

## Terms and Conditions & General Information

Nature Travel Specialists and Star Clippers GSA, Inc. dba Star Clippers Americas act only as a sales and marketing agent for Star Clippers, Ltd. for the purpose of booking travel arrangements on Star Clippers vessels. Star Clippers, Ltd. operates the vessels on which you will be sailing. You specifically hold Nature Travel Specialists LLC blameless from any errors or omissions of any suppliers with whom it contracts or sells, and acknowledge that descriptions and supply of products, travel and inclusions are the sole responsibility of the designated supplier not Nature Travel Specialists LLC.

### Services included

Services included in travel arrangements made by Nature Travel Specialists, LLC) are limited to those described in the supplied itinerary. No other services are included or implied. Please check your itinerary and/or tickets carefully for errors or omissions upon receipt, and contact us if necessary.

### Air Program

As a convenience to passengers, Star Clippers Americas offers air/sea package featuring roundtrip coach class air transportation from many US gateways to and from your port of embarkation & disembarkation. Final confirmation of flights will normally occur within 30 days of departure. Airline schedules may require an overnight stay in order to reach your embarkation and/or disembarkation destination. The hotel and other expenses associated with required overnight stays are the responsibility of the passenger. Star Clippers Americas airfares are based on capacity controlled contracts, promotional or group fares, so make your requests as early as possible to ensure availability. If contract fares are not available, passengers will be charged the difference between the contract rate and the actual airfare available. Some airlines will allow you to accumulate air miles with the air tickets that Star Clippers Americas provides. Please check with the airline. No upgrades to first or business class, using frequent flyer miles, are allowed when combined with our contract airfares. Star Clippers Americas reserves the right to choose the airline carrier, routing and schedule from each city, and the right to substitute charter or commuter flights for scheduled service or vice versa. All fares, routes and schedules are subject to availability and to change without notice. Star Clippers Americas makes arrangements for air transportation in connection with these special fare programs solely as a convenience to our passengers. Star Clippers Americas is not and will not be responsible for any cancellations, re-routings or other disruption of schedules services, for any expenses or other consequences resulting from inclement weather, strikes, changes/delays in the ship's schedule or a change/delay in the schedule or rerouting made by a passenger, travel agent, or airline. In such events, every effort will be made to assist passengers in securing alternate flight arrangements. The services and responsibilities of the air carriers are subject to the terms of the tariffs published or filed by such carriers and to the conditions printed on the ticket issued to passengers. All passengers are advised to reconfirm their flights with the appropriate airline at least 72 hours prior to departure as flight schedules may change after the air tickets are issued. Passengers should contact the airline for seat assignments. Lost, stolen or misplaced tickets are the sole responsibility of the passengers. All airline tickets provided by this program are non-endorsable, cannot be rerouted, reissued or exchanged for those of another carrier and can only be refunded by Star Clippers Americas. Any airline penalties resulting from the cancellation or changes to the air arrangements are the responsibility of the passenger. Once air tickets have been issued, a \$100 per person administrative fee, in addition to applicable airline penalties, will be assessed by Star Clippers Americas for any cancellations or changes requested by the passenger. For passengers with independent air arrangements in conjunction with our air program, we recommend an adequate allowance of time for travel delays and/or misconnections in their travel plans. Name Changes: Changes to airline tickets are subject to approval by the airline. In some cases, name corrections may result in the loss of original airline reservations and a minimum change fee of \$100 per person; alternate carriers and schedules may then be substituted at our discretion.

### Custom Air Arrangements

Star Clippers Americas offers added flexibility in making air arrangements to and from our cruises. We seek to accommodate custom air arrangements to or from your port of embarkation or disembarkation on dates other than those usually booked. Requests for Business or First Class fares or custom air schedules/deviations are required in writing. The minimum non-refundable custom-air/deviation charge is \$100 per person plus any additional airfare incurred. Additional change requests will be subject to a new non-refundable custom-air/deviation charge of \$100 per person. The passenger will be responsible for any additional airfare related to the requested change. Our ability to confirm requests will depend on airline availability and advance notice of the request.

### Travel Requirements

All passengers are required to have valid passports. Visas may be required for certain ports visited. Without the proper entry requirements, passengers may not be able to disembark in certain ports of call. All travel documents such as passports, visas, proof of citizenship, etc., required for disembarkation at various ports of call are the responsibility of the passenger. Consult your consulate to determine documentary requirements or entry permits. Passengers will not be permitted to sail without proper documentation and no refund of cruise fare will be given to any passenger failing to bring such documentation. Please note that passengers name must be exactly as they appear on their passport.

### Suggested Attire

The atmosphere on the ship is very relaxed and casual. For daytime wear, walking shorts, bathing attire with cover-ups, skirts, light pants and hats are recommended. In the evening, sun dresses, skirts, or slacks for women and slacks with polo or dress shirts for men are recommended. Jackets are not required. Shorts or t-shirts are not to be worn in the dining room in the evening.

### Luggage

All luggage must be securely packed and clearly labeled with passenger's full name, ship's name, cabin number and date of sailing. We recommend travel documents (cruise tickets, passport and visa), valuables, medication and hand luggage are hand carried. Neither Star Clippers, Ltd. nor Star Clippers Americas is responsible for any loss, theft or damage to passenger's luggage or personal property. Any liability for loss or damage to luggage or personal property is limited to the terms and conditions specified on the cruise ticket.

### Embarkation

During embarkation, all passengers must have in his/her possession a cruise ticket, valid passport, and visas (where necessary). Embarkation times are included in cruise documents (generally four hours prior to departure time). Passengers must be on board the ship no later than one hour prior to sailing. If all passengers are on board prior to the scheduled departure time, the ship may sail early.

### Gratuities

Gratuities on board the ship are not included in the cruise fare and are at the sole discretion of each individual passenger based on the level of services performed. A 15% gratuity will be added to each passenger's bar bill.

### Visitors

For security considerations no visitors will be allowed on board.

### Children

Children are welcome on Star Clippers. While there is no structured program providing supervision and care for young children, they are invited to participate in shipboard activities suited to their ability. Children under the age of 18 must be accompanied by an adult.

### Alcoholic Beverages

Guests are prohibited from bringing alcoholic beverages for consumption on board the ship. Alcoholic beverages purchased in ports of call will be retained and returned at the end of the voyage.

### Pets

Pets are not permitted on board Star Clippers, Ltd.'s vessels.

### Special Occasions

Passengers celebrating a birthday, anniversary, honeymoon or other special occasion during their cruise should advise their travel professional or Star Clippers Americas at the time of booking.

### Medical Condition/Physical Disabilities

Any medical condition or physical disability that may require special attention or treatment must be advised to Star Clippers Americas at the time of booking. Star Clippers Americas recommends that physically disabled passengers travel with someone who is able to assist them both on board and ashore. Our vessels do not have elevators or ramps, and access to land is often via ship's launches. Star Clippers, Ltd. reserves the right to refuse or revoke passage to anyone who, in its judgment, is unfit to travel due to a physical or mental condition or who may require care beyond that which can be provided by Star Clippers, Ltd. Star Clippers, Ltd. regards third trimester pregnancy as a travel risk and reserves the right to refuse passage to pregnant women. Star Clippers, Ltd. will not be responsible or liable for any complications relative to such pregnancy arising or occurring during the entire cruise vacation.

### Medical Services

A qualified physician or registered nurse is either on staff or is available from shore. In addition, the ship's officers are qualified in administering first aid. Should a passenger require hospital treatment, the ship is almost always near a medical facility on shore. Passengers requiring prescription medications are advised to bring them on board. Only over-the-counter medications are available at the Sloop Shop.

### Personal Funds and Credit Cards

Each passenger will receive a personalized identification card that will be used to charge services and products provided on board the ship. The identification cards must be presented each time a passenger boards the ship. Passengers are advised to carry their identification card with them at all times. Each account can be settled in cash, travelers checks or credit card the final day of the cruise. The following credit cards are accepted: Visa, MasterCard and American Express. Personal checks and Discover are not accepted on board. All onboard charges are in Euros.

### Safe

Each cabin is equipped with a private safe. Operating instructions are clearly posted. Because each passenger is responsible for items kept in his/her stateroom, it is recommended to place items of special value in the complimentary safe.

### Electrical Appliances

Star Clipper provides passengers with 110-volt (American current).

### Telephone Communications

Cabins are equipped with a direct dial telephone that passengers can use while at sea. All calls will be billed to their on board account.

Should someone wish to contact a passenger at sea, they may do so by calling the Star Clippers Americas office and the information will be forwarded to the ship. Passengers contacted from shore via fax will be charged on board.

#### Smoking / Non-smoking

A smoking tolerated section is situated in part of the piano bar lounge. The cabins, dining room and all other enclosed public areas are strictly non-smoking.

#### Watersports

All passengers have access to our watersports program which includes: snorkeling, SCUBA diving, sunfish sailing, waterskiing, and windsurfing. Please note: all watersports are complimentary except for SCUBA diving. A certification card is required for SCUBA diving.

#### Laundry Services

Laundry services are available at an additional cost and may be arranged through your room steward. Dry cleaning is not available on Star Clipper.

#### Sloop Shop

Star Clippers, Ltd.'s Sloop Shop offers a variety of shirts, bags and other miscellaneous items. Toiletries and convenience items are also available.

#### Just Cruising Fares

All fares are quoted in US Dollars and are per person based on double occupancy. Fares include: shipboard accommodations, ocean transportation, ship's watersports program (except SCUBA diving), all meals and on board entertainment. Fares do not include: port charges, fuel surcharge, baggage handling, travel insurance, transfers, optional air/sea or land programs (unless noted), shore excursions, airport facility charges, taxes/fees, nor do they include items of a personal nature such as alcoholic beverages, soft drinks, gratuities, gift shop purchases, medical services, phone calls, etc. All onboard charges are in Euros. Just cruising fares in this brochure apply to residents of the United States, Canada and Latin America only.

#### Port Charges, Fuel Surcharge and Airport Taxes

Port charges and fuel surcharge are in addition to the cruise fares. Payment for port charges must be made at the time the final payment is due. Airport taxes, including any fuel or facility surcharges, and airport departure taxes are the responsibility of the passenger.

#### Guarantee of Fares

Passengers with confirmed bookings under deposit, or who have made final payment, shall be protected in the event of a price increase. However, excluding the above, Star Clippers Americas reserves the right to increase all prices appearing in this brochure without prior notice, including port charges, fuel surcharge, airport facility charges, insurance and taxes/fees. These charges are implemented by various governments and as such are subject to change without notice and any increase must be paid by the passenger. Information contained in this brochure supersedes all prior brochures.

#### Single Supplement Rates

A single supplement fare is available at 150% of the published cruise fare for categories 2-6 selected in the season in which the passengers are traveling. It is available at 200% for Category 1 cabins, Deluxe Suites and the Owner's Cabin or Owner's Suites. As a single supplement, the passenger may choose the cabin and category at the time of booking. Holiday surcharges apply. Single space is capacity controlled.

#### Guaranteed Single

A guaranteed single fare is available at a specific rate depending on the season of travel and length of sailing. Passengers traveling as guaranteed singles may not choose their cabin. A cabin will be assigned within 2 weeks of the date of cruise departure. This fare is capacity controlled and may not always be available. Other promotions are not combinable with this fare.

#### Deposit and Payment

To secure your reservation, a deposit of \$500 per person is required within 7 days of booking. This option period is less within 90 days of departure. Final payment is required 75 days prior to departure. All payments may be made by either check, Visa, MasterCard, Discover or American Express. All final payments by credit card requires the signature of the credit cardholder. Only cashier's check or credit card is accepted on bookings made within two weeks of sailing. Please make checks payable to Star Clippers Americas All reservations are subject to cancellation if payments are not received by the due date. Group policies may differ.

#### Administrative fee

Certain changes made to a reservation within 60 days of departure will result in a fee of \$60 per person. In addition, any costs incurred for changes in land &/or air arrangements will be the responsibility of the passenger. Upgrade requests made prior to boarding the ship, will not be assessed the change fees, only the balance of the full cruise tariff for the category selected for the upgrade. This does not apply to changes in sailing date if penalties have already been incurred. Sailing dates can not be changed within the penalty period.

**Cancellations and Refunds**

For full refund of cruise fare, notice of cancellation must be in writing and received by Star Clippers Americas no later than one-hundred twenty (120) days prior to sailing. If a cancellation occurs, the following charges will be assessed:

119-75 days prior to departure = \$500 per person

74-60 days prior to departure = 60% of cruise fare

59-30 days prior to departure = 85% of cruise fare

29 days or less prior to departure = No refund

Refunds will normally be made to the booking party. Cruise and air tickets must be returned prior to any refunds being processed. Star Clippers Americas can only be responsible for refunding amounts actually received. If cancellation fees are charged by air carriers, pre/post hotels, or suppliers they will be deducted from any refund made. No refunds will be made to passengers who do not board the ship or passengers who cancel after the start of the cruise. We recommend the purchase of travel insurance.

**Travel Insurance**

Our specialized Cruise Insurance Protection Plan through Travel Guard® / Insure America covers you and your investment before and We strongly advise travel insurance, ad Nature Travel Specialists will be pleased to advise you in this regard. Generally travel insurance covers Tour Cost, Trip Cancellation & Interruption: Trip Cancellation and Interruption pays for forfeited, non-refundable, unused payments or deposits if due to: Unforeseen sickness, injury, or death of the Insured, a Traveling Companion, Immediate Family Member, or Business Partner. (Certain exclusions apply.); Inclement weather conditions causing delay or cancellation of travel; The Insured's principal residence being made uninhabitable by fire, flood or similar natural disaster, vandalism, or burglary; The Insured(s) being subpoenaed, required to serve on jury duty, hijacked, or quarantined; Being involved in or delayed due to an automobile accident en route to departure; Strike, resulting in the complete cessation of travel services at the point of departure and/or destination. Pre-existing conditions are covered if insurance is taken out within 21 days of first payment. Full details, costs, inclusions and exclusions can be found in the brochure provided. Although Travelex is our preferred insurance provider, you are welcome to insure with the insurer of your choice.

**Rights Reserved & Limits of Responsibility**

The transportation of passengers and baggage is governed by the terms and conditions of the Contract of Passage contained in the cruise ticket. The passenger's acceptance of the ticket contract and acceptance of passage on the vessel constitutes acceptance of the terms, conditions and information contained in this document and the cruise ticket. It is recommended that you read the terms carefully. Star Clippers, Ltd. reserve the right at their sole option and discretion and that of the Captain of the ship without liability for damages or refund of any kind to deviate from the ship's advertised or ordinary itinerary or route, to delay, advance or cancel any sailing, to omit or change ports of call and may, but is not obliged to, arrange for substantially equivalent transportation by another vessel and/or by other means of transportation, to cause the passenger to disembark from the ship temporarily or permanently, to tow or to be towed or assist other vessels, or to perform any similar act which, in its sole judgment and discretion, is justified for any reason. Star Clippers, Ltd. or Star Clippers Americas may for any reason whatsoever cancel any sailing at any time before departure of the ship including the event of a full-ship charter. In such events, Star Clippers' only liability will be to refund to the passenger the amount it has received for the cruise ticket.

**Independent Contractor / Limit of Liability**

Star Clippers, Ltd.'s liability and responsibility does not extend beyond the vessel; any arrangements made by or for passengers either before boarding or when disembarking are at the passenger's own risk. Nature Travel Specialists LLC, Star Clippers Americas or Star Clippers, Ltd. own or controls any airlines, ground transportation or hotels. As a convenience to our passengers, Star Clippers Americas may sell tickets for shore excursions or arrange other services which are operated by independent contractors, but Nature Travel Specialists LLC, Star Clippers, Ltd. or Star Clippers Americas shall be responsible in any way whatsoever for any damage, loss, injury or death arising in conjunction with the services provided by these independent contractors.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_