



TERMS AND CONDITIONS

Ferry transportation provided by LabMar Ferry Services, L.L.C. (LFS), is subject to the following Terms and Conditions, as well as any additional terms posted on the LabMar Ferry website, in the ferry terminals, or onboard the vessels. By purchasing a ticket or accepting transportation on a LabMar Ferry vessel, the customer agrees to be bound by all applicable Terms and Conditions as set forth below.

Pre-Departure: Passengers are strongly encouraged to arrive at the ferry terminal boarding area at least 15 minutes before the scheduled departure time. Please allow sufficient time for possible traffic delays, parking, ticketing, and boarding of the vessel. All ferries will sound their horn one minute prior to departing from the terminal signifying the boarding door is closing. Passengers shall not run to approach a ferry.

Standby Area: All vehicles and pedestrians in the standby area are loaded on a first-come, first-served basis, as space allows.

Accessibility: Guidance for disabled passengers and passengers needing assistance is available on RTA website.

Pets: Pets must always remain on a leash. LFS assumes no responsibility or liability for pets. Any costs or damage incurred by LFS because of a pet will be the sole responsibility of the passenger who brought the pet onboard.

Fare Purchase: One-day-Jazzy Passes, Priority tickets, and Youth tickets, are sold and issued on any of the ferries. All ferries accept cash payments on board. Please note that cash transactions require exact change only as change cannot be provided to a purchaser.

Electronic Ticket: Electronic tickets purchased can only be redeemed through the **Le Pass** mobile application, which can be downloaded on most cell phones or smart devices for use. Prior to boarding a ferry, the electronic ticket requires activation. When boarding, show the fare collector your smart device with the activated ticket and “tap” the screen so the ticket starts “pulsing.” All tickets purchased via the **Le Pass** mobile application will be valid for 15 minutes after activation.

Reduced Fare Program: The ferry reduced-fare program permits eligible individuals to purchase a reduced-fare one-way ticket. Riders may find more information on <https://www.norta.com/ride-with-us/how-to-pay/fares>.

Requesting a Refund/Change: There are no ticket refunds. All sales are final. Cash transactions require exact change only. No change can be provided by the ferry operator.

Lost, Stolen or Destroyed Tickets: Ferry tickets have value. Please safeguard your tickets as you would cash. LFS is not liable for lost, stolen, misplaced, or destroyed tickets.

Security: All passengers, vehicles, baggage, personal items are subject to search and inspection prior to boarding and at any time while onboard the vessel. Passengers who refuse to consent to a search may be denied passage. In accordance with United States Coast Guard and Department of Homeland Security regulations, intoxicated or disorderly persons are considered security risks and will be denied passage.



and/or may be arrested. LFS reserves the right to deny passage to anyone it deems a safety or security risk and may deny passage to those who fail to follow crewmember instructions.

Passenger Safety: Passengers must always comply with all lawful instructions issued by the Captain, Mate, or any member of the vessel's crew, particularly those instructions related to the safety and well-being of themselves, the crew, and other passengers. The **Passenger Code of Conduct** is posted on the LFS website and throughout the terminals and vessels.

Schedule and Route: LFS shall not be liable for any alterations to the published schedule or route. LFS makes no representation or warranty as to the departure or arrival times indicated in the schedule and shall not be responsible for any costs, losses, or damages incurred by passengers arising from delays caused by weather, vessel traffic, or other circumstances.

Cancellation and Safety: LFS may, at its sole and absolute discretion, cancel any scheduled operation without incurring any liability where it deems such action necessary for the safety of passengers, crew, or the vessel.

Substitution and Diversion: LFS reserves the right, at its sole discretion, to substitute an alternative vessel, cancel any operation entirely, or divert passengers to alternate terminals for purposes of safety, rescue, operational necessity, or any other reasonable cause as determined by LFS. LFS may conclude the voyage at such alternate terminals without incurring any additional liability or obligation to compensate passengers.

Vehicle Ferry Restrictions: Vehicles longer than 48 feet are not permitted on the ferry. The maximum allowable weight per vehicle is 20,000 lbs.

Forum Selection: Any suit arising out of or relating to a ticket or passage aboard a ferry operated by LabMar Ferry shall be settled by binding arbitration administered by the American Arbitration Association (AAA) in accordance with its Commercial Arbitration Rules. This agreement shall be governed by and construed in accordance with the laws of the State of Louisiana.

Limitation of Property Damage: LabMar Ferry Services, LLC is not responsible for loss or damage to personal property including bikes, scooters, trailers and automobiles.

Claim Time Limits and Notification Requirements: LabMar Ferry Services, LLC shall not be liable for any loss or damage to personal property, or for personal injuries, illness or death, unless written notice is given to LabMar Ferry Services, LLC within six (6) months of the date of the occurrence.

General: Nothing herein shall be construed as imposing any greater duty or liability upon the LFS than expressly set forth in these Terms and Conditions.