



2026 Ford Holiday Boat Caroling: Guidelines and Regulations

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

Thank you for your cooperation!

Waiver Requirement

- All riders must complete a waiver provided by Visit San Antonio (VSA). Waivers can be provided ahead of time upon request and must be **printed and turned in at check-in OR can be signed on-site upon arrival at check-in (preferred for smaller groups)**. **Please allow extra time** for this process.
- Large groups and schools are strongly encouraged to sign waivers in advance and bring them to check-in to streamline the process. On the other hand, smaller groups are encouraged to fill out the waivers at check-in to ensure that everyone is present before boarding.

Boat Capacity & Safety

- Each boat may safely accommodate up to **12 people**, including children. This includes oversized or heavy instruments, which count as one person toward the total. If your group arrives with more than 12 people, **the 13th person and beyond will be turned away at check-in** due to safety regulations.
- Boats are assigned on a rolling basis. You may not select your boat. The next available decorated barge in the rotation will be used for your caroling experience.
- Carolers must remain seated while the boat is in motion. VSA and River Walk Operations are not responsible for accidents due to standing or horseplay.
- **No alcohol or drug use is permitted** before or during the ride. Guests showing signs of intoxication will not be allowed to board.
- **Throwing objects** from the boat is **strictly prohibited** by city ordinance.
- Travel light. Large coolers, totes, and backpacks are not allowed. VSA is not responsible for lost or stolen items. Bring only essentials such as water, phones, and small snacks.

Music & Instruments

- Each boat is equipped with a **USB loaded with curated holiday music and printed songbooks** for your group to sing along. **Bluetooth use is not allowed** and personal USBs are not permitted unless approved in advance. To submit your playlist or music suggestions for our 2025 holiday songbook, email cristina.medina@visitsanantonio.com.
- **Active participation in caroling is required.**
- Hand-held instruments like tambourines, bells, guitars, or violins are welcome if they play holiday caroling music.
- **Microphones are not allowed** unless requested in advance. We can provide a microphone upon request. Personal microphones or amplifiers are not permitted.

Boarding & Departure

- Check-in is located at **river level of the International Center, 203 S. St. Mary's Street, San Antonio, TX 78205** (under Biga on the Banks restaurant, use the ramp on the corner of W Market & S St. Mary's).
- Please arrive **20 minutes before** your scheduled departure time to allow for check-in, waiver collection, and boarding.
- Boats depart on time. Late arrivals will result in a shortened experience and no refund.
- Restrooms are not available on the boats. Please use the restroom before boarding.
- If anyone in your group requires **ramp access to board the barges**, please email cristina.medina@visitsanantonio.com in advance so we can be fully prepared for your arrival.

What to Bring & Wear

- Dress for the weather – layers, coats, gloves, hats (and sometimes ponchos/umbrellas) are recommended. Festive attire is encouraged.
- You may bring a group sign (no larger than 2' x 3'). Be prepared to attach and remove it without damaging the boat.
- A small flashlight or penlight is helpful for reading lyrics in low light.
- **Water and small, non-alcoholic drinks or snacks are allowed. Avoid glass bottles. Please take all trash with you.**
- **Boat drivers work hard to make your experience great — tips are always appreciated!**

Parking & Drop-off

- **Allow plenty of time to park, walk, and check in.** Late arrivals will result in a shorter caroling experience based on your actual boarding time.
- Parents: Please drop off and pick up children at river level, not from the street.
- **Parking is not validated by VSA.** Visit thesanantonioriverwalk.com for nearby options.

Weather Plan

- **Boats will still operate in light rain, cold, or wind as long as water conditions are safe.**
- If weather conditions are unsafe, cancellations will be communicated by email and text. Make-up rides or refunds will be offered.
- VSA is not responsible for missed messages or parking costs due to weather.

Cancellations

- To cancel your reservation, please email crisrina.medina@visitsanantonio.com with your name, confirmation number, and phone number. **Cancellations will not be processed without a written email request.** Refer to your confirmation email for the full cancellation policy.

