

BOOKING TERMS & CONDITIONS FOR EXCURSIONS

1. CHILDREN.

Children under the age of 2 (up to but not including their second birthday) will travel free, but are not entitled to a seat on the coach or transportation used during the excursion. Children under the age of 18 will travel accompanied at all times by an adult.

If special rates are provided for children, children shall mean those under the age of 12, up to but not including their twelfth birthday.

2. MODIFICATIONS AND CANCELLATIONS BY PULLMANTUR.

2.1 Operation of the excursions purchased is subject to potential cancellations or modifications of itinerary, duration and content, including while the excursion is under way, namely due to, without limitation: (i) a delay in the port authorities clearing the ship; (ii) adverse weather conditions preventing access to given areas and/or monuments, and any other force majeure event; (iii) any other circumstance that is not foreseeable or, if foreseeable, could not have been avoided by use of due care.

If the excursions purchased should be cancelled in the events set out in 2.1 above, you will receive a refund for: (i) all excursion amounts paid if they should be cancelled in full, (ii) the proportional amount if they should be cancelled in part.

2.2 Excursion times and itineraries may also be changed if there is a delay in the time of arrival of the ship to port due to force majeure events. Excursions including beach visits may have their itinerary and duration changed where the weather is unsuitable for the same to be enjoyed in full. The conditions in which the excursion will be carried out will be assessed and decided upon by the excursions department and the local agents operating the excursions.

Additionally, in the event of temporary shutdown or congestion of, or restricted access to, any of the monuments included on the programme, the liability of Pullmantur and the excursion operator shall be limited to refunding the entrance fee amount only with respect to excursions where it is specifically included in the price, but they shall not be under any obligation to provide any other compensation or refund when the visit does not require payment of an entrance fee.

2.3 Excursions require a minimum number of participants to register. If the required minimum is not met, the excursion will be cancelled and the ship will only have to refund the excursion amount. In excursions with limited places, once the places available are taken, no more bookings may be accepted.

3. PASSENGER OBLIGATIONS.

Out of respect for the other passengers, any passenger arriving after the excursion departure time will be left behind, in which case that passenger shall not be entitled to any refund or any other compensation whatsoever. If the passenger decides to join the excursion, any expense incurred in travelling to wherever the group is shall be borne by that passenger. If during the excursion a passenger should arrive after the time specified by the guide or should lose the rest of the group, the passenger shall pay for the journey back to the ship, but will not thereby be entitled to any compensation or refund of money. For reasons of health prevention and hygiene, it is strictly forbidden to take food ashore. Unless otherwise stated, excursions do not include either lunch or a picnic bag.

4. METHOD OF PAYMENT, PURCHASE, CHANGES AND REFUNDS.

4.1 Purchase before departure of the cruise.

4.1.1 Individual excursions. When you place an order for and purchase excursions, the agency shall ask you for an advance or deposit payment equal to 10% of the total price of the services, and a receipt will be duly issued specifying both the amount advanced and the total amount of the services and the excursion coupons or documents. The balance shall be paid on board on your embarkation date. If you purchase your excursion directly through Pullmantur's website, you must pay for the individual excursions purchased in full at the time of booking.

The acceptance of bookings shall be subject to availability of places.

4.1.2 Excursion packages. When you place an order for and purchase any excursion package, the agency will require payment of 100% of the total amount of the services, and the relevant confirmation will be issued specifying both the total amount of the package purchased and the total amount of the services and the package coupons or documents.

If you purchase your excursion package directly through Pullmantur's website, you must pay for the same in full at the time of booking, and the relevant confirmation will be issued specifying both the total amount of the package purchased and the total amount of the services and the package coupons or documents. The acceptance of bookings shall be subject to availability of places.

4.2 On-board purchase. Excursion packages may not be purchased on board, and only individual excursions may be purchased. All excursions purchased on board shall be charged to your on-board account at the time of purchase. The acceptance of bookings shall be subject to availability of places.

5. CANCELLATIONS AND CHANGES. REFUNDS.

5.1 Cancellations.

5.1.1 Before departure of the cruise. No individual excursion or excursion package may be cancelled without cost less than 48 hours before your date of sailing. If you cancel any of your individual excursions already purchased or your excursion package less than 48 hours before your date of sailing or once the same is already under way, you shall have to pay a penalty of 100% of the excursion, other than in events of force majeure.

5.1.2 After departure of the cruise. No excursion can be cancelled except for reasons of force majeure. If it is for medical reasons, you must present the medical certificate issued by the doctor on board. If you do not show up on time on the date scheduled for the excursions purchased to take place, you will not be entitled to any refund whatsoever of the amount paid other than in events of force majeure.

5.2 Refunds.

Individual excursion and excursion packages. All refunds before the start of the cruise shall always be made through the travel agency where the excursion was ordered and purchased. Once the cruise is under way, any refund due as a result of the cancellation of the excursions booked shall be refunded to you on board (in case of excursions booked on board) or within 48 hours of the end of the cruise (in case of excursions packages and/ or excursions booked on our website or by your travel agency).

5.3 Changes and modifications.

In both individual excursions and excursion packages, modifications will only be allowed where they involve a request to change an excursion for another provided that this is to be on the same day and at the same port and when requested up to 48 hours before departure of the excursion. If there are no places available in the desired excursion, the passenger shall have to keep the tickets initially booked. If the price of the excursion changed should be higher, the relevant difference shall be charged to the passenger's on-board account. If the price of the excursion changed should be lower, no refund whatsoever shall be made.

The only guaranteed language in all scheduled excursions is Spanish.

Pullmantur in these General Terms is defined as: Pullmantur Cruises Sovereign Ltd., Pullmantur Cruises Horizon Ltd., Pullmantur Cruises Monarch Ltd, Pullmantur Cruises Zenith Ltd., depending on the cruise vessel.