

Statue Cruises

Phone Scripts / Required Disclosures

New York:

We are located in Battery Park, in lower Manhattan. Our ticket booth is inside of Castle Clinton, and our security tents are directly behind it. Parking is extremely limited and expensive in that area, so we advise taking public transportation or a taxi. The closest subway stops are South Ferry, Bowling Green, and Whitehall Street.

New Jersey:

We are located at the end of Audrey Zapp Drive in Liberty State Park. Our ticket booth is next to the Central Railroad Terminal, and our security tents are directly behind that building. There is plenty of parking available at Liberty State Park (\$7 per car).

All tickets:

The time on your ticket is your security screening appointment, before you get on a boat. Please understand that we cannot interrupt the line, and we do not compensate for any late arrivals or missed tours.

If you have your tickets on your phone or mobile device, please plan to arrive 15 minutes prior to your scheduled screening. If you need to collect tickets from will-call, please arrive 30 minutes prior and check in at our ticket booth with your order number, the credit card you used to book them, and a valid photo ID. The US Coast Guard also requires all passengers who are 18 & over to have a photo ID with them when boarding a vessel.

You can bring a backpack or a shoulder bag as long as it's a soft-sided bag that would fit into a regular milk crate or under a seat on a plane. Large suitcases, packages, or carry-on luggage are not permitted.

If you want to bring a picnic lunch you can, although there are snack bars on each of the boats, and there are cafes on each of the islands. However, you will not be able to bring an ice pack of any kind, and they do not allow any hard-sided coolers, thermoses or insulated bags.”

Pedestal tickets:

There is a bank of lockers on Liberty Island where you'll need to stow your personal belongings while you're inside the Statue. The lockers hold about one cubic foot and cost 25¢ (quarters only). There are change machines for \$1 and \$5 bills.

Since you'll be going inside the Statue of Liberty there is a secondary security screening at the base of the Statue.

If they have Crown, Hard Hat, CityPASS or 911 tickets, read the extra disclosure.

All Tickets:

“If you need to reschedule or cancel your tickets, you have up to 24 hours prior to your tour to make changes. All rescheduling is subject to availability, and within 24 hours of your tour, your reservation will be considered a non-refundable final sale.”

Crown Access Disclosure

- Each person is allowed to buy up to four Crown tickets in any six-month period.
- Crown tickets must be collected by the purchaser at our ticket booth the day of their tour. All Crown ticket holders must be physically present to collect their tickets, and everyone who is 18 or over must have a valid photo ID.
- Crown tickets are non-transferrable
- The names of each person will be printed on their tickets, and the names on the tickets cannot be changed the same day as a tour.

- Once on Liberty Island, we recommend that you proceed directly to the security screening at the Statue to collect your Crown wristband.
- The journey to the Crown is a strenuous climb that includes 393 steps in a cramped, enclosed area with high temperatures.
- All visitors must be able to climb up and back down the steps unassisted.
- The Statue is not air-conditioned, and interior temperatures can be up to 20 degrees higher than exterior temperatures.
- The Park Service recommends that all Crown visitors be at least four feet tall if they're a child
- That everyone be without any physical or mental conditions that would impair their ability to complete the climb, including heart conditions, respiratory conditions, mobility impairments, claustrophobia, fear of heights or vertigo

- There is a bank of lockers on Liberty Island where you'll need to stow your personal belongings while you're inside the Statue. The lockers hold about one cubic foot and cost 25¢ (quarters only). There are change machines for \$1 and \$5 bills.
- The only thing that you can bring with you up to the Crown is a camera without a case.
- Prohibited items include: bags of any kind, writing instruments, and food or drinks (including bottled water)
- Crown visitors will be under full audio and video surveillance at all times within the monument
- Children who are 17 & under must be accompanied by an adult at all times

- The Park Service reserves the right to cancel Crown Access at any time due to weather, safety, hazardous conditions, or any other reason. If the Crown is closed but the islands and ferries are still open, a refund for the Crown portion of your visit will be available from us here at Statue Cruises. The Pedestal and Ferry portion of your ticket is not refundable due to Crown closure.

CityPASS with a Crown or Pedestal ticket:

- Once you receive your CityPASS, you need to treat it like cash. Unfortunately, if you lose the booklet, it is not refundable or replaceable.
- The CityPASS becomes active the first time that you use it, and then it's valid for nine consecutive days.
- Do not remove any of the tickets from the booklet since that will make the tickets null and void: let each attraction remove their ticket when you get there.
- If you need to cancel, you will need to return the CityPASS to us unused: there are no partial refunds on a CityPASS.

Hard Hat Tour tickets:

- All visitors taking the Hard Hat Tour must be at least 13 years old: children under that age are not allowed.
- Participants should expect to be on their feet for at least 90 minutes, and wear comfortable, closed-toe shoes.
- The time on your Reserve (or Pedestal) ticket is your security screening appointment, before you get on a boat. Make sure that you arrive on time since you will miss your tour on Ellis Island if you're late for the security process.
- The time on your Hard Hat Tour ticket is the time your tour starts on Ellis Island.
- Please plan to check in at the information desk on Ellis Island at least 30 minutes prior to the start of your Hard Hat Tour.
- We do not compensate for any late arrivals or no-shows, so if you miss the start of your tour, you will not be able to join another one.

9/11 Combination Packages:

(Guests MUST start their tour from New Jersey, and must be booked at least 2 weeks in advance.)

- Our package will include a Statue Cruises tour, admission to the 9/11 Museum, and return ferry service on the Liberty Landing Ferry.
- 9/11 Tickets are a NON-REFUNDABLE FINAL SALE, and cannot be rescheduled.
- Guests must collect physical tickets from the Will-Call window of our ticket booth in Liberty State Park. Please plan to bring the credit card you used for purchase, along with a photo ID and the confirmation number from your order.
- Once you have your tickets, you can proceed to the white security tent behind the Central Railroad Terminal Building.
- Your boat will go to Ellis Island first, then you can take a connecting ferry to Liberty Island and visit the Statue, and then you can take one of our boats to Battery Park and get off in Manhattan. Once you disembark in New York, your Statue Cruises tour will be complete.
- From Battery Park, it's an easy walk up Greenwich St to the 9/11 Museum.
- After your museum tour, you can cross a footbridge from the grounds of the 9/11 Memorial across the West Side Highway to Vesey St, where you'll catch the Liberty Landing Ferry back to New Jersey where you started.