is appreciated but not required.
- Group discounts apply to train seating only, and are not applicable toward meals, rafting, lodging, etc.

#### Less than 14 days to departure:

- Adjustments in the number of passengers must be received in writing to qualify to receive a refund. Must maintain 20 or more paying passengers to maintain discounted fare.
- Tickets and meals become NON-REFUNDABLE / NON-TRANSFERABLE

#### More than 14 days from departure:

- Adjustments in the number of passengers must be received in writing, by e-mail or fax.
- These adjustments will be subject to \$14 cancellation fee.

#### Exclusions to group discounts:

- Not available on SATURDAYS in October or on Special Event trains throughout the year.
- Group discounts are available for Polar Express™ except on peak rate days which includes Fridays, Saturdays, and Sundays

#### Please Note:

- A 7% Historic Preservation fee and 6.75% NC sales tax applies to all sales.
- Tickets should be picked up one hour before departure at our depot by the group representative.
- PLEASE allow adequate travel time. Trains depart as scheduled and cannot be detained for late arrivals.
- GSMR must be notified in advance of any special needs, such as mobility issues, food allergies, vegetarian meals, etc.

Private Charters *may* be available. Some restrictions apply. Contact Group Reservations for details.

(Due to the historic nature of our train, GSMR is ADA exempt. However, we do have limited handicap accessibility)