

LIGHTHOUSE TOURS – NEED TO KNOW ITEMS

Please review this document before booking your lighthouse tour and share with every member of your party.

CANCELATION POLICY

Tours will depart as scheduled except in rare instances such as equipment problems, severe weather, or rough seas. Cool weather or light rain will not cause us to cancel a tour.

Because of limited seating on the launch and because we must pay the full cost of a trip by the launch regardless of the number of tour participants, we cannot afford to have empty seats at the last minute. Please read the policy carefully and be sure you understand it before you make reservations.

CANCELATION BY THE FOUNDATION

If the Foundation cancels a tour for any reason, we will try to reschedule everyone. You will not be charged for a tour canceled by the Foundation.

CHANGES OR CANCELATION BY TOUR PARTICIPANTS

We will attempt to accommodate requests for tour date changes if they are requested more than one week in advance of the originally scheduled date. However, if the new date is not available, or if individuals cancel their participation - does not show up, misses the launch departure time, or chooses not to make the trip due to weather (as in too hot, raining, etc.) or for any other reason - they will forfeit 100% of their payment unless we are able to resell their seats no later than one week prior to the tour date.

DENIED BOARDING

If a participant is not allowed to board the launch because of improper shoes, because a waiver is missing or not acceptable, or because he/she appears to be intoxicated, that participant will forfeit 100% of their payment.

SAFETY REGULATIONS

Your safety is important to us! Please commit to following these instructions, heed the directions of tour guides and launch personnel at all times, and obey all posted warnings at the lighthouse.

- Each tour participant must sign a waiver and bring it with them on the day of the tour. No one will be allowed on the tour without a completed waiver. You can download a copy of the waiver on our website at <http://delawarebaylights.org/ImportantTourInfo.html>.
- While traveling to and from the light, tour participants must remain seated in the cabin. If weather and water conditions permit, tour guides will let you know if it is safe to be on the open deck.
- Tour participants must wear a personal flotation device (provided) when boarding, disembarking, and while traveling aboard the launch. Tour guides will tell you when PFDs can be removed.
- Some areas of the lighthouse may be closed. Please respect posted boundaries during your visit.
- The rocks of the breakwater are dangerous and off limits. Always remain close to the light.
- Always watch your step. Walking surfaces can be uneven or slippery.
- Watch your head when using doors and on the spiral staircase.
- Use handrails whenever available.
- It is important that you wear sneakers, boat shoes, or other flat-soled, non-slip footwear.

Absolutely no high heels, flip flops, sandals, or other open-toed footwear allowed. **You will not be allowed to board the launch or tour the lighthouse without proper footwear.**

WEATHER CONTINGENCY PLAN

- Cool weather or light rain will not prevent lighthouse tours from taking place; however, high winds, rough seas, or threat of severe weather can cause a tour to be canceled. The Foundation or the launch captain may, in their judgement, decide to cancel a tour at any time, even if the tour is already underway. This is for the safety of everyone.
- If a decision to cancel is made far enough in advance, that information will be provided on our answering service, and will be available by calling (302) 644-7046. We will also attempt to reach you at the phone number and/or email address you provided.
- If you reserved by credit card, it will not be charged until the day of the tour. If the tour must be canceled, you will not be charged.
- If you reserved by check, it will not be deposited until the tour has completed.
- Please do not call the Cape May-Lewes Ferry Terminal. They will not have information on our tours.

TIPS FOR YOUR COMFORT AND ENJOYMENT

- Tours leave promptly at the stated time. Due to a tight time schedule, we cannot wait for late arrivals. Please allow plenty of time to arrive at least 15 minutes prior to the scheduled departure time.
- “No shows” will be charged the full price of their tickets.
- There are restroom facilities at the ferry terminal and on the launch, but not at the lighthouse. Please keep this in mind before starting the tour. Your tour will last between 90 minutes and two hours, including travel time.
- Don’t forget your sunscreen – you’ll be spending a lot of time outdoors.
- Temperatures are often cooler on the launch and at the light. Consider bringing a light jacket, or rain gear, depending on the weather.
- Biting flies and other insects can be a nuisance at certain times of the year. Consider bringing an insect repellent.
- You are welcome to bring snacks and non-alcoholic drinks with you on the tour, but please keep in mind that you must take any trash with you when returning from the trip.
- Nothing will spoil your outing faster than a queasy stomach. While the trip to the light is short, if you are prone to seasickness, please be prepared.
- Don’t forget your camera gear – there are plenty of spectacular views from the light!
- Please keep all personal items secured at all times. The Foundation cannot be responsible for items that are lost or stolen.