



2024 Ticket Refund Policies

Ticket Refund Policy for Tall Ship Tickets: Sultana Downrigging Tall Ship Sail tickets are fully refundable (minus a \$5 per-ticket administrative fee) according to the following schedule:

Sail Date	Refund Deadline
Friday, November 1	11:59pm on Friday, October 18, 2024
Saturday, November 2	11:59pm on Saturday, October 19, 2024
Sunday, November 3	11:59pm on Sunday, October 20, 2024

Tickets can be returned and refunded online at Eventbrite (see instructions with your ticket purchase confirmation). After the Refund Deadline listed above, tickets may not be refunded for any reason, but can be transferred to another name(s) by accessing your Eventbrite account. Sultana staff are available to assist with refunds/transfers Monday through Friday from 9am to 4pm at 410-778-5954.

Weather Cancellation Policy for Tall Ship Sails: Tall Ship Sails are an outdoor activity and will likely proceed in rain or colder weather. Passengers are encouraged to dress appropriately for the weather! As a rule-of-thumb, if the weather conditions would permit an NFL team to play football, the Tall Ships will likely sail. Tall Ship Sails will only be cancelled if weather conditions are deemed dangerous by the licensed captain of each individual participating vessel. The decision to cancel may not be uniform among the fleet - some vessels may cancel while others will sail. In the event of a cancellation, ticket holders will be informed as far in advance as possible and will automatically receive a full refund.

Refund & Cancellation Policy for Music Village Passes: Sultana Downrigging Music Village passes are not refundable for any reason once purchased. Music Village passes can be transferred to another name(s) by accessing your Eventbrite account or by calling 410-778-5954. If for any reason the musical performances cannot proceed substantially as planned, ticket holders may receive a full refund.