



Shore experiences terms and conditions

Safety on experiences

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 experiences. Participation by a guest in shore experiences is conditional 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 experiences to be performed by an independent local experience provider. Cunard does not provide or supply the experience services. We will exercise reasonable care and skill in selecting the experience 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 experience providers to have insurance and to have and to adhere to their own safety management systems. However, you should still take care for your own safety and that of any children there may be in your party. Shore experiences will operate in all weathers unless it is advised by the local provider that it is inappropriate or unsafe for the experience to go ahead as planned. We want you to enjoy every aspect of your holiday so please read the information about the experiences very carefully and take reasonable precautions for your own safety and that of those in your party. Please ensure that you have read the *Guide to symbols and important information* sections.

Please note that in relation to all experiences Cunard is not responsible or liable for any loss, damage, or injury sustained by you unless such loss, damage or injury arises out of a breach of legal duty of Cunard. Cunard will not in any circumstances have a greater liability than the experience supplier and Cunard shall not be responsible for the negligent acts/omissions of the experience supplier. 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 experience. 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.

Shore experience fares

The prices for shore experiences 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 and paid for your shore experience the price will not change. Pre-booked shore experiences will be charged to a valid credit card prior to the start of your cruise. Charges for your experiences booked once the voyage has started will be added to your on board account. Tickets will be delivered to your cabin. The prices for shore experiences are charged per adult, per child and in some cases per vehicle. Some shore experiences 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 experiences 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 experience free of charge, as long as they are seated on your lap. However, there may be occasions when this information changes. In these cases notes have been added to the experience descriptions. Please ensure that you book a tour ticket for your infant.

Note that all minors (those under 18) must be accompanied by an adult on shore experiences.

Tour timings and itineraries

The published duration for each experience is approximate and the departure time on your tour tickets is the time that the last vehicle will leave. Prior to arrival in each port of call, the departure time of each experience will be confirmed in the ship's programme. Timings are subject to change, should the arrival time at any port be delayed, or the itinerary for any particular experience be amended. The order of advertised sites within the shore experience description may vary, and itineraries may operate in reverse order to that described. 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 experiences on offer are dependent on the ship and the date of the call in port.

Cancellations & refunds

You may cancel or amend the majority of reserved experiences at no cost online through My Cunard or by phoning Reservations up to **3 days** in advance of sailing. There may, however, be shore experiences that are non-refundable or incur a cancellation penalty or have an earlier cancellation deadline; details of this will be contained in the tour description.

(i) Pre-paid shore experience bookings

Once on board, if you wish to cancel your shore experiences before the cancellation deadline (generally 48 hours prior to the arrival in port) a 10% cancellation fee will be applied to your onboard account and the full amount paid will be refunded to your original credit/debit card.

We regret that we are unable to refund the cost of experiences that are cancelled by guests after the cancellation deadline. If you do wish to cancel your shore experience after the cancellation deadline we will credit the original credit /debit card with the full amount paid, however a 100% cancellation fee will be posted to your onboard account. In order to process any cancellations, tickets must be returned to the onboard Tour Office.

(ii) Shore experience bookings made on board

If you wish to cancel your shore experience before the cancellation deadline (generally 48 hours prior to the arrival in port) you should return your tickets to the Tour Office where a 10% cancellation fee will be applied to your onboard account. We regret that we are unable to refund the cost of experiences booked on board that are cancelled by guests after the cancellation deadline.

All shore experiences require a minimum participation, which if not achieved, may mean the experience will be cancelled. In this event an alternative may be offered. We reserve the right to cancel or amend shore experiences prior to commencement for any other reason, including upon operational or commercial grounds, in which case we will make any refunds to your credit/ debit card if booked in advance or your onboard account if booked on board. Should any experience have to be abandoned or amended after setting off, the best possible onboard credit will be arranged according to the circumstances.

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. Subject to availability in selected locations there may be private car

options available to book in advance on My Cunard and full details can be confirmed on board with the shore experience manager.

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 experience 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. Guests are also requested to switch off mobile telephones.

Mobility

Guests unable to board a coach by the steps or who are unable to transfer into a standard car should contact the Accessibility Advisor by sending an email to the following address: accessibility@carnivalukgroup.com. The Accessibility 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 boot of the car) should email accessibility@carnivalukgroup.com for assistance in arranging a private car. Alternatively contact Reservations or the Tour Office on board. Guests who are able to board a coach by the steps are referred to the shore experience descriptions, which are set out to offer practical advice based on Cunard's operating experience. Generally, full size coaches are able to accommodate small, collapsible scooters and /or manual wheelchairs (a limited number per coach). The coach driver is, however, unable to assist with the loading of scooters or wheelchairs into the vehicle. Where minibuses / trolley trains are used to operate shore experiences, the storage space is insufficient to be able to accommodate wheelchairs or scooters. You are strongly advised to read the experience description to ensure that your chosen experience is suitable for your individual personal requirements. Further advice on the suitability of experiences 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 experience,

please check if launches will be used to go ashore. You are reminded that wheelchair assistance, if required, will be provided to assist guests on and off the ship's gangway only.

Information changes

The information 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 significant changes or alterations we will where reasonably possible let you know in advance. Please note that the photography in the brochures and on the website depicts typical locations and ambience that may be experienced on a shore experience 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, 100 Harbour Parade, Southampton SO15 1ST.
THE MOST FAMOUS OCEAN LINERS IN THE WORLD