

# 2025 EMERALD LUXURY YACHT CRUISING

## Booking Conditions

### Payments:

All deposits and final payments can be made by check or credit card. We accept the following credit cards: Discover, Visa, and Mastercard.

### Prices Subject to Change:

We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary.

### Roommate Cancellation:

If you are booked as a "twin" or "double" and your roommate cancels their reservation, you can either find another roommate as a replacement or in absence of a replacement, you will be charged the "single" supplement and travel as a single.

### Health and Walking on Tour:

Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

### Luggage Handling:

The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

### Travel Documents:

Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel and ship information, clothing suggestions, baggage tags, plus helpful hints.

### Mayflower Loyalty Program:

Earn \$150.00 travel credit for every River Cruise and Small Ship Adventure taken with Mayflower Cruises & Tours. No restrictions to the amount of credits an individual can acquire. Loyalty Credits can be applied to any reservation made within one year of the return of the tour they were earned on. Multiple credits can be used on a single tour. Credits are nontransferable but can be combined with Mayflower promotional savings. Some restrictions apply, call for details.

### Smoke Free Environment:

Smoking is limited to designated smoking areas and is not permitted in suites or on verandahs and terraces. Ship may restrict smoking to specific times and locations during the cruise for the comfort of all passengers. Smoking is not permitted on coaches/transfer vehicles, experience vessels or such other places as nominated by us from time to time.

### Travelers with Special Needs:

You must advise Mayflower Cruises & Tours at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United States and that accommodations for disabled travelers outside the United States may be more limited. If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's

cost, the Tour Member will be responsible to pay the additional costs.

Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities.

### Membership:

Mayflower Cruises & Tours reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least 12 years of age and accompanied at all times by a guardian.

### Responsibility:

These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd, Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

### Force Majeure:

Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

### United States Tour Operators Association

#### \$1 Million Travelers Assistance Program:

Mayflower Cruises & Tours, Inc. shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the USTOA is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to [information@ustoa.com](mailto:information@ustoa.com) or by visiting [www.ustoa.com](http://www.ustoa.com). Deposit Schedule: Listed below is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP) which is to be paid within five business days after making a reservation. Please see "Travelers Protection Plan" section for further explanation of this benefit.

### Airline Security Measures:

The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on their passport to be used while traveling, along with their date of birth and gender when making reservations to fly from the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

### Passport & Visas:

Each U.S. citizen must have a valid passport. Expiration date of passport should be at least six months after the return date of the tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Some countries require visas for entry by U.S. citizens. We will send instructions for visa applications if a visa is required for your tour. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited. Visa fees and cost of obtaining a visa are not included in the tour price and are the responsibility of the traveler.

### Itinerary Changes:

There may be times when we may have to alter the scheduled itinerary, cruise vessels, hotels, shore excursions etc. due to weather conditions or conditions on the river in regards to water levels, locks, or other delays. Any changes in the itinerary due to these conditions will not result in eligibility for a refund. All itineraries are subject to change without prior notice and may need to be altered due to water level and other weather conditions.

### Payment Information:

Listed below is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP) which is to be paid within five business days after making your reservation. Please see "Travelers Protection Plan (TPP)" section for further explanation of this benefit.

### DEPOSIT SCHEDULE

Land/Cruise Tour Price	Deposit Per Person	Final Payment
• Up to \$7,500	\$999 With TPP	120 Days
• From \$7,501 - \$9,999	\$1,099 With TPP	120 Days
• From \$10,000 - \$12,000	\$1,299 With TPP	120 Days
• From \$12,001 - \$15,000	\$1,499 With TPP	120 Days
• From \$15,001 - \$17,000	\$1,699 With TPP	120 Days
• From \$17,001 - \$20,000	\$1,799 With TPP	120 Days
• From \$20,001 - \$25,000	\$2,079 With TPP	120 Days
• From \$25,001 - \$30,000	\$2,599 With TPP	120 Days
• Without TPP Coverage	\$500 Without TPP	120 Days

### Refund and Cancellation Policy:

Payments for land, air and cruise arrangements (less the deposit amount) will be refunded when cancellations are received prior to the final payment due date noted above. Deposits are non-refundable unless the optional Travelers Protection Plan (TPP) is purchased at the time of booking. When the optional Traveler Protection Plan is purchased and it is necessary to cancel your reservation, you will be refunded all payments, including the deposit amount, less the TPP premium. All refunds will be processed by Trip Mate, a Generali Global Assistance & Insurance Services brand. Please go to [www.tripmate.com/wpF431G](http://www.tripmate.com/wpF431G) for details on the coverage for the Traveler Protection Plan.

Should you choose not to purchase our TPP, the following per person cancellation charges will be assessed for all cruises and optional excursion costs:

- 121 days or more prior to departure: Deposit Amount
- 120 days until day of departure: 100% of total tour
- No refund on unused portions of the tour