



2024 Ford Holiday Boat Caroling: Guidelines and Regulations

These guidelines are in place to ensure a safe and enjoyable caroling experience on the River Walk.

Thank you for your cooperation!

1. Waiver Requirement

- **Waiver Submission:** Every rider **must** sign a waiver provided by Visit San Antonio (VSA). The waiver will be included in your confirmation email and must be signed prior to participation.

2. Boat Capacity and Safety

- **Maximum Capacity:** Each boat can safely accommodate **up to 12 people**. Large instruments, such as cellos or basses, count as one person. If your group exceeds 12 people, additional members (13th, 14th, 15th, etc.) will be turned away. This is a strict safety measure with no exceptions.

- **Seating Requirement:** Carolers must remain seated while boats are moving. Visit San Antonio (VSA) and River Walk Operations are not responsible for any accidents due to disregard for this rule.

- **Release and Indemnification:** All participants must complete and bring the Release and Indemnification form. Delays in completing forms will count against your time on the river.

- **Substance Policy:** NO ALCOHOL, NO DRUGS. VSA reserves the right to refuse entry to any participant deemed under the influence of alcohol or drugs.

- **Safety Awareness:** Be aware of your surroundings, especially low bridges. Follow instructions from your boat driver and/or float captain at all times.

- **City Ordinance Compliance:** No throwing items from your float, ever.

- **Personal Belongings:** Travel lightly; VSA is not responsible for lost or stolen items. Bring only essential items, such as water. No coolers, purses, totes, or backpacks allowed.

3. Music and Noise Levels

- **Curated Songbook:** Only songs from the provided holiday caroling songbook will be played on the boat's speakers. **Bluetooth devices will NOT be allowed.** Carolers must actively sing during the event to participate. Please note this new regulation carefully.

- **Instruments:** Hand-held instruments like guitars and bells are permitted, but no microphones or amplifiers. Once again, all instruments **must play caroling holiday music** or groups will be excused early from their boat.

4. Boarding and Departure

- **Check-in:** Arrive **20 minutes prior to your scheduled departure** at the river level of the International Center at **203 S. St. Mary's St.** This is river level/under the Biga on the Banks restaurant for reference.
- **Punctuality:** Boats will depart promptly. Late arrivals will result in reduced time on the river with no refunds.
- **Restroom Use:** Use the restroom **before** boarding your float. The driver will not stop or pull over during the caroling experience.

5. What to Bring and Wear

- **Attire:** Dress for the weather and consider festive attire, such as Santa hats, reindeer headbands, holiday sweaters, and light-up accessories. There are no changing facilities.
- **Signage:** You may bring a sign (up to 2' x 3') to identify your group. Be prepared with supplies to attach and remove it.
- **Lighting:** A penlight or flashlight is recommended for reading sheet music or lyrics.
- **Food and Drink:** Non-alcoholic drinks and snacks are permitted. Please remove all trash and avoid glass bottles.

6. Parking and Drop-off

- **Time Management:** Allow ample time for parking and walking to the check-in location at the International Center (203 S. St. Mary's Street), river level/under the Biga on the Banks restaurant. Carpooling is recommended.
- **Child Safety:** Parents should drop off and pick up children at river level, not street level. The barge will return to the starting point after caroling.
- **Parking Costs:** VSA does not provide or reimburse parking.

7. Weather Plan

- **Weather Conditions:** Boats will operate in rain, light snow, and low temperatures if water conditions are safe. Cancellations due to unsafe conditions will be communicated, and make-up dates or refunds will be provided.
- **Notifications:** Monitor our website, social media, email, and text messages for updates during inclement weather. We are not responsible for missed notifications or parking reimbursement.

8. Cancellation Policy

- **Cancellation Procedure:** Email cancellations to events@visitsanantonio.com with your confirmation number, name, and phone number. Refer to your confirmation email for the detailed cancellation policy.

