



THE LAKEFRONT LOUNGE · 2026 SEASON

MEMBERSHIP FAQs

Everything you'd like to know before you come aboard.

The Lakefront Lounge is Chicago Fleet Charters' private summer hospitality membership — a single, flexible tier built around a points system you spend your way across lounge evenings, private cruises, and dockside socials at Burnham Harbor. Below are answers to the questions members ask most. For the complete terms, the Lakefront Lounge Member Agreement always governs.

Burnham Harbor · Chicago, Illinois | (708) 505-9841 | info@chicagofleetcharters.com

GETTING STARTED

MEMBERSHIP & ENROLLMENT



Q What is the Lakefront Lounge?

The Lakefront Lounge is a private summer membership program from Chicago Fleet Charters, centered on our 35-foot Carver 350 Mariner moored at Burnham Harbor. Membership gives you access to lounge evenings, private cruises on Lake Michigan, dockside socials, and a curated seasonal calendar of food-and-beverage pairings — all booked using a flexible points system.

Q How much does membership cost, and what's included?

Membership for the 2026 Season is **\$1,500** (prior to any promotional voucher or credit). Your fee includes:

- ✦ **8 points** credited at the start of the season
- ✦ **2 complimentary guest passes**
- ✦ Member Services, the member portal, and the seasonal Pairings Calendar
- ✦ First access to apply for the 2027 Season

Q Is there more than one membership tier?

No. For the 2026 Season there is a single tier of membership, built around the points system. Rather than choosing a package, you spend your points however suits your summer.

Q How long does membership last?

Membership runs for a single season. The 2026 Season closes on **September 30, 2026**, and membership does not renew automatically. Members in good standing receive first access to apply for the 2027 Season.

Q Who is eligible to join?

Because alcohol is served in connection with the program, membership is limited to individuals who are **21 years of age or older**. Members confirm they have the legal capacity to enter the agreement and that the information they provide is accurate.

Q Can I transfer or gift my membership?

Membership is personal and **non-transferable** — it can't be sold, assigned, gifted, or leased without Chicago Fleet Charters' prior written consent. You may, however, redeem your points for guests you personally host on a booking.

SPENDING YOUR SEASON

THE POINTS SYSTEM



Q How do points work?

You receive eight points at the start of the season and redeem them — in any combination — to book offerings, until your balance reaches zero. A single lounge seat costs one point; a full celebration cruise costs more. You decide how to spend the season.

Q What can I book, and how many points does each option cost?

REDEMPTION	POINTS
One Lounge Night seat	1
One Sunday Lounge seat	1
Guest at a Lounge Night (per guest)	1
Skyline Cruise (2 hrs)	6
Lakefront Cruise (4 hrs)	8
Harbor Social Cruise (2 hrs, catered)	7
Signature Celebration Cruise (4 hrs, catered)	10
Dockside Social (2 hrs, catered)	6
Signature Dockside Experience (4 hrs, catered)	10

Q Can I bring a group up to the boat's capacity — and what does that cost in points?

Yes. A private cruise or dockside social reserves the **whole vessel**, so once you've booked it you can bring guests right up to its capacity — **up to 6 on a private cruise** and **up to 10 at a dockside social** — with no additional points per guest. (Lounge nights work differently: those are individual seats, so each non-member guest is one point after your two complimentary passes.)

For example: say you've used 4 of your 8 points on lounge evenings, leaving 4. A 2-hour Skyline Cruise is 6 points and seats up to six. Add the 2 points you need with a quick note to our Guest Services Team (**\$100 per point**), and you can take the whole cruise for yourself and up to five guests — all on one booking. A Dockside Social welcomes up to ten the same way: book the experience, then fill the boat.

Q Can I buy more points?

Yes. Additional points are available any time during the season at **\$100 per point**. They redeem exactly like the points granted at enrollment and are subject to the same terms.

Q Do unused points roll over to next year?

No. Points don't roll over. Any unused balance is forfeited at **11:59 PM Central Time on September 30, 2026**. We'll send monthly summaries so you can keep an eye on your balance.

Q Do points have any cash value?

No. Points have no cash value, aren't redeemable for cash, and aren't refundable or replaceable once forfeited. They are simply a contractual right to book offerings on the terms described in the agreement.

Q Will the 2026 point costs change after I join?

No. Your 2026 point costs won't increase after you accept the agreement. Values may be revised for the 2027 Season.

THE OFFERINGS



Q What kinds of experiences can I book?

Three kinds:

- ✦ **Lounge Nights & Sunday Sessions** — relaxed evenings aboard with curated pairings.
- ✦ **Private Cruises** — Skyline, Lakefront, Harbor Social, and Signature Celebration cruises on Lake Michigan.
- ✦ **Dockside Socials** — stationary experiences aboard the vessel at the slip, with catered food.

Q When do Lounge Nights and Sunday Sessions take place?

Lounge Nights run on **Tuesday, Thursday, and Friday evenings beginning at 6:00 PM**. Sunday Lounge sessions run in two rolling windows beginning at **3:00 PM and 5:30 PM**. Each window is 2.5 hours, with a maximum of six guests per session.

Q What's the difference between a cruise and a dockside social?

A **private cruise** takes you out on Lake Michigan with a licensed captain, fuel, and onboard restroom access (up to 6 guests). A **dockside social** is a stationary experience aboard the yacht while it's docked — exclusive access, catered food, and marina restroom access, with no underway motion (up to 10 guests).

Q How many guests can I have aboard?

Capacity is set by the vessel's U.S. Coast Guard certification and is non-negotiable: **up to 6 guests** for any Lounge Night, Sunday session, or private cruise; and **up to 10 guests** for any dockside social or signature dockside experience. The licensed captain and crew don't count toward these limits.

Q What is the Pairings Calendar?

It's the seasonal calendar of curated food-and-beverage pairings planned for each Lounge Night and Sunday session, published on the member portal. We may adjust it for supplier availability, weather, or operations, and will post any updates online.

GUESTS & GUEST PASSES



Q How do guest passes work?

Each member receives **2 complimentary guest passes** per season, issued digitally. A guest pass admits one non-member to a single Lounge Night, Sunday session, or other eligible offering **without spending a point**. After your two passes are used, additional non-member guests can join by redeeming one point per guest, subject to capacity.

Q What information do I need to provide for my guests?

At the time of booking, you'll provide each guest's **full name, email address, and mobile phone number** so we can send arrival communications and the required liability waiver for signature.

Q Am I responsible for my guests?

Yes. As the member, you're responsible for the conduct, dress, punctuality, and waiver execution of any guest you bring aboard. Each guest counts toward the on-board capacity and is bound by the same house standards as members.

RESERVING YOUR TIME

BOOKING & ARRIVAL



Q How do I make a booking?

Book through the **member portal** at chicagofleetcharters.com, or by phone with the CFC Guest Services Team. All requests are reviewed for capacity and availability — submitting a request doesn't guarantee a reservation; a booking is confirmed only once we approve it. Please allow up to **48 hours** for a response.

Q Are there booking deadlines I should know about?

A few key ones:

- ✦ **Catering & guest counts** must be finalized at least **10 days** before your booking date.
- ✦ **Arrival:** all guests should arrive at least **30 minutes early** for check-in and a mandatory safety briefing.
- ✦ **Departure times are fixed** — they aren't extended for late arrivals, and time missed is forfeited.

Q What if I book catering close to my event date?

For bookings made within **5 days** of the event, catering can't be guaranteed. If we can't secure it, we'll let you know before final approval, and you may choose to: transfer to an available dockside social, take a **\$300 catering credit** toward the booking, or cancel and receive a full refund of any out-of-pocket amount plus reinstatement of points used.

Q How do I pay for a booking?

Approved reservations are finalized with Guest Services, and any out-of-pocket amount is paid in full at booking. We accept all major credit cards. When a booking is made entirely with points, no cash is due — except for any gratuities, add-ons, or other charges you elect.

WHEN PLANS CHANGE

CANCELLATIONS & WEATHER



Q What is the cancellation policy?

Cancellations must reach us no later than **72 hours** before the scheduled start, via the member portal or by phone with Guest Services.

Q What is a Goodwill Cancellation?

Each member gets **one Goodwill Cancellation per season** — it lets you cancel a single booking inside the 72-hour window, for any reason, with no point forfeiture. It must be communicated by you and doesn't apply to a no-show.

Q What happens if I cancel late again, or don't show up?

A **second late cancellation** in the same season forfeits one point as a fee, in addition to the points originally redeemed.

A **No-Show** (failing to appear within 30 minutes of the start without prior cancellation) results in forfeiture of the points redeemed. A second no-show deducts two additional points; a third no-show ends membership without refund.

Q What if Chicago Fleet Charters cancels for weather?

Safety comes first. If we cancel or reschedule for weather or safety, your booking is returned **in full** — all points restored and any payment refunded or credited — and we'll make reasonable efforts to offer two replacement dates within seven days.

Q What if the vessel becomes unavailable for an extended period?

We operate a single vessel. If circumstances beyond our control (mechanical issues, weather, harbor closures, and similar events) make it unavailable for more than 30 continuous days, the agreement provides for reinstatement of affected points or a pro-rata credit of the membership fee, at CFC's election.

FOOD & DRINK

ALCOHOL & BYOB



Q Is alcohol served aboard?

Chicago Fleet Charters does not hold a liquor license and does not sell alcohol per drink. Any alcohol served as part of an offering is poured by a **licensed, insured third-party bar service**. Beverages at lounge nights, Sunday sessions, and certain catered cruises are included as part of the offering and your point redemption.

Q Can I bring my own bottle?

On the private cruises where BYOB is expressly offered, guests are welcome to bring **one bottle per person**. Members and guests are responsible for complying with applicable laws and the on-board conduct standards.

Q What are the age rules for alcohol?

No one under 21 may consume alcohol at any offering. Valid government-issued photo ID may be requested, and service may be refused or discontinued to anyone who can't verify age or appears intoxicated. As the member, you're responsible for ensuring no one under 21 in your party consumes alcohol.

GOOD TO KNOW

PHOTOS, PRIVACY & RENEWAL



Q Will I be photographed, and can I opt out?

We may photograph or record activities aboard and at affiliated venues for our brand library and marketing, unless you opt out. You can **opt out per booking** using the option on the booking form — on your own behalf and your guests'. You keep the rights to photos you take, and grant us a license to repost public social posts that tag us.

Q How is my personal information handled?

We collect your contact and booking details solely to administer the program and **do not sell, rent, or share** member data with third parties for marketing. You may request a copy, correction, or deletion of your data at any time by contacting the Operations Office; we respond within 14 business days.

Q Can I renew for the 2027 Season?

Membership doesn't renew automatically. Members in good standing at the close of 2026 receive **first access** to the 2027 application process. Continuing requires a new application and a 2027 Member Agreement on the then-current terms.

Q How do I get in touch?

Reach our Guest Services Team at **(708) 505-9841** or **info@chicagofleetcharters.com**, or visit chicagofleetcharters.com. We're glad to help with enrollment, bookings, and any questions about your season.

Your season on the water begins here.

(708) 505-9841 ★ chicagofleetcharters.com ★ info@chicagofleetcharters.com

Burnham Harbor · Chicago, Illinois · © Chicago Fleet Charters — The Lakefront Lounge
These FAQs are a summary for convenience. The Lakefront Lounge Member Agreement governs all terms of membership.