



TERMS & CONDITIONS

1. What is your refund policy? What if I have to cancel?

Since our tours frequently fill up well in advance, all cancellations must be made five days ahead of your scheduled departure time in order to receive a refund.

Refunds are offered as a credit for your future tour or 95% (90% for a group) of the reservation value. We must keep 5% (for an individual booking) or 10% (for a group larger than 7 participants) in order to cover the costs associated with credit card processing fees. Tours cancelled with less than 5 days notice by phone (954-TROLLEY) or [email](#) will not be entitled to a refund.

2. If I cancel on time, how long will it take to be refunded?

A refund will be issued in 7 to 10 business days.

3. Can I reschedule the date of my tour if I already booked?

Give us a call at 954-TROLLEY or send an [email](#) and we'll do our best to accommodate you. If there's space on another day, then it's no problem.

4. What happens if it rains?

Tours go out as scheduled, rain or shine!

5. What is the minimum age requirement for the tours?

There is no minimum age requirement. Children under two-years old ride free.

Downtown Fort Lauderdale Transportation Management Association Board of Directors

Alan Hooper, Chair, Hooper Construction; **Gregory Stuart, Vice Chair**, Executive Director, Broward MPO; **Joey Epstein, CPA, Treasurer**; **Stephanie Toothaker, Esq., Secretary**; **Chip LaMarca**, Commissioner, Broward County; **Dale Holness**, Commissioner, Broward County; **Romney Rogers**, Commissioner, City of Ft. Lauderdale; **Bruce Roberts**, Commissioner, City of Fort Lauderdale; **Greg Durden**, Downtown Development Authority; **Bill Cross**, SFRTA; **Larry Merritt**, FDOT; **Steve Lucas**, Hooper Construction; **Melissa Milroy**, The Galleria Mall; **Dana Pollitt**, Adept Strategy & Public Relations; **Dan Barnett**, Beach Business Improvement District; **Roosevelt Walters**



6. What time should I show up for my tour? Why do I need to come early?

Please arrive 30 minutes prior to your tour start time. Our trolleys leave promptly at 10 a.m. so please arrive by 9:30 a.m.

All tours depart from and return to the Galleria at Fort Lauderdale (Galleria Mall) located at 2414 E Sunrise Blvd., Fort Lauderdale, FL 33304. The tour departs from the main entrance of the Galleria (next to P.F. Chang's).

7. Where are you located? How can I get there?

The Galleria at Fort Lauderdale (Galleria Mall) located at 2414 E Sunrise Blvd., Fort Lauderdale, FL 33304.

Here are a few transportation options:

- Take the Sun Trolley (www.suntrolley.com): \$1 per ride
- Uber or Lyft
- Taxi: (954) 777-7777

8. Where can I park if I drive to the designated location?

There is ample parking available at Galleria Mall.

9. Is food or drink allowed on the tours?

Food and drink are not permitted onboard the Sun Trolley.

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10. Do I tip my guide(s)? How much?

It's totally up to you! In the U.S., it is customary to tip those working in the service industry around 20% or \$5 to \$8 per person.

11. What should I wear on the tour?

Wear whatever is comfortable for you. Casual gear is ideal.

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