



## **SHORE EXCURSIONS TERMS & CONDITIONS**

### **RESPONSIBILITY**

The provisions in the Booking Conditions (or 'Passage Contract' in the case of our US guests) and these terms and conditions govern Cunard's responsibility to guests in respect of shore excursions. Participation by a guest in shore excursions is upon such guest's acceptance of such terms and conditions. Participation may also be subject to the independent tour operators' own terms and conditions. We will arrange for shore excursions to be performed by an independent local excursion provider. Cunard does not provide or supply the excursion services. We will exercise reasonable care and skill in selecting the excursion providers and require them to comply with all relevant local, national and /or international standards and legislation. The health, safety and comfort of our guests is paramount. We therefore require all shore excursion providers to have insurance and to have and to adhere to their own safety management systems. Cunard shall have no liability under any circumstances for claims arising as a result of the passenger participating in excursions or activities of any kind, please be aware that Cunard will invoice you for all medical care given onboard and you will also be responsible for the cost of any hospital visits on land. Cunard assumes no responsibility or liability for any goods purchased while participating in a shore excursion. Any purchase ashore is solely between the guest and the vendor.

### **INSURANCE**

The extent of insurance coverage in foreign countries varies widely and depends on their laws and customs. Cunard recommends to its US guests, and requires all other guests, to obtain your own insurance protection before leaving home against loss or damage to baggage and personal effects, trip cancellation and emergency evacuations, accidental death or injury, illness and medical expenses sustained or incurred in connection with your voyage. Cunard cannot assume liability for baggage or other personal effects lost or damaged while those items are in the custody of an airline, hotel or other service providers.

### **ACTIVITY BEACH AND WATER RELATED ACTIVITIES**

An Activity symbol or a Beach/Water Related symbol denotes an activity excursion. You and your party should read the sections corresponding to these logos under the Guide to Symbols in this brochure before making a booking. For these excursions, all jewellery should be left on board and clothes and shoes worn should be appropriate to the activity in question. We often give guidance in the tour descriptions, but if you are not sure, please ask.

## **TOUR TIMINGS & ITINERARIES**

The printed duration times for each excursion are approximate and the departure time on your record of shore excursions and excursion ticket will be the time that the last vehicle will leave. The order of sites as advertised within the shore excursion description may vary, and itineraries may operate in reverse order to that described. Prior to arrival in each port of call, the departure times of each excursion will be confirmed in the ship's daily newspaper. Timings are subject to change should the arrival time at any port be delayed, or the itinerary for any particular excursion be amended. Please bear in mind that at some ports of call it will be necessary to walk some distance to reach your mode of transport. The ranges of excursions on offer are dependent on the ship and the date of the call in port.

## **SHORE EXCURSION FARES**

The prices for shore excursions are in U.S. Dollars and are subject to change without notice. Prices may vary by departure date and time and are capacity controlled. Since prices are likely to increase closer to departure, it pays to book early. Once you have booked your shore excursion the price will not change. Charges for your excursions will be added to your on board account and tickets will be delivered to your cabin. If you opt to book your excursions on board, the cancellation deadline for confirmed shore excursion bookings is generally 48 hours prior to the ship's arrival in port. The prices for Shore Excursions are charged per adult, per child and in some cases per vehicle. Prices are in U.S. Dollars and are subject to change without notice. Some shore excursions have a minimum age to participate, which is either set out in the tour description or will be made known to you when booking. In most circumstances the child prices shown apply to children aged 3 to 12 inclusive on the date of sailing, for those excursions deemed suitable for children. Children over the age of 12 will require adult tickets. Infants aged 2 and under on the date of sailing can travel on the excursion free of charge, as long as they do not occupy a seat. However, there may be occasions when this information changes. In these cases notes have been added to the excursion descriptions. Note that all minors (those under 18) must be accompanied by an adult on shore excursions.

## **CANCELLATION & REFUNDS**

In the event of any excursion being cancelled for reasons beyond our control, a full refund will be made. However, should any excursion have to be abandoned or amended after setting off due to reasons beyond our control or difficulties en route, the best possible refund will be arranged according to the circumstances. Shore excursions will operate in all weathers unless the Tour Manager is advised by the local excursion provider that it is inappropriate or unsafe for the excursion to go ahead as planned. We regret that we are unable to refund the cost of excursions that are cancelled by passengers after the cancellation deadline which is generally 48 hours prior to the arrival in port. If you wish to cancel your Shore Excursion before the cancellation deadline you should return your tickets to the Tour Office where a 90% refund will be applied to your onboard account. Reserved excursions can be cancelled or amended at no cost online or by phoning Reservations up to 7 days prior to departure (with the exception of Overland Excursions). All shore excursions require a minimum participation, which if not achieved, may mean the excursion will be cancelled. In this event an alternative may be offered, otherwise a full refund will be given.

## **TRANSPORTATION**

Cunard arranges the best reasonably available means of transportation and local guides. In some countries, the best equipment and guides available may not be up to the same standards available at home; standards of transport vary considerably throughout the world. Air conditioned coaches are not available in some countries, whilst in others local buses are the best that can be provided. Cars or taxis are also used at some ports where coach or bus transportation is not available or limited. Guests are asked to take care when boarding or disembarking vehicles particularly bearing in mind that some vehicles have high steps. All airline space used in touring is economy class unless otherwise specified. Guests wishing to travel together should all meet for the excursion together as this will help the Tour Staff to allocate them space in the same vehicle. For the comfort of all guests, smoking is not permitted aboard any sightseeing vehicle.

## **PRIVATE TOUR TRANSPORT**

If you wish to hire a car, book a private driver and guide for the day, or arrange a private tour for a small group at any of our ports of call, please contact the Tour Office on board at least 48 hours in advance of the call date. Separate terms and conditions apply to these bookings and these will be advised by the Tour Manager onboard before you confirm the booking. If you decide to cancel once the booking has been made, any cancellation fees incurred will be charged to your on board account.

## **MOBILITY**

Guests unable to board a coach by the steps or who are unable to transfer into a standard car should contact the Shore Mobility Advisor by sending an email to the following address: [shoremobilityinfo@carnivalukgroup.com](mailto:shoremobilityinfo@carnivalukgroup.com). The Shore Mobility Advisor will be able to provide advice and assistance in arranging private, tailor made tours in adapted vehicles\*, dependent on availability. \*Adapted vehicles used are those which are deemed suitable by Cunard. Guests unable to board a coach by the steps and who are able to transfer into a standard car (provided the wheelchair is a suitable size to be stored in the trunk) should contact the Tour Office on board. The Tour Office will assist in arranging a private car which will be charged to Guests' onboard account. Guests who are able to board a coach by the steps are referred to the shore excursion descriptions in this brochure, which are set out to offer practical advice based on Cunard's operating experience. You are strongly advised to read the excursion description to ensure that your chosen excursion is suitable for your individual personal requirements. Further advice on the suitability of excursions is available from the Tour Office on board. Taxis are usually available for hire close to the ship's berth should guests wish to travel independently. Guests who use a wheelchair and those who are not fully mobile may be restricted from going ashore at ports where launches are necessary. Prior to requesting your shore excursion, please check if launches will be used to go ashore; these ports are shown on each itinerary with an 'A' symbol. Please consult the Tour office on board for more information.

## **Information Changes**

The information in this brochure and our website represents Cunard's plans and intentions at the time of going to press. For this reason, all information made available on the website and printed in this brochure is subject to alteration. In the event of significant changes or alterations we will where reasonably possible let you know in advance. Please note that the photography in this brochure depicts typical locations and ambience that may be experienced on a shore excursion and that the details and equipment shown may vary from that offered on a particular activity or tour.

Cunard is a business name of Carnival plc,

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THE MOST FAMOUS OCEAN LINERS IN THE WORLD

