

Kennel Booking Terms and Conditions – May 2026

These Terms and Conditions apply to all kennel bookings on board Cunard's Queen Mary 2 made on or after 18 May 2026. By making a kennel booking, you agree to be bound by these Terms and Conditions. Kennel availability is subject to capacity and confirmation at the time of booking. Cunard reserves the right to limit the number of kennels available on any voyage.

Fee and Booking

A kennel fee of USD \$2,500 is payable per kennel, per voyage (**Kennel Fee**). The Kennel Fee is payable in addition to any passenger voyage fares for the associated Cunard voyage and applies regardless of voyage duration or destination. Kennel bookings must be made through Cunard's Customer Service Department by calling (US) (800) 728-6273.

Payment

A non-refundable deposit of USD \$250 is required at the time of booking (**Kennel Deposit**). The balance of the Kennel Fee is due on the same date as the balance payment for the corresponding Cunard voyage fare, which is ordinarily 120 days prior to departure. Failure to pay the balance of the Kennel Fee by the due date may result in automatic cancellation of the kennel booking and forfeiture of the Kennel Deposit.

Cancellation by Guest

You may cancel your kennel booking at any time. However, if you cancel your kennel booking, the cancellation charges set out below will apply. Where you also cancel the associated voyage, these charges will apply in addition to any cancellation charges payable under Cunard's Booking Conditions or Passage Contract applicable to that voyage. Cancellation charges are calculated as a percentage of the total Kennel Fee and increase as the voyage departure date approaches.

Days prior to departure of voyage	Cancellation charge (USD)
120+ days -	\$250 (10% of Kennel Fee)
119-90 days	\$625 (25% of Kennel Fee)
89-60 days	\$1,250 (50% of Kennel Fee)
59-30 days	\$1,875 (75% of Kennel Fee)
29 days or less	\$2,500 (100% of Kennel Fee) (no refund)

Cancellation by Cunard

Cunard reserves the right to cancel a kennel booking at any time prior to departure. Where Cunard cancels a kennel booking, you will receive a full refund of all Kennel Fees paid, including the Kennel Deposit. No additional compensation or damages will be payable by Cunard.

These Terms and Conditions are subject to and incorporate Cunard's standard Booking Conditions and/or Passage Contract applicable to the Cunard voyage associated with your kennel booking. In the event of any conflict, these kennel-specific Terms and Conditions shall prevail in relation to kennel bookings only. All other terms, conditions, and limitations are excluded. Cunard reserves the right to amend these Terms and Conditions at any time.