



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 other than those arranged by Cunard.

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 that you 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. Baggage is always "at owners expense" at all times.

TOUR TIMINGS

The published duration times for each excursion are approximate and the order of sights visited within the shore excursion description may vary. Itineraries may operate in reverse order to that advertised. Prior to arrival in each port, the departure time of each excursion will be confirmed in the ship's programme. Timings are subject to change should the vessel's itinerary be modified or the itinerary for a particular excursion be amended.

SHORE EXCURSION FARES & ITINERARIES

The prices for shore excursions are in U.S. Dollars and are subject to change without notice. Some of the excursions offer children's prices for ages 4 through to 12 years. Children over the age of 13 will require adult tickets. Infants under the age of 4 can travel on the excursion free of charge provided they do not occupy a seat. There may, however, be occasions when this information changes; in these cases notes have been added to the excursion descriptions. A parent or guardian must accompany those under 18 years of age. Some shore excursions have a minimum age to participate, which is either set out in the excursion description or will be made known to you when booking.

Although all itineraries described in the brochure and on the website are expected to be operated as shown, Cunard and the independent tour operators reserve the right to adjust, alter or cancel itineraries. The local tour operators also reserve the right to refuse service to any participant or group of participants. Prices include transport, meals and refreshments, guides and entrance fees as indicated in the shore excursion description unless otherwise stated. Prices do not include foods and beverages not specified in the description, gratuities,

laundry fees, phone charges, or any expense incurred should you elect to leave the excursion before it is completed.

CANCELLATION & REFUNDS

No refunds can be made on any ticket, coupon or voucher unless notice of cancellation is given before the closing date indicated on the request form for the excursions involved. All tours are subject to a 100% charge if cancelled after the published closing dates for the port in question. These dates are provided by the onboard Tour Office. Failure or inability of the local independent tour operator to include any material feature will entitle guests to a refund of only the portion of the total cost of the tour related directly to the feature excluded. Cunard cannot extend reimbursements to guests for circumstances beyond the control of Cunard.

Shore excursions will operate in all weathers unless the Tour Manager is advised by the local tour operator that it is inappropriate or unsafe for the excursions to operate as planned. 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. The independent tour operator reserves the right to make any alterations that they may deem advisable for the comfort of the guests, bearing in mind the convenience and best interest of each group.

TRANSPORTATION

Cunard uses 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 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

In many ports of call private cars with guides are available. The Tour Office on board can assist you with such arrangements. Requests for private arrangements should be made at least 48 hours in advance of the vessel's arrival in port. These arrangements will be charged to your onboard account and are subject to a 100% cancellation charge if cancelled after booking. Separate terms and conditions apply to such arrangements.

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. 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.

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.

TRAVEL DOCUMENTS

All guests must be in possession of a valid passport, necessary visas and health documents, as required by the countries visited. All travel documents are the sole responsibility of the individual guest. To avoid unnecessary disappointment, consult your travel agent or personal physician for the current requirements for countries you plan to visit

The information in the brochure and on 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 is subject to alteration. In the event of such changes or alterations, where possible, you will be advised in advance, and thus all information on our website is subject to alteration. Please note that the photography in the brochure and on our website 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.