



## TERMS AND CONDITIONS



**Important Notice:** All of your legal rights and responsibilities concerning your travel are contained in the terms and conditions of the passenger ticket contract, which are binding upon you and the Travel Operator(s). Every Travel Operator, such as a passenger cruise line or tour operator, publishes its complete passenger ticket contract terms and conditions on its website, usually under the category of "Legal & Privacy." For complete information on terms and conditions, itineraries, liability and liability limits of the Travel Operator(s), please access your Travel Operators website or contact your Personal Cruise Consultant. All disputes and matters whatsoever arising under, in connection with or incident to travel shall be litigated, if at all, in the jurisdiction determined at the Travel Operator(s)' sole discretion to the exclusion of all other courts of any state, territory or country.

White Glove Cruises, LCC dba Cruise Division and its Affiliates assume no liability for passengers and baggage during travel. All disputes and matters arising with White Glove Cruises, LCC and its Affiliates shall be litigated, if at all, in a court of competent jurisdiction in Broward County, Florida to the exclusion of all other courts of any state, territory or country.

**Guarantee and Rate:** Travel rates can change after deposit or full payment in the case of increases in operating costs, tariffs, fuel surcharges or taxes prior to travel, and Travel Operator(s) reserve the right to add a surcharge. You are responsible for these charges. Special airfares, particular rooms, and cabins are capacity-controlled and subject to availability on a particular date.

**Embarkation and Disembarkation:** Embarkation and disembarkation ports are subject to confirmation based on applicable maritime and port authority regulations and port availability. You are strongly advised to plan air arrivals a day prior to ship departure to ensure you are able to meet the scheduled embarkation. You are responsible for all additional expenses if you fail to make a scheduled embarkation. On disembarkation, we recommend allowing at least six hours plus travel time from port to airport to allow for clearing of customs, collection of baggage and clearing airport security. It may not be necessary to arrive a day prior if you are purchasing air from the cruise line.

**Passport and Visa:** It is your responsibility to have a passport acceptable for travel to the Travel Operator and to have the required visas for those countries that you may wish to visit. As early as June 2009, trips outside the United States—including to the Caribbean—will require a valid passport for all guests including minors. Most countries require a passport that expires at least six months after the embarkation date. We suggest that you also have available current medical records confirming that all requirements for travel on the particular itinerary have been complied with; including any vaccinations as maybe suggested or required.

**Itinerary:** All itineraries, including points of embarkation and debarkation, are at the sole discretion of the Travel Operator(s) and may be modified up to and including the voyage for any reason, including weather conditions, mechanical difficulties, port availability, and other Acts of God or force majeure. Voyage itineraries are subject to alteration without notice, and refunds or credits, if any, are at the complete discretion of the Travel Operator(s).

**Past Guest Programs:** Most Travel Operators have special incentives for past guests. Inform your Personal Cruise Consultant if you may be eligible.

**Fares and Prices:** Most cruise fares include ship accommodation, ocean, river or canal transportation, and most meals and entertainment while on board. Generally, personal items, specialty restaurants, shore excursions, alcoholic beverages, soft drinks, laundry and dry cleaning, and beauty and spa services are not included. Cruise fares and prices are generally quoted in US\$, per person, double occupancy, excluding government taxes, fees or surcharges. Land and hotel programs vary considerably in how they are quoted, and you are advised to take special care to understand what you are paying and what is included in the price. In our marketing, "From" price ranges are given when there are different prices across multiple dates. Not all dates are necessarily available because cabins sell quickly within a particular cabin category. All deals are subject to availability. Prices and

special deals cannot be guaranteed until a deposit has been accepted by the cruise line. Free air promotions do not include air taxes and other fees, unless otherwise noted, and are generally specific to particular gateways. Other gateways may be available at an extra charge.

**Air Promotion:** Most cruise line "Free Air" promotions have limitations and do not include several charges. Most commonly, air promotions apply to economy, round-trip flights only from select gateways and do not include ground transfers, air taxes and fuel surcharges. Additional gateways may or may not be available at an additional charge, and air ticketing fees generally apply.

**Deposits, Payment Policies, Cancellation Policies and Travel Insurance:** Travel Operators require deposits to confirm reservations, and all reservations are subject to cancellation if payments are not received by the due date. Unless you provide specific notice to White Glove Cruises, LCC, we will use the credit card that you used to make the deposit to make the final payment. Final payment dates and cancellation penalties vary depending on Travel Operator, itinerary and date of travel. In the event any Travel Operator does not charge your credit card in a timely basis, they reserve the right to charge it at anytime, including after your travel date. White Glove Cruises, LCC and its affiliates generally process your credit card directly with the Travel Operator except where White Glove Cruises, LCC is the operator, such as with cruises under its own private charter, or where White Glove Cruises, LCC or its affiliates have already otherwise paid the Travel Operator. Travel Operator cancellation charges depend upon date of cancellation, and generally go to 100% of the Cruise or CruiseTour fare. Travel Operator(s) penalties and fees apply even in the direst circumstances and White Glove Cruises, LCC shall not intercede with any Travel Operator concerning its Cancellation Policies. White Glove Cruises, LCC and its affiliates advise you that the only way to protect yourself and your investment is to purchase and maintain adequate travel insurance. Note that final payment dates are estimates, and final payments may be charged up to 60 days before or after the date listed without notice. Cancellations must be faxed to 9954-962-5407 or emailed to [cdvcancel@cruisivedivision.com](mailto:cdvcancel@cruisivedivision.com).

**Documents:** Documents are generally issued three weeks prior to departure. Early documents are sometimes available at an additional charge. It is our experience that Travel Operators will not provide accurate information regarding when your documents are going to be or have been sent if you speak to them directly. If you need your documents sent to a different address, or sent to two different locations, please specify it to your Personal Cruise Consultant as soon as possible. White Glove Cruises, LCC and its affiliates check all documents for accuracy before they are sent, but you should check them as well. Your name as it appears on your ticket must match your name as it appears on your passport exactly.

**Changes to a Reservation:** Once a booking has a deposit, Travel Operator(s) reserve the right to charge for all changes. Last-minute changes often result in the loss of the advantages you may have gained by early planning. Unless otherwise specified, Travel Operator(s) reserve the right to change cabin assignment within the same category or to upgrade guest(s) to a more expensive category accommodation at no additional cost.

**Travel Insurance:** The only way to protect your investment is with travel insurance. White Glove Cruises, LCC cannot intercede on your behalf with your Travel Operator(s) due to your lack of caution in waiving insurance. Be certain that you increase the coverage as you purchase additional components to your travel. Our experience indicates that purchasing travel insurance from a cruise line, and not directly from the insurance company, often leads to poor results. We recommend only Travel Guard Travel, which we will sell directly to you, and we cannot provide assistance with claims to other vendors. Review your policy when it arrives and contact the provider if it does not arrive within seven days of purchase. If you do not have your policy you cannot prove coverage.

**Smoking and Alcoholic Beverages:** Cruise Lines have banned smoking from most public areas, and some from the entire ship. Most cruise lines also have restrictions on the transportation and consumption of alcohol.

**Gratuities:** Gratuity policies vary across travel operators, and are constantly changing. Most ship staff is paid solely through tips. We encourage you to be generous to staff for a job well done.

**Refusal of Passage:** With no restrictions relating to race, religion or national identity, Travel Operators reserve the right to decline, accept, or retain any person as a passenger at anytime on a cruise or flight.

**Valuables:** White Glove Cruises, LCC and its affiliates are not responsible for your baggage and valuables during travel. Most Travel Operators do not accept responsibility for personal and valuable items during baggage handling. Valuable items and medication should not be in your checked luggage, but should be in the bag you carry with you throughout flights, transfers, and getting on and off vessels.

**Special Needs:** Whenever possible, most Travel Operators try to accommodate passengers with special needs. Limitations apply. Be sure to fully describe to your Personal Cruise Consultant any special needs you may have so that they may advise the necessary Travel Operators.

**Children/Minors:** Many Travel Operators restrict the travel of minors and many do not accept young children, or have no appropriate facilities.

**Pregnancy:** Expectant mothers should inquire as to possible restrictions on travel. Many cruise lines do not accept expectant mothers after a certain week of pregnancy.

**Medical Services:** To receive assistance, you must notify Travel Operators in advance of travel. Medical facilities are limited, and you may not be accepted for travel. Medical personnel on board, if any, are independent contractors, and neither Travel Operators nor White Glove Cruises, LCC are responsible for diagnosis, treatment, or services furnished by shipboard medical personnel. Passengers potentially dangerous to themselves or others must be reported in writing at the time of boarding. Many ports cannot accommodate passengers with limited mobility.

**Acts of God, Strike, or Other Conditions beyond Control:** Neither White Glove Cruises, LCC, its affiliates nor, generally, Travel Operator(s) shall be liable for delay or inability to perform caused by or arising out of strikes, lockout, labor difficulties or shortages whether a party or not, or any other Act of God, force majeure or other circumstances beyond their control.

**Cruise Line Air Program:** Cruise lines generally purchase their air tickets at the last moment and spare expense without regard to the number of stops or connections, the length of your layover, whether it is too late to receive assigned seats or even travel on the same plane as your traveling companion(s). The benefits are that cruise line air may be free, less expensive, or include transfers, and the line may take ultimate responsibility for getting you to the ship in case of cancellation or delay. White Glove Cruises, LCC recommends that you purchase your own air, arrive several days early, and enjoy a pre-cruise hotel stay and tour. Air tickets issued by White Glove Cruises, LCC are non-refundable or refundable only to White Glove Cruises, LCC. If White Glove Cruises, LCC or its affiliates assists you in purchasing a ticket through a third party, such as Expedia or Travelocity, you bear all cost of any errors, changes or cancellations, even if the error is made by White Glove Cruises, LCC.

**Error or Omissions:** White Glove Cruises, LCC and its affiliates reserves the right not to honor published prices that it determines were erroneous due to printing, electronic, or clerical error.

**Communication:** White Glove Cruises, LCC and its affiliates reserve the right to call and e-mail you from time to time with travel offers. If you prefer not to be contacted in a particular manner, we honor such requests.