

Concierge Online Reservation Guide

Visit: <https://www.entertainmentcruises.com/our-cities/chicago/concierge>

Booking a Reservation Online:

1. Under FIND A CRUISE (top right corner,) enter preferred date and select Chicago (dropdown) and then hit "Search now"
2. On this screen, there will be a list of all available cruises for that date. It will also show other available dates.
3. To view a specific boat, select 'Filters' (top right corner near date range) then "Boats" and check the preferred boat(s)
4. The screen will detail the exact date, times for boarding and cruising, as well as the base price
5. Select **BOOK THIS CRUISE!**
(Please note day, time and boat [i.e. Odyssey Lake Michigan vs Odyssey Chicago River] prior to booking.)
6. Next, indicate the number of passengers (Adults/Children) and if they would like a table for two, any special occasion packages, etc
7. Now you will see the total charges that the customer must pay, including taxes, fees and prepaid service charges
8. Enter guest contact information
9. Enter guest payment information. If applicable, you may also add promo code on this screen
10. Select "Complete Reservation" to book!
11. Wait for Confirmation page to load and note the reservation order!
DONE!

Guest will receive a Confirmation Email which they will show to the ticket booth with a Valid Photo ID when they arrive for their cruise.

Refund/Cancelation Policy:

The purchase is final and non-refundable, but we'll be happy to reschedule for another available date of the guest's choosing, good for up to one year from the date of the original reservation. The guest will be assessed a **\$20 re-booking fee per ticket**, and will be responsible for covering the difference if they choose a cruise with a higher ticket price.

To Claim Payout: Return to the webpage and click 'Payout Form' and fill out the required fields. You will need the reservation number to complete.