



# Beers, Wines & Spirits Option

## Terms and Conditions



### What is included:

- ◆ All beers, spirits, liqueurs, cocktails, and wines by the glass retailing up to us\$13.50 per serving as well as all the benefits of the Premium Non-Alcoholic Drinks Option such as unlimited soft drinks, freshly squeezed juices, smoothies, non-alcoholic cocktails, bottles of mineral water, and speciality hot drinks.
- ◆ 20% discount on the following excluded items: Drinks retailing above us\$13.50, some bottles of wine, Cunard Wine Academy, and Cocktail Master Class activities.
- ◆ 15% service charge for all included drinks.

### Package details and qualifications:

- ◆ The Beers, Wines & Spirits Option is charged per person, per day.
- ◆ Each adult assigned to the same stateroom must purchase the same Drinks Option. Sharing is not permitted.
- ◆ The Beers, Wines & Spirits Option applies to every day a guest is sailing other than the day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's voyage are NOT accepted. For avoidance of doubt, if the voyage is advertised as a 7 night voyage, then 7 shall be applied as the multiplier to the price of the Beers, Wines & Spirits Option.
- ◆ The Beers, Wines & Spirits Option may be pre-purchased up to four days prior to boarding the vessel and is offered on board on the first 2 days of your voyage. If you opt to purchase your Beers, Wines & Spirits Option on day two, you pay only for the remaining nights of the voyage.
- ◆ The Beers, Wines & Spirits Option is STRICTLY NOT refundable or transferable once purchased on board. If the Drinks Option is purchased prior to the voyage, it is refundable no later than 3 days prior to departure. A full refund will be applied to the credit/debit card used to make the original payment.
- ◆ Wine will be served in 175ml measures and spirits will be served in 25ml measures with mixer of your choice (double measures for spirits only and premium mixers are available on request).
- ◆ Only one drink at a time may be ordered. There is a minimum 10 minute wait time between ordering drinks. Sharing is not permitted. Guests or family members who would like to enjoy drinks through this Drinks Option must purchase their own sticker.
- ◆ Items selected that exceed us\$13.50 are charged at full menu price minus a 20% discount (the difference cannot be paid).
- ◆ The Beers, Wines & Spirits Option is not available for Charter Cruises.
- ◆ Anyone under the age of 18 may not purchase the Beers, Wines & Spirits Option. Predeparture sales of the Beers, Wines & Spirits Option are subject to the age limit law of the port of departure. During a voyage the legal age limit for service or purchase of alcohol may change depending on different ports of call. This may mean guests who have already purchased the Beers, Wines & Spirits Option will not be served alcoholic drinks in certain territorial waters due to the applicable age limit laws.

### Exclusions and limitations:

- ◆ The Beers, Wines & Spirits Option excludes any drink with a menu price over us\$13.50 and all food items for sale.
- ◆ The Beers, Wines & Spirits Option does not include any items offered in shops on board.

- ◆ The Beers, Wines & Spirits Option cannot be used for Room Service or mini-bar items. Additionally, the Drinks Option cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.
- ◆ The Drinks Option excludes and is not combinable with other Programs, Promotions, on board Special Offers, Speciality Dining cover charges, or food items for sale in all food and beverage venues.
- ◆ The Drinks Option does not include any other merchandise such as tobacco, cigars, cigarettes, and souvenirs.
- ◆ The drinks included in the Beers, Wines & Spirits Option can be consumed in all bars, self service buffet, main restaurants, and alternative dining venues. Availability of specific brands and flavours may vary by ship or venue on board.
- ◆ Cunard reserves the right to introduce exclusions or limitations without prior notice.
- ◆ The Beers, Wines & Spirits Option is only available on voyages of five nights or more. For avoidance of doubt, the voyage element must be advertised as at least a five night voyage.
- ◆ Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Drinks options purchased in advance may vary from on board pricing due to timing, currency fluctuations and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- ◆ Local tax may apply for certain ports or itineraries which may be charged in addition to your Drinks Option.
- ◆ Alcoholic drinks are limited to 15 beverages per 24-hour period (6.00am - 6.00am). Alcoholic drinks requested above the daily limits are at the discretion of the shipboard management and crew. The programme is subject to our Responsible Service of Alcohol Policy which requires bar staff not to serve those they believe to be over a reasonable level of inebriation.
- ◆ Ordering a large glass of wine is not permitted under the programme.
- ◆ All bottles and cans will be served opened.
- ◆ Guests may purchase a round of drinks for themselves and friends. One drink will count towards the Beers, Wines & Spirits Option and the remaining drinks will be charged to the guest's account at full price.
- ◆ Shipboard management reserves the right to refuse the service of alcohol at any time in accordance with our policy for the Responsible Service of Alcohol.
- ◆ Shipboard management also reserves the right to add additional restrictions and revoke or cancel the Beers, Wines & Spirits Option at any point during a guest's voyage for any reason without a refund, as appropriate. A guest's Beers, Wines & Spirits Option may be forfeited if they: - Provide beverages to other guests or do NOT comply with the terms, conditions and limitations. - Exhibit behaviour that is inappropriate, a safety risk to themselves or others, or become offensive or disruptive to other cruise guests or staff. - Exceed, or attempt to circumvent, the daily limits and service limitations outlined.



# Dining Drinks Option

## Terms and Conditions



### What is included:

- ◆ All beers and wines by the glass retailing up to US\$13.50 per serving
- ◆ Soft drinks and fruit juices, non-alcoholic cocktails, and bottled mineral water
- ◆ Union speciality coffees and hot chocolates
- ◆ 20% discount on any drinks not included in the Dining Drinks Option.
- ◆ 15% service charge for all included drinks.

### Package details and qualifications:

- ◆ The Dining Drinks Option is charged per person, per day.
- ◆ Each adult assigned to the same stateroom must purchase the same Drinks Option. Sharing is not permitted.
- ◆ The Dining Drinks Option applies to every day a guest is sailing other than the day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's voyage are NOT accepted. For avoidance of doubt, if the voyage is advertised as a 7 night voyage, then 7 shall be applied as the multiplier to the price of the Dining Drinks Option.
- ◆ The Dining Drinks Option is offered on board on the first 2 days of your voyage. If you opt to purchase your Dining Drinks Option on day two, you pay only for the remaining nights of the voyage.
- ◆ The Dining Drinks Option is STRICTLY NOT refundable or transferable once purchased on board.
- ◆ Wine will be served in 175ml measures.
- ◆ Only one drink at a time may be ordered. There is a minimum 10 minute wait time between ordering drinks. Sharing is not permitted. Guests or family members who would like to enjoy drinks through this Drinks Option must purchase their own sticker.
- ◆ Items selected that exceed us\$13.50 are charged at full menu price minus a 20% discount (the difference cannot be paid).
- ◆ The Dining Drinks Option is not available for Charter Cruises.
- ◆ Anyone under the age of 18 may not purchase the Dining Drinks Option. During a voyage the legal age limit for service or purchase of alcohol may change depending on different ports of call. This may mean guests who have already purchased the Dining Drinks Option will not be served alcoholic drinks in certain territorial waters due to the applicable age limit laws.

### Exclusions and limitations:

- ◆ The Dining Drinks Option excludes any drink with a menu price over US\$13.50 and all food items for sale.
- ◆ The Dining Drinks Option does not include any items offered in shops on board.
- ◆ The Dining Drinks Option cannot be used for Room Service or mini-bar items. Additionally, the Drinks Option cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.

- ◆ The Drinks Option excludes and is not combinable with other Programs, Promotions, on board Special Offers, Speciality Dining cover charges, or food items for sale in all food and beverage venues.
- ◆ The Drinks Option does not include any other merchandise such as tobacco, cigars, cigarettes, and souvenirs.
- ◆ Drinks included in the Dining Drinks Option can only be consumed when accompanied by a meal in the main dining, buffet, and alternative dining venues, and during the following times (timings may vary):  
Breakfast: 7.00am – 10.00am  
Lunch: 11.30am – 2.30pm  
Dinner: 6.00pm – 9.00pm
- ◆ Drinks can not be taken away from the venue.
- ◆ Cunard reserves the right to introduce exclusions or limitations without prior notice.
- ◆ The Dining Drinks Option is only available on voyages of 75 nights or more.
- ◆ Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Drinks options purchased in advance may vary from on board pricing due to timing, currency fluctuations and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- ◆ Local tax may apply for certain ports or itineraries which may be charged in addition to your Drinks Option.
- ◆ Alcoholic drinks are limited to 9 beverages per 24-hour period (6.00am - 6.00am). Alcoholic drinks requested above the daily limits are at the discretion of the shipboard management and crew. The programme is subject to our Responsible Service of Alcohol Policy which requires bar staff not to serve those they believe to be over a reasonable level of inebriation.
- ◆ Ordering a large glass of wine is not permitted under the programme.
- ◆ All bottles and cans will be served opened.
- ◆ Guests may purchase a round of drinks for themselves and friends. One drink will count towards the Dining Drinks Option and the remaining drinks will be charged to the guest's account at full price.
- ◆ Shipboard management reserves the right to refuse the service of alcohol at any time in accordance with our policy for the Responsible Service of Alcohol.
- ◆ Shipboard management also reserves the right to add additional restrictions and revoke or cancel the Dining Drinks Option at any point during a guest's voyage for any reason without a refund, as appropriate. A guest's Dining Drinks Option may be forfeited if they:
  - Provide beverages to other guests or do NOT comply with the terms, conditions and limitations.
  - Exhibit behaviour that is inappropriate, a safety risk to themselves or others, or become offensive or disruptive to other cruise guests or staff.
  - Exceed, or attempt to circumvent, the daily limits and service limitations outlined.



# Premium Non-Alcoholic Drinks Option

## Terms and Conditions



### What is included:

- ◆ Unlimited access to a wide variety of artisan soft drinks, bottled mineral water, freshly squeezed juices, smoothies, speciality hot drinks, and hand-crafted, non-alcoholic cocktails.
- ◆ 15% service charge for all included drinks.

### Package details and qualifications:

- ◆ The Premium Non-Alcoholic Option is charged per person, per day.
- ◆ Each guest assigned to the same stateroom, with the exception of infants aged 3 years and under, must purchase the same Drinks Option. Sharing is not permitted.
- ◆ The Premium Non-Alcoholic Drinks Option applies to every day a guest is sailing other than the day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's voyage are NOT accepted. For avoidance of doubt, if the voyage is advertised as a 7 night voyage, then 7 shall be applied as the multiplier to the price of the Drinks Option.
- ◆ The Drinks Option may be pre-purchased up to four days prior to boarding the vessel and is offered on board on the first 2 days of your voyage. If you opt to purchase your Drinks Option on day two, you pay only for the remaining nights of the voyage.
- ◆ The Drinks Option is STRICTLY NOT refundable or transferable once purchased on board. If the package is purchased prior to the voyage, it is refundable no later than 3 days prior to departure. A full refund will be applied to the credit/debit card used to make the original payment.
- ◆ Only one drink at a time may be ordered. There is a minimum 10 minute wait time between ordering drinks. Sharing is not permitted. Guests or family members who would like to enjoy the Drinks Option must purchase their own sticker.
- ◆ Non-alcoholic items that are not included but listed above are charged at full menu price minus a 20% discount (the difference cannot be paid).
- ◆ The Drinks Option is not available for Charter Voyages.

### Exclusions and Limitations:

- ◆ The Premium Non-Alcoholic Drinks Option excludes all food items for sale.
- ◆ The Drinks Option does not apply to any items offered in shops on board.
- ◆ The Drinks Option cannot be used for Room Service or mini-bar items. Additionally, the Drinks Option cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.
- ◆ Excludes and is not combinable with other Programs, Promotions, On board Special Offers, or Events.
- ◆ The drinks included in the Drinks Option can be consumed in all bars, self-service buffet, main restaurants, and alternative dining venues. Availability of specific brands and flavours may vary by ship or venue on board.
- ◆ Cunard reserves the right to introduce exclusions or limitations without prior notice.
- ◆ The Premium Non-Alcoholic Drinks Option is only available on voyages of five nights or more. For avoidance of doubt, the voyage element must be advertised as at least a five night voyage.
- ◆ Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Drink Options purchased in advance may vary from on board pricing due to timing, currency fluctuations and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- ◆ All bottles and cans will be served opened.
- ◆ Guests may purchase a round of drinks for themselves and friends. One drink will count towards the Premium Non-Alcoholic Drinks Option and the remaining drinks will be charged to the guest's account at full price.
- ◆ Local tax may apply for certain ports or itineraries which may be charged in addition to your Drinks Option.
- ◆ Shipboard management also reserves the right to add additional restrictions and revoke or cancel the drinks Premium Non-Alcoholic Drinks Option at any point during a guest's voyage for any reason without a refund, as appropriate. A guest's Drinks Option may be forfeited if they provide beverages to other guests or do NOT comply with the terms, conditions and limitations of the Drinks Option.



# Speciality Hot Drinks Option

## Terms and Conditions



### What is included:

- ◆ Unlimited Union speciality coffees, Tea Forté infusions, and hot chocolates.
- ◆ 15% service charge for all included drinks.

### Package details and qualifications:

- ◆ The Speciality Hot Drinks Option is charged per person, per day.
- ◆ Each guest assigned to the same stateroom must purchase or sign up for the same Drinks Option. Sharing is not permitted.
- ◆ The Speciality Hot Drinks Option applies to every day a guest is sailing other than the day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's voyage are NOT accepted. For avoidance of doubt, if the voyage is advertised as a 7 night voyage, then 7 shall be applied as the multiplier to the price of the Speciality Hot Drinks Option.
- ◆ The Speciality Hot Drinks Option may be pre-purchased up to four days prior to boarding the vessel and is offered on board on the first 2 days of your voyage. If you opt to purchase your Speciality Hot Drinks Option on day two, you pay only for the remaining nights of the voyage.
- ◆ The Speciality Hot Drinks Option is STRICTLY NOT refundable or transferable once purchased on board. If the package is purchased prior to the voyage, it is refundable no later than 3 days prior to departure. A full refund will be applied to the credit/debit card used to make the original payment.
- ◆ Only one drink at a time may be ordered. There is a minimum 10 minute wait time between ordering drinks. Sharing is not permitted. Guests or family members who would like to enjoy speciality hot drinks through this Drinks Option must purchase their own sticker.
- ◆ The Speciality Hot Drinks Option is not available for Charter voyages.
- ◆ Any guest may purchase the Speciality Hot Drinks Option for themselves, regardless of age.

### Exclusions and limitations:

- ◆ The Speciality Hot Drinks Option excludes liqueur coffees and hot chocolates, and any other beverages other than coffee, teas, and hot chocolates.
- ◆ The Speciality Hot Drinks Option does not apply to any items offered in shops on board.
- ◆ The Speciality Hot Drinks Option cannot be used for Room Service or mini-bar items. Additionally, the Drinks Option cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.
- ◆ Excludes and is not combinable with other Programs, Promotions, On board Special Offers, or Events.
- ◆ The drinks included in the Speciality Hot Drinks Option can be consumed in all bars, self-service buffet, main restaurants, and alternative dining venues. Availability of specific brands and flavours may vary by ship or venue on board.
- ◆ Cunard reserves the right to introduce exclusions or limitations without prior notice.
- ◆ The Speciality Hot Drinks Option is only available on voyages of five nights or more. For avoidance of doubt, the voyage element must be advertised as at least a five night voyage.
- ◆ Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Drink Options purchased in advance may vary from on board pricing due to timing, currency fluctuations, and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- ◆ Guests may purchase a round of hot drinks for themselves and friends. One drink will count towards the Speciality Hot Drinks Option and the remaining drinks will be charged to the guest's account at full price.
- ◆ Local tax may apply for certain ports or itineraries which may be charged in addition to your Drinks Option.
- ◆ Shipboard management also reserves the right to add additional restrictions and revoke or cancel the Speciality Hot Drinks Option at any point during a guest's voyage for any reason without a refund, as appropriate. A guest's Speciality Hot Drinks Option may be forfeited if they provide beverages to other guests or do NOT comply with the terms, conditions and limitations of the Drinks Option.



# Soft Drinks Option

## Terms and Conditions



### What is included:

- ◆ Unlimited draught soft drinks, selected long-life juices, fruit squash, and cordials.
- ◆ 15% service charge for all included drinks.

### Package details and qualifications:

- ◆ The Soft Drinks Option is charged per person, per day.
- ◆ Each guest assigned to the same stateroom, with the exception of infants aged 3 years and under, must purchase the same Drinks Option. Sharing is not permitted.
- ◆ The Soft Drinks Option applies to every day a guest is sailing other than the day of disembarkation and is not offered on a per day basis. Partial / pro-rated packages or purchase for segments of a guest's voyage are NOT accepted. For avoidance of doubt, if the cruise is advertised as a 7 night voyage, then 7 shall be applied as the multiplier to the price of the Soft Drinks Option.
- ◆ The Soft Drinks Option may be pre-purchased up to four days prior to boarding the vessel and is offered on board on the first 2 days of your voyage. If you opt to purchase your Soft Drinks Option on day two, you pay only for the remaining nights of the voyage.
- ◆ The Soft Drinks Option is STRICTLY NOT refundable or transferable once purchased on board. If the Soft Drinks Option is purchased prior to the voyage, it is refundable no later than 3 days prior to departure. A full refund will be applied to the credit/debit card used to make the original payment.
- ◆ Only one drink at a time may be ordered. There is a minimum 10 minute wait time between ordering drinks. Sharing is not permitted. Guests or family members who would like to enjoy the Soft Drinks Option must purchase their own sticker.
- ◆ The Soft Drinks Option is not available for Charter Cruises.
- ◆ Any guest may purchase the Soft Drinks Option for themselves, regardless of age.

### Exclusions and limitations:

- ◆ Alcoholic and non-alcoholic beverages other than draught soft drinks, long-life juices, fruit squash, and fruit cordials.
- ◆ All drinks are served by the glass.
- ◆ The Soft Drinks Option does not apply to any items offered in shops on board.
- ◆ The Soft Drinks Option cannot be used for Room Service or mini-bar items. Additionally, the package cannot offset the cost of, or be a substitution for, special or private events such as cocktail parties, wedding receptions or similar.
- ◆ Excludes and is not combinable with other Programs, Promotions, On board Special Offers, or Events.
- ◆ The drinks included in the Soft Drinks Option can be consumed in all bars, self-service buffet, main restaurants, and alternative dining venues. Availability of specific brands and flavours may vary by ship or venue on board.
- ◆ Cunard reserves the right to introduce exclusions or limitations without prior notice.
- ◆ The Soft Drinks Option is only available on voyages of five nights or more. For avoidance of doubt, the voyage element must be advertised as at least a five night voyage.
- ◆ Pricing is subject to change without prior notice and price adjustments (up or down) implemented on the day of sailing will replace any previously advertised price. Drink Options purchased in advance may vary from on board pricing due to timing, currency fluctuations and other factors. Guests will NOT incur additional charges, nor be issued any credits or refunds for such variances.
- ◆ Local tax may apply for certain ports or itineraries which may be charged in addition to your Drinks Option.
- ◆ Shipboard management also reserves the right to add additional restrictions and revoke or cancel the Soft Drinks Option at any point during a guest's voyage for any reason without a refund, as appropriate. A guest's Soft Drinks Option may be forfeited if they provide beverages to other guests or do NOT comply with the terms, conditions and limitations of the Drinks Option.



# 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 on board 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 on board 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 on board account. In order to process any cancellations, tickets must be returned to the on board 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 on board 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



# Shore experiences continued

## Terms and Conditions



grounds, in which case we will make any refunds to your credit/debit card if booked in advance or your on board account if booked on board. Should any experience have to be abandoned or amended after setting off, the best possible on board 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 on board 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.

### 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 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 boot of the car) should email [shoremobilityinfo@carnivalukgroup.com](mailto:shoremobilityinfo@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 in our 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 and printed in the brochures 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.



# Dining

## Terms and Conditions



- ◆ Menus shown on My Cunard are sample menus only and may vary on board.
- ◆ In dining outlets that offer a la carte pricing, the prepaid dining cover charge is based on a 3 course meal inclusive of the lowest priced dishes. If you order higher priced items the additional cost will be applied to your on board account. If you expect to order less than 3 courses please book on board as partial refunds will not be available.
- ◆ Some menus in our dining outlets include dishes with a supplementary charge. These are not included within the prepaid dining charge and any such additional supplements will be applied to your on board account.
- ◆ Please note that the cover charges shown on My Cunard may be increased on board, however prepaid bookings made via My Cunard will not be affected by any such increases.
- ◆ All cover charges shown on My Cunard are based on food items only. Beverage charges will be applied to your on board account.
- ◆ Our prepaid dining cover charge is refundable up to the day before your reservation and if you cancel before the day of your reservation the prepaid dining cover charge will be refunded to your credit card. If you cancel on the day of your reservation then you will be charged a cancellation fee of \$8.00 per person. The prepaid dining cover charge will be refunded to your credit card and the relevant cancellation charge will be applied to your on board account.
- ◆ In the event that a reservation is cancelled by Cunard (e.g. if a select dining outlet needs to be closed) a full refund will be issued and no cancellation fee applied.





# Spa

## Terms and Conditions



Mareel Spa treatments and services are available to book via My Cunard up until 3 days before the start of your voyage. After this date treatments and services can be booked on board.

Prepaid spa bookings will be charged to your credit/debit card at the time of booking.

The final decision regarding your suitability to undertake a spa treatment or service rests with the Mareel Spa personnel. If you are deemed unsuitable to undertake a prepaid spa booking then a refund will be issued to the debit/credit card used to make the original booking.

Please note that prices shown on My Cunard may be different to prices on board, however prepaid spa bookings made via My Cunard will not be affected by any changes.

All spa and salon bookings are subject to a 15% service charge. For pre cruise bookings, this will not be included at the time of booking, but will be charged to your on board account as a 15% gratuity after the service is rendered. Should you wish to remove, reduce or increase this amount, please make this request once on board.

If you find that your treatment is available at a lower price once you are on board, than you paid in your pre-cruise purchase, then this will be fully refundable at the Spa ahead of your treatment, to the card used to make the original booking. We guarantee that you will always get the best price available whilst on board, even for bookings made ahead of sailing.

All treatments, service and facilities are subject to availability. Whilst every effort is made to ensure the full availability of spa services, unforeseen circumstances may result in some of them being unavailable at short notice. In the event that we are forced to cancel a prepaid spa booking, a full refund will be issued to the debit/credit card used to make the original booking.

You may cancel or make amendments to your prepaid spa booking up to 3 days before the start of your holiday. To cancel a spa booking, log in to My Cunard or phone our Customer Contact Centre. Any amendments to spa bookings must be made over the phone. If you need to cancel or amend your booking once on board, please contact the Mareel Spa directly.

Spa bookings can be made for anyone travelling with the same booking reference as you.

Your prepaid spa booking is fully refundable on board before your treatment time. If you cancel before your treatment time, a full refund will be issued to the debit/credit card used to make the original booking. The prepaid charge will be refunded to your debit/credit card and the relevant cancellation charge will be applied to your on board account.

If you cancel your holiday, any prepaid treatment charges will be refunded to your credit/debit card. Mareel Spa is operated by OneSpaWorld (Bahamas) Ltd under license.

### 1. How to use the Spa

#### 1.1. Opening Hours

The Mareel Spa is open daily from 8.00am through to 8.00pm everyday at sea. In port the hours are 8.00am until 10.00pm. The Gym is open daily from 8.00am – 8.00pm.

#### 1.2. Treatment Time

We recommend you arrive in the spa 30 minutes prior to your scheduled treatment time so you have time to shower, change and use the facilities. Upon arrival to Mareel Spa, you may be asked to complete a consultation form in order for the therapist to assess your suitability for a particular treatment.

#### 1.3. Therapist Meeting Point

A confirmation letter will be in your stateroom on arrival to the ship, confirming your scheduled treatment time and meeting point. Please be at the meeting point showered and in your robe 5 minutes before your scheduled appointment time. If you are using the spa facilities before, please ensure you leave enough time to dry off and return to the meeting place for your scheduled time. If you are late, we may have to reduce your treatment time to accommodate our next guest.

#### 1.4. Spa Attire

Guests are encouraged to arrive at the Spa ready for their treatment. Robes and slippers may be worn in the thermal suite (those included in guest staterooms are suitable). A swimming costume is required in the thermal suite, hydropool, sauna or steam room. In the gym, proper fitness attire should be worn, including training shoes for all classes except yoga, meditation and Pilates, for which we recommend bare feet. For all spa treatments, briefs should be worn, or we will be pleased to provide disposable underwear if preferred.

#### 1.5. Spa Facilities\*

There is a fee to use the thermal suite and hydropool, which can be booked pre cruise or once on board. Use of the gym and changing rooms is complimentary for all passengers. The Queen Elizabeth and Queen Victoria also have a complimentary sauna and steam room.

#### 1.6. Under 18s

You must be at least 18 years of age at the time of embarkation to make a prepaid spa booking via My Cunard. Bookings for salon services for anyone between the ages of 14 and 18 must be made on board by the parent or guardian. A parent or guardian will be required to accompany anyone under 18 to their appointment.

Salon services are not available for guests under 14 years of age, and spa services (including massage and facial treatments in private rooms) are not available for guests under 18 years of age.

### 2. Satisfaction Guarantee Policy

We pride ourselves on enriching the lives of all our passengers with premium treatments that nurture wellness on every level. If we fall short of your service expectations, we will offer an alternative service or, if preferred, issue a refund. We welcome all your comments and encourage you to share your treatment experience with the Spa Manager.

\*The thermal suite and hydropool are available on all Cunard ships. Queen Elizabeth and Queen Victoria also feature a complimentary sauna and steam room.



# Internet Terms and Conditions



## Level of service

There is no guarantee of availability or minimum connection speed. Your connection speed may not be suitable for some applications, and particularly those involving real-time or near real-time, high bandwidth uses.

You understand and agree that WiFi interruptions may occur, and that Cunard will not be liable for such interruptions. You further understand and agree that Cunard has no control over third party networks you may access during your use of the internet, and therefore, delays and disruptions of other network transmissions are beyond Cunard's control. We will not be liable for any failure of performance, if such failure is due to any cause beyond our reasonable control.

## Refunds

Any pre-booked Packages will be charged to a valid credit/debit card prior to the start of your voyage. Charges for Packages booked once the voyage has started will be added to your on board account.

The price paid at the time of purchase will be honoured irrespective of the price at the time of sailing, if however, an upgrade is purchased, the price of the upgrade will be equivalent to the price at the time of booking the upgrade.

Pre-booked Packages can be cancelled and refunded in full to the original debit/credit card up to 3 days prior to departure.

Should there be any issues with the internet once on board, please contact Reception. We will endeavour to resolve the issue and avoid any reoccurrence in the future, however, please note that the internet is subject to the availability and the operational limitations of the requisite equipment and associated facilities.

Cunard are not responsible for any impact to, or interruption of, business resulting from the use of the internet. For further terms and conditions in relation to the internet, please refer to our 'WiFi terms of service and acceptable use Policy', which will be available when you connect to the WiFi on board.