



## BOOKING AND SALE TERMS AND CONDITIONS

VIKING RIVER CRUISES, INC.

**IMPORTANT NOTICE:** THE FOLLOWING TERMS AND CONDITIONS GOVERN THE BOOKING AND SALE OF YOUR CRUISE TOUR THROUGH VIKING RIVER CRUISES, INC., D/B/A VIKING CRUISES AND VIKING OCEAN CRUISES ("VRC"). ALSO REFER TO THE PASSENGER TICKET CONTRACT WITH THE CARRIER FOR THE TERMS AND CONDITIONS GOVERNING THE CRUISE TOUR ITSELF. THE PASSENGER TICKET CONTRACT IS AVAILABLE AT [vikingcruises.com/passengerticketcontract](http://vikingcruises.com/passengerticketcontract) AND IS ALSO DELIVERED AT THE TIME OF BOOKING. PLEASE CAREFULLY READ ALL OF THESE LEGALLY BINDING TERMS AND CONDITIONS, AND THOSE OF THE PASSENGER TICKET CONTRACT, WHICH CONTAIN DISCLAIMERS, SPECIFIC LIMITATIONS OF LIABILITY, AND SUBSTANTIAL PENALTIES FOR CANCELLATION.

**General Conditions:** These are terms and conditions ("Terms") for [www.vikingcruises.com](http://www.vikingcruises.com) and all other websites, mobile applications, onboard media, blogs, phone, in person, social media and other places, and other online or wireless offerings, whether accessed via computer, mobile device or other technology, owned or operated by VRC or on our behalf (collectively, our "Access Points"). If you do not agree to these Terms, please refrain from accessing the Access Points which offer information on cruises, tours and other products and offerings, including transportation of passengers and baggage on all cruise vessels and other transportation and arrangements (collectively, the "Services") specifically and solely provided by the vessel owner, operator, charterer and/or managers (collectively the "Carrier"). Users of these Access Points agree to be bound by these Terms and the **Viking Cruises Privacy Policy** (the "Privacy Policy") available at [www.vikingcruises.com](http://www.vikingcruises.com). These Terms and the Privacy Policy apply to all visitors, users, and others who use the Access Points to access the Services ("Users") and may not be otherwise modified except by a writing signed by an authorized corporate officer of VRC.

**DISCLAIMERS:** VRC ACTS SOLELY AS A U.S. SALES AND MARKETING AGENT FOR THE CARRIER OF THE SHIPS DESCRIBED IN THE VIKING BROCHURES, WEBSITE OR ANY OTHER PROMOTIONAL MATERIAL AND FOR ALL RELATED TRAVEL SERVICES. ALL RELATED SERVICES, INCLUDING LAND, AIR AND WATER TRANSPORTATION, ACCOMMODATIONS AND EXCURSIONS WHICH COMPRISE YOUR CRUISE TOUR, ARE PURCHASED FROM THIRD-PARTY PROVIDERS. VRC NEITHER OWNS NOR OPERATES ANY VESSEL OR OTHER MEANS OF TRANSPORTATION, ACCOMMODATIONS OR OTHER TRAVEL OR LEISURE FACILITIES. THE CARRIER, AND NOT VRC, EMPLOYS THE CREW, OPERATES AND MAINTAINS THE VESSEL, AND CONDUCTS THE CRUISE TOUR. UNDER NO CIRCUMSTANCES SHALL VRC BE CONSTRUED AS A CARRIER OR AS A PROVIDER OF TRAVEL SERVICES OR ACCOMMODATIONS OF ANY NATURE.

VRC ASSUMES NO RESPONSIBILITY OR LIABILITY WHATSOEVER FOR ACTS OR OMISSIONS OF THE CARRIER OR THOSE PERSONS OR ENTITIES PROVIDING TRAVEL SERVICES, ACCOMMODATIONS OR ANY OTHER ELEMENT OF A CRUISE TOUR. VRC IS NOT RESPONSIBLE FOR DAMAGE, INJURY, ILLNESS, DEATH, LOSS, ACCIDENT, DELAY OR IRREGULARITY OF ANY KIND, OCCASIONED BY REASON OF ANY ACT OR OMISSION ARISING DURING OR FROM THE CRUISE TOUR. YOU SPECIFICALLY RELEASE VRC FROM ANY AND ALL CLAIMS FOR LOSS OR DAMAGE TO BAGGAGE OR PROPERTY AND FOR INJURY, ILLNESS OR DEATH, AND FROM ALL OTHER CLAIMS AND ANY LOSS OR DELAY, ARISING OUT OF THE ACTS, OMISSIONS OR NEGLIGENCE OF THE CARRIER OR OTHER INDEPENDENT CONTRACTORS, SUCH AS AIR CARRIERS, HOTELS, SHORE EXCURSION

**OPERATORS, RESTAURATEURS, TRANSPORTATION PROVIDERS, SPA PROFESSIONALS, MEDICAL PERSONNEL OR OTHER PROVIDERS OF SERVICES OR FACILITIES.**

**LEGALLY BINDING TERMS: IN MAKING A CRUISE FARE DEPOSIT OR ANY FORM OF APPROVED PAYMENT AS SHOWN ON THE INVOICE, YOU AGREE TO BE BOUND BY THESE TERMS AND ALL PROVISIONS CONTAINED IN THE PASSENGER TICKET CONTRACT FOR YOUR CRUISE TOUR. BOTH THESE TERMS AND THE PASSENGER TICKET CONTRACT GOVERN YOUR RIGHTS AND RESPONSIBILITIES AND ALL DISPUTES, INCLUDING SPECIFICALLY LIMITATIONS OF LIABILITY AND DAMAGES, TIME LIMITS FOR CLAIMS AND SUITS, CLASS ACTION WAIVER, FORUM FOR SUITS AND GOVERNING LAW. IN THE EVENT OF ANY CONFLICT BETWEEN THE PASSENGER TICKET CONTRACT AND THESE TERMS, THE PASSENGER TICKET CONTRACT CONTROLS.**

**Deposit and Payment Policy:** A cruise fare deposit of US\$500.00 per person is required to secure a confirmed reservation for your cruise. The deposit applies to the cruise fare portion only and does not apply to air purchased. Air seats are limited, airfares are subject to change, and airfare and seats are not guaranteed until full payment of air is received. When more than one cruise is booked, deposit and payment policies apply per cruise fare. Exceptions to this Payment Policy apply for cruise tours more than 35 days, including Viking's World & Grand Cruises which require a 20% deposit of the Full Fare at time of booking the cruise tour. The final balance is due based on offer at time of booking. Final payment of the remainder of the Full Fare is due and must be received at least one hundred and eighty (180) days prior to departure for Viking World & Grand Cruises. Please refer to the offer and amounts due as specified on your invoice. All reservations are subject to cancellation without notice if payments are not received by the due date. (See **Cancellation Policy** below for additional details.)

**Payments:** Visa, Mastercard, American Express, Discover, checks made payable to "Viking River Cruises, Inc." and e-checks (Electronic Funds Transfers) are all acceptable forms of payments. Some credit card companies may impose a "Foreign Transaction Fee" even though your transaction is denominated in U.S. dollars. This fee accrues entirely to the credit card-issuing bank. VRC does not control these foreign transaction bank-imposed fees, nor does VRC derive any benefit from them, monetarily or otherwise. We are therefore unable to accept responsibility for such fees.

**Revisions:** Once a cruise booking has a deposit or air is paid in full, all changes are subject to a U.S. \$30.00 charge per change. See **Cancellation Policy** below for additional details on situations which are classified as cancellations rather than changes.

**Cancellation Policy:** In the event you cancel a cruise or tour booking for any reason, cancellation fees will apply as noted below. Cancellation fees also will apply to changes to departure date; substitutions of itinerary; substitution of another person for original booked passenger(s); and changes to a promotional fare. No refunds shall be made in the event of interruption or cancellation by a passenger after commencement of the cruise. All cancellations must be in writing and sent to VRC's office located at 5700 Canoga Avenue, Suite 200, Woodland hills, CA 91367. For all air-inclusive packages cancelled after issuance of an airline ticket, the air portion of the refund, if any, will be processed only after the return of the original airline ticket.

You acknowledge that your cancellation will cause VRC and Carrier difficulty in selling a replacement cruise or cruise tour and thus the cancellation fees described herein apply regardless of whether your cruise or cruise tour is resold. You agree that any losses sustained by VRC and/or Carrier in the event of cancellation would be very difficult or impossible to quantify, and the cancellation fees are fair and reasonable as liquidated damages. The following cancellation fees will be assessed for all written cancellations received prior to departure up to the scheduled time of departure:

**A. Cancellation Fee Schedule Effective for Cruise Tours (other than Grand & World Cruise Voyage) booked on and after August 1, 2018:**

Written Notice received Days Prior to Departure Date	Cancellation fee Per Passenger
120 or more	\$100.00
119 to 90	20% of Full Fare
89 to 70	35% of Full Fare
69 to 50	50% of Full Fare
49 to 30	75% of Full Fare
29 or fewer	100% of Full Fare

**B. Cancellation Fee Schedule Effective for Cruise Tours more than 35 days (Grand and World Cruise Voyages) booked on and after August 1, 2018:**

Written Notice received Days Prior to Departure Date	Cancellation fee Per Passenger
180 or more	\$1,000.00
179 to 150	20% of Full Fare
149 to 120	40% of Full Fare
119 to 90	60% of Full Fare
89 to 60	80% of Full Fare
59 or fewer	100% of Full Fare

A full refund will be given for most optional shore excursions if you give notice of cancellation at least 48 hours prior to the optional shore excursion.

Full Fare is defined as the full cost of any cruise, land or air component purchased from VRC.

**Refusal of Passage; Termination by Passenger:** You shall not be entitled to a refund of any amount paid if you must leave the tour prematurely for any reason, nor shall VRC or the Carrier be responsible for any lodging, meals, return transportation or other expenses or loss incurred by any tour participant in these circumstances. Refer to the Passenger Ticket Contract for further details.

**Advanced, Cancelled or Delayed; Acts of God; Strikes; Other Changes:** VRC and the Carrier reserve the right to withdraw and/or cancel a tour or to make changes in the itinerary and hotel accommodations whenever, in their sole judgment, the conditions warrant it. In the event of charters of the vessels, adverse weather or water conditions, mechanical or other issues with the vessel, docking issues, government or other authority actions, truces, lockouts, riots, strikes or labor difficulties from whatever cause; or explosion, fire, collision, standing or foundering of the vessel, or breakdown or failure of or damage to the vessel or its hull or machinery or fittings howsoever and wheresoever any or the same may arise or be caused, or civil commotion, riot, insurrection, war, government restraint, requisitioning of the vessel, political disturbance, acts or threats of terrorism, inability to secure or failure of supplies including fuel, acts of God, or other circumstances beyond their control, the Carrier may, at any time, cancel, advance, alter, substitute or postpone any scheduled cruise or cruise tour and may, but is not obliged to, substitute another vessel or itinerary and neither VRC nor the Carrier shall be liable for any lodging, meals, return transportation or other expense or loss whatsoever, whether to booked or actual passengers or third parties, by reason of any such circumstances, except as specifically set forth in the Passenger Ticket Contract.

**Travel Agents:** Your travel agent acts solely for you as your agent, and not as agent for VRC or the Carrier, in making the arrangements for the cruise or cruise tour and any related transportation, lodging or activities. Neither VRC nor the Carrier are responsible for any representation or conduct of your travel agent, including but not limited to, any failure

to remit your deposit or other monies to VRC or the Carrier, for which you shall at all times remain liable, or any failure to remit a refund from VRC or the Carrier to you. Receipt by your travel agent or other authorized individual (including any person who books a cruise or cruise tour on your behalf) of these Terms or the Passenger Ticket Contract or other information from Carrier or its agent shall constitute receipt of such materials by you. If your travel agent fails to remit any monies paid by you to the travel agent, you remain liable for the monies due Carrier.

**Transfers:** Roundtrip airport-to-vessel transfers are only included when air is purchased with a tour package. Transfers are only valid on tour departure and arrival dates. If you should choose to make your own air arrangements, transfers may be purchased through VRC for an additional cost or you may choose to make your own transfer arrangements.

**Travel Documents, Passports, Visas:** Each passenger must have a passport valid for six (6) months following disembarkation and any necessary visas, affidavits or other required travel documents when boarding. You are advised to check with your travel agent or Consulate Service to determine what documents are required for your travel. It is your responsibility to ensure that you have all necessary documents to participate in the cruise or tour(s) purchased and neither VRC nor the Carrier accepts responsibility for obtaining required visas or for advising passengers of visa or other immigration requirements. If incorrect travel documentation is obtained, passengers may be unable to participate in particular shore excursions and/or may be denied boarding and/or entry into certain countries. Entry into other countries may be refused even if the required information and travel documents are complete. Visa kits from an independent third party are provided upon request as a service to passengers selecting destinations in Russia, China, Egypt, Jordan or Southeast Asia. Please note that, due to airline security measures, if the name on your passport does not match the name on your airline ticket, you may be denied boarding. Final travel documents are issued 3 weeks prior to departure. Documents required prior to 3 weeks will be charged a \$25 processing fee.

**LIABILITY LIMITATIONS:** In addition to the disclaimers and liability limitations set forth in these Terms, the Passenger Ticket Contract also contains important limitations of liability for claims, including for injury, illness, death, baggage and personal property; time limits for claims and suits; designated forum for suits (including exclusive jurisdiction in Basel, Switzerland for claims arising on all cruise tours that do not include U.S. ports); choice of law and class action waiver. VRC is entitled to rely upon and benefit from all the Carrier's rights, limitations of and exemptions from liability, defenses and immunities set forth in the Passenger Ticket Contract. Persons or entities providing travel services and/or accommodations for your cruise tour are independent contractors and are neither agents nor employees of VRC. All arrangements made for you are with independent contractors otherwise referred to as third-party providers and are made solely for your convenience and at your sole responsibility and cost. All such services and accommodations shall be governed by the Passenger Ticket Contract or other agreements between you and each such third-party provider as an independent contractor. Medical and spa personnel are independent contractors.

VRC accepts no liability or responsibility, whether occasioned by railroad, motorcoach, private car, vessel, aircraft or any other conveyance, reason, or defect, delayed departures or arrivals, missed connections or other delay or irregularity, or mechanical defect, failure or negligence of any nature whatever caused in connection with any accommodations, transportation, services or facilities, substitution of hotels, common carriers or equipment, with or without notice, or for any additional expenses occasioned thereby; or which may be occasioned either by reason or defect, through the acts or defaults of any company or person, or in carrying out the arrangements of the tour, or as a result of any cause beyond the control of VRC. VRC shall not be liable for the inability of any third-party provider/independent contractor to perform any travel service or accommodation referred to in the VRC advertising or any part thereof.

If the entire cruise is canceled other than by you for any reason, you shall have no claim other than for a full refund of the Cruise Fare, in accordance with the Passenger Ticket Contract. The Passenger Ticket Contract constitutes the sole agreement between the Carrier and you, it being understood that the various independent contractors otherwise participating in your cruise tour may enter into their own separate contractual arrangements with you, and regardless, you assume the risk of utilizing the services and facilities of those independent contractors. Neither VRC nor the Carrier are responsible for any conduct of independent contractors, including those who may assist in or operate shore excursions.

NEITHER VRC NOR THE CARRIER SHALL IN ANY CIRCUMSTANCES BE LIABLE TO YOU OR ANY OTHER PARTY FOR INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR EXEMPLARY DAMAGES ARISING OUT OF OR RELATED TO THE BOOKING, THE PASSENGER TICKET CONTRACT, THE CRUISE TOUR, OR THE PRODUCTS OR SERVICES SOLD HEREUNDER, INCLUDING BUT NOT LIMITED TO LOST PROFITS OR LOSS OF BUSINESS, EVEN IF WE HAVE BEEN APPRISED OF THE LIKELIHOOD OF SUCH DAMAGES OCCURRING.

**WAIVER OF CLASS ACTION:** THESE TERMS AND THE PASSENGER TICKET CONTRACT PROVIDE FOR THE EXCLUSIVE RESOLUTION OF DISPUTES THROUGH INDIVIDUAL LEGAL ACTION ON YOUR OWN BEHALF INSTEAD OF THROUGH ANY CLASS OR REPRESENTATIVE ACTION. EVEN IF THE APPLICABLE LAW PROVIDES OTHERWISE. YOU AGREE THAT ANY LAWSUIT WHATSOEVER AGAINST THE CARRIER OR VRC SHALL BE LITIGATED BY YOU INDIVIDUALLY AND NOT AS A MEMBER OF ANY CLASS OR AS PART OF A CLASS OR REPRESENTATIVE ACTION, AND YOU EXPRESSLY AGREE TO WAIVE ANY LAW ENTITLING YOU TO PARTICIPATE IN A CLASS ACTION.

**TIME LIMITS FOR CLAIMS AND SUITS; FORFEITURE:** THE FOLLOWING TIME LIMITS AND FORFEITURE PROVISIONS APPLY TO ALL CLAIMS AND SUITS AGAINST THE CARRIER OR VRC AND CANNOT BE WAIVED EXCEPT BY EXPRESS WRITTEN AGREEMENT OF ONE OF OUR AUTHORIZED CORPORATE DIRECTORS.

a. CLAIMS FOR PERSONAL INJURY, ILLNESS OR DEATH. NO SUIT SHALL BE MAINTAINABLE AGAINST THE CARRIER OR VRC FOR PERSONAL INJURY, ILLNESS OR DEATH OF ANY PASSENGER, AND ANY SUCH SUIT SHALL BE FORFEITED, UNLESS WRITTEN NOTICE OF THE CLAIM WITH FULL PARTICULARS SHALL BE DELIVERED TO THE CARRIER OR VRC WITHIN SIX (6) MONTHS FROM THE DATE WHEN SUCH PERSONAL INJURY, ILLNESS OR DEATH OF THE PASSENGER OCCURRED; AND IN NO EVENT SHALL ANY SUIT AGAINST THE CARRIER OR VRC WITH RESPECT TO PERSONAL INJURY, ILLNESS OR DEATH BE MAINTAINABLE, AND ANY SUCH SUIT SHALL BE FORFEITED, UNLESS SUIT SHALL BE COMMENCED IN THE FORUM DESIGNATED BELOW WITHIN ONE (1) YEAR FROM THE DATE WHEN THE PERSONAL INJURY, ILLNESS OR DEATH OF THE PASSENGER OCCURRED.

b. ALL OTHER CLAIMS. NO SUIT SHALL BE MAINTAINABLE AGAINST THE CARRIER OR VRC, AND ANY SUCH SUIT SHALL BE FORFEITED, FOR ANY CLAIM WHATSOEVER IN CONNECTION WITH, RELATED TO, OR ARISING DIRECTLY OR INDIRECTLY FROM A CRUISE, CRUISE TOUR, THESE TERMS OR THE PASSENGER TICKET CONTRACT, OTHER THAN FOR PERSONAL INJURY, ILLNESS OR DEATH, UNLESS WRITTEN NOTICE OF THE CLAIM WITH FULL PARTICULARS SHALL BE DELIVERED TO THE CARRIER OR VRC WITHIN THIRTY (30) DAYS AFTER TERMINATION OF THE CRUISE TOUR TO WHICH THE CLAIM RELATES; AND IN NO EVENT SHALL ANY SUIT BE MAINTAINABLE AGAINST THE CARRIER OR VRC WITH RESPECT TO ANY CLAIM WHATSOEVER, OTHER THAN FOR PERSONAL INJURY, ILLNESS OR DEATH, AND ANY SUCH SUIT SHALL BE FORFEITED, UNLESS SUIT SHALL BE COMMENCED IN THE FORUM DESIGNATED BELOW WITHIN SIX (6) MONTHS FROM THE DATE OF TERMINATION OF THE CRUISE TOUR TO WHICH THE CLAIM RELATES.

**CHOICE OF LAW AND FORUM:**

a. U.S. CRUISES. YOU AGREE THAT ANY DISPUTE WHATSOEVER IN CONNECTION WITH, RELATED TO, OR ARISING DIRECTLY OR INDIRECTLY FROM A CRUISE, CRUISE TOUR, THESE TERMS, OR THE PASSENGER TICKET CONTRACT INVOLVING A VOYAGE THAT EMBARKS, DISEMBARKS OR CALLS AT A U.S. PORT, SHALL BE DETERMINED EXCLUSIVELY IN ACCORDANCE WITH THE GENERAL MARITIME LAW OF THE UNITED STATES, WITHOUT REGARD TO ITS CONFLICT OF LAWS PRINCIPLES, EXCEPT IN CASE OF DEATH ARISING OUTSIDE THE UNITED STATES WHICH SHALL BE GOVERNED BY THE DEATH ON THE HIGH SEAS ACT, TITLE 46 OF THE UNITED STATES CODE, SECTION 30302 ET SEQ. YOU FURTHER AGREE THAT ANY AND ALL DISPUTES DESCRIBED IN THIS SUBPARAGRAPH SHALL BE LITIGATED, IF AT ALL, IN AND BEFORE THE UNITED STATES DISTRICT COURT FOR THE CENTRAL DISTRICT OF CALIFORNIA IN LOS ANGELES, CALIFORNIA, U.S.A., OR AS TO THOSE LAWSUITS OVER WHICH THE FEDERAL COURTS OF THE UNITED STATES LACK SUBJECT MATTER JURISDICTION, BEFORE A COURT LOCATED IN LOS ANGELES COUNTY, CALIFORNIA, U.S.A., TO THE EXCLUSION OF THE COURTS OF ANY OTHER COUNTRY, STATE, CITY, MUNICIPALITY, COUNTY OR LOCALE. YOU CONSENT TO JURISDICTION AND WAIVE ANY OBJECTION THAT MAY BE AVAILABLE TO ANY SUCH ACTION BEING BROUGHT IN SUCH COURTS.

b. ALL OTHER CRUISES. YOU AGREE THAT ANY DISPUTE WHATSOEVER IN CONNECTION WITH, RELATED TO, OR ARISING DIRECTLY OR INDIRECTLY FROM A CRUISE, CRUISE TOUR, THESE TERMS, OR THE PASSENGER TICKET CONTRACT INVOLVING A VOYAGE THAT DOES NOT EMBARK, DISEMBARK OR CALL AT A U.S. PORT, SHALL BE DETERMINED EXCLUSIVELY IN ACCORDANCE WITH THE STATUTORY MARITIME AND GENERAL LAW OF SWITZERLAND, EXCEPT AS OTHERWISE PROVIDED IN ARTICLE 14 OF THE PASSENGER TICKET CONTRACT. YOU FURTHER AGREE THAT ANY AND ALL DISPUTES DESCRIBED IN THIS SUBPARAGRAPH SHALL BE LITIGATED, IF AT ALL, IN AND BEFORE THE CIVIL COURT OF THE CANTON OF BASEL-STADT [ZIVILGERICHT BASEL-STADT], TO THE EXCLUSION OF THE COURTS OF ANY OTHER COUNTRY, STATE, CITY, MUNICIPALITY, COUNTY OR LOCALE. YOU CONSENT TO JURISDICTION AND WAIVE ANY OBJECTION THAT MAY BE AVAILABLE TO ANY SUCH ACTION BEING BROUGHT IN SUCH COURT.

**Carrier Information\*:** VRC acts solely as a Sales Agent for the below listed Carriers for the vessels described in VRC advertising. VRC neither owns nor operates any of the vessels described herein and thus assumes no responsibility or liability for acts or omissions of any Carrier regarding the cruises described. The Carriers operate vessels worldwide and are neither domiciled nor based in the United States or Canada.

#### Ocean Cruise Ships

All ocean cruise ships are registered in Norway. The Carrier for the Viking Star and Viking Sky is Viking Ocean Cruises Ltd, and the Carrier for the Viking Sea, Viking Sun, Viking Orion and Viking Jupiter is Viking Ocean Cruises II Ltd. Both Carriers are Bermudian companies with vessel operating offices in Basel, Switzerland.

#### River Cruise Ships

Except as otherwise noted, all river cruise ships are registered in Switzerland and the Carrier is Viking River Cruises AG, a Swiss company based in Basel, Switzerland. The Carrier for the Viking Forseti, Viking Buri, Viking Heimdal, Viking Delling, Viking Rinda, Viking Kadlin and Viking Rolf is Viking Cruises S.A., a French company with its vessel operating office in Basel, Switzerland.

The Viking Hemming, Viking Torgil, Viking Osfrid and Viking Helgrim are registered in Portugal and the Carrier is Douro Azul, Sociedade Maritimo Turistica S.A, a Portuguese company based in Porto, Portugal.

The Viking Rurik, Viking Truvor, Viking Ingvar, Viking Helgi and Viking Akun are registered in Russia and the Carrier is OOO "Passenger Fleet" LLC, a Russian company based in St. Petersburg, Russia.

The Viking Ra and M/V Antares are registered in Egypt. The Carrier for the Viking Ra is Sherry Nile Cruises Company for Touristic Floating Hotels (S.A.E.), and the Carrier for the M/V Antares is Amarco For Nile Tourism Company, both Egyptian companies based in Cairo, Egypt.

The Viking Sineus is registered in Ukraine and the Carrier is Viking Ukraine Ltd, a Ukrainian company based in Kiev, Ukraine.

The M/V Viking Mekong is registered in Vietnam and the Carrier is Pandaw Cruises Ltd, a British Virgin Islands company with its vessel operating office in Ho Chi Minh City, Vietnam.

The Century Emerald is registered in China and the Carrier is Chongqing GuanDa Cruises Ltd, a Chinese company based in Chongqing, China.

*\*Carrier information is subject to change. For an up-to-date listing of the registry and Carrier information for each individual ship, visit [www.vikingcruises.com](http://www.vikingcruises.com)*

**Services Provided by Airlines:** VRC reserves the right to choose the air carrier, routing and city airport from each gateway city for passengers booking air through VRC. VRC may utilize contracted block space as outlined by each specific carrier, therefore all flights and routings may not be available. Any changes (including name changes) made to a booking or issued airline ticket will incur a minimum of \$350.00 per ticket change fee, plus any additional charges imposed by the subject air carrier. Any additional costs including penalties for cancellations/re-bookings will be made

at the passenger's expense. All airline tickets issued by VRC are refundable only to VRC; therefore, all tickets should be returned to Viking River Cruises, Inc., Attention: Air Refunds. VRC will determine the amount of any refund due. If the air ticket is lost, the passenger is responsible for the cost of its replacement. Neither VRC nor Carrier are responsible for altered travel plans caused by airline delays or for any act, omission or event occurring with the airline. VRC cannot confirm airline seating assignments, add frequent flyer numbers to airline records or request special meals; these services should be arranged by a passenger's travel agent or directly with the airline. Baggage fees may apply.

**Passenger's Warranties and Fitness; Pregnancy; Accessibility Limitations; Health and Special Needs:**

- a. Warranties and Fitness: You warrant that you and all other passengers traveling in your party are physically, emotionally and otherwise fit to undertake the cruise or cruise tour; that you and they have received all medical inoculations necessary; that you and they will at all times comply with the Ship's rules and regulations and orders and directions of the Ship's Master, officers and medical staff, as applicable, and that your conduct will not impair the safety of the Ship or jeopardize or inconvenience other passengers. VRC and Carrier are not required to provide any inoculations or specialized health or mental care during your cruise tour and all such arrangements are your responsibility. VRC and the Carrier are unable to accommodate women past their 24th week of pregnancy. A certificate of fitness may be required of any passenger with significant health issues. You are further advised that the living standards and practices at your travel destination(s), including those with respect to the provision of utilities, services and accommodation, may differ from those found in the U.S. or Canada.
- b. Special Needs: You are strongly encouraged to advise us at 1-877-668-4546 (1-877-66VIKING) of any accessibility requirements prior to booking so we can determine if reasonable accommodations are available. Please request the appropriate accessibility form for you to review, sign and return to us. Passengers are requested to advise us in writing, at or prior to the time a cruise or cruise tour is booked, of any physical, emotional or mental condition which may require professional attention during the cruise or cruise tour, including if the passenger requires the use of a wheelchair or other mobility equipment, not to exceed 22" in width. Passengers must bring and be solely responsible for all necessary items related to the medical condition or mobility challenge. If a mobility, medical, physical, emotional or mental condition arises after the cruise or cruise tour is booked, you are requested to advise us in writing immediately. VRC and Carrier endeavor to reasonably accommodate special access needs but cannot guarantee they will be able to do so in all cases. When requested due to safety concerns, you must provide a Fit to Travel letter from your physician.
- c. General Accessibility Limitations: Some ports of call may have physical conditions which may preclude certain passengers from going ashore. Additionally, for cruise tours in China, on the Mekong River, in Egypt, and for other destinations not specifically noted, certain additional conditions, restrictions and limitations exist onboard, at the ports, in excursions and on land that are beyond our control. Ship and airport access in these and other regions, including lack of wheelchair, walker or scooter accessibility, extended periods of standing and steps, are inherently present in tours that may not be appropriate for guests with certain medical conditions and physical restrictions. Due to restrictions on boat, ship and cabin sizes, certain cruise tours are not appropriate for travelers who use wheelchairs, walkers or scooters. Airports in certain regions typically do not have ramps or elevators. Excursions visit ancient sites with uneven terrain and stairs and include extended periods of walking over uneven surfaces. Passengers using walkers, crutches, or other mobility aids or who may need physical assistance throughout the trip should consider these needs when making a booking as our onboard personnel are not required to perform personal tasks or assist with eating, dressing, toileting, lifting or pushing a wheelchair. Motorized scooters typically cannot be taken onboard planes in certain regions because authorities such as the China Aviation Administration forbid any battery of capacity greater than 160Wh (most scooter batteries) onboard an aircraft. Additionally, lithium batteries cannot be placed in checked baggage and must be hand-carried as onboard carry-on. All batteries must have the capacity clearly printed on the outside or they will not be allowed onboard. To calculate your battery capacity if it is only marked in mAh, divide the mAh number by 1000 and multiply by 3.7. For example, a capacity of 10400mAh./1000=10.4Ah×3.7v=28.48 Wh (under the limit of 160Wh).

All vessels and motorcoaches are equipped to European standards. Most transportation services, including the vessels and motorcoaches, are not equipped with elevators or wheelchair ramps. VRC and Carrier are not liable for any denial of Services by the Carrier, air carriers, hotels, restaurants or other independent suppliers. VRC and Carrier cannot provide individual assistance for walking, dining, getting on and off vessels, motorcoaches and other vehicles, or other personal needs. You assume the full risk of use and of any prohibitions imposed by the Carrier or third-party vendors. Motorized scooters are not typically suitable on international tours.

d. Ship Access: To embark/disembark from all River ships, and on Ocean ships in various foreign ports, guests must be able to walk down/up steps and ramps without a walker or wheelchair, as gangways/ramps are typically not wide enough to accommodate these items. Not all ships have elevators, and some have split-level decks and/or significant thresholds. Please note: Our personnel are not required to lift guests or push wheelchairs. Passengers with any medical, physical or other special needs should review their proposed ship's layout on our website and consider their needs.

There are inherent risks associated with traveling aboard ships that are unique to cruise tour travel. For people who are ill, or have a mental or physical disability or impairment, the risks can be more significant. Passengers must be able to independently move around the ship in case of an emergency, rough seas, deal with the lack of immediate access to medical services in certain parts of the world and acknowledge that access to some areas of the ship and ports of call may be limited or impossible.

e. Right to Refuse Booking or Passage, to Disembark or Quarantine. The Carrier reserves the right to refuse a booking, deny embarkation, disembark, confine to a stateroom, quarantine or remove any person from a cruise tour or Optional Shore Excursion who may be suffering from a contagious or infectious disease, or who, in the sole opinion of VRC or the Carrier, is not fit to travel, or whose presence, in the opinion of the Master or any doctor, may be detrimental to the comfort, safety or wellbeing of the person or any other person, or in the Master's opinion, might be excluded from landing at any destination by immigration or other governmental authorities. You agree that such decisions are final and binding. We also reserve the right to deny embarkation of any person who has not provided a Fit to Travel letter from their physician when requested, and/or who has not received written confirmation from us that reasonable accommodations for their accessibility requirements may be made for them. In all such cases, all related expenses, including those to return home, will be borne by such person and the person shall not be entitled to any refund of the cruise tour or fare paid, or any other compensation whatsoever. We also reserve the right, in our sole discretion, to deny embarkation to any person other than for reasons prohibited by law.

f. Service Animals. If you plan to bring a Service Animal on board, we request that you notify us at the time of booking and complete the Service Animal Request Form at least 60 days prior to the commencement of your cruise. The Form should be completed and submitted to Viking Cruises at [vikingaccessibilityservices@vikingcruises.com](mailto:vikingaccessibilityservices@vikingcruises.com). Service Animal is defined according to ADA standards: Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability. The ADA standard explicitly does not apply to emotional support animals. Service Animals are permitted in all public areas of the ship except for the galley, and other food preparation areas due to health regulations. Service Animals are not permitted to swim in the pools, whirlpools and spas, due to health regulations. Care and supervision are the responsibility of the owner. Service Animals must always be leashed or harnessed in public areas. The passenger must provide food for any Service Animal. If refrigerated space is needed, please advise the Ships Special Request Department. If you decide to disembark in a port, the Service Animal must remain on board in the event the Service Animal does not meet the country's requirements to go ashore. Viking Cruises does not have any control over ports that may prohibit service animals from going ashore. It is the guest's responsibility to research the ports on the cruise itinerary and confirm if the service animal meets those countries' entry requirements. If the Service Animal causes any damage on board, the passenger (owner of the Animal) will be held financially responsible, and a cleaning fee will be assessed and charged to the passenger's shipboard account. If the Service Animal's behavior creates a fundamental or direct threat to safety, the Animal and guest may be denied boarding or may be removed from the ship at the passenger's expense. You are also responsible for ensuring the Service Animal has all necessary vaccinations, as well for providing that documentation to customs or port officials if requested to do so.



g. Use of Oxygen. If you plan to bring oxygen on board, we request that you notify us at the time of booking and complete the Oxygen Concentrator Information Form at least 60 days prior to the commencement of your cruise. Approval to embark and use oxygen concentrators is at the discretion of the medical professionals, and the decision is final and binding. The Form should be completed and submitted to Viking Cruises at [vikingaccessibilityservices@vikingcruises.com](mailto:vikingaccessibilityservices@vikingcruises.com).

Guests who require supplemental oxygen administration are required to comply with the following:

- Approval to embark is at the discretion of the medical professionals.
- Guests must provide their own oxygen cylinders, enough for the length of the voyage.
- Liquid oxygen is strictly prohibited due to safety concerns.
- Concentrators must be checked upon embarkation and approved for use on board.
- If the length of the itinerary prohibits the initial on-loading of sufficient oxygen cylinders, the guest must make their own arrangements for additional cylinders or refills with a port.
- Cylinders must have the capability of being stored securely, upright, in a fixed system for the duration of the cruise.
- Due to the potentially hazardous nature of supplemental oxygen, the tanks must be stored in a secure area. The guest will be permitted only one tank in their cabin at a time.
- Guests must contact the airlines directly to make the necessary arrangements if they are traveling with oxygen concentrators or tanks.
- Guests must provide their own accessories including:
  - Cannula or mask
  - Wrench and tools required for initiation of a new cylinder
  - All connection accessories required to attach tubing to cylinder and access the flow of oxygen
  - Wheeled carrier for locomotion and mobility throughout the ship and ashore, or appropriate wheelchair connection to hold the cylinder.
  - Guests must arrange with a shore side company to regulate their oxygen regulators and cylinders for extended itineraries.
  - The ship's cylinders are for emergency situations only. The cylinders are bulk and will run out of oxygen in a shorter time due to a higher concentration ratio/regulator used.

**Possession of Prohibited Items, Illegal Drugs and/or Marijuana:** Marijuana possession or use, including medical marijuana and CBD oil, and possession or use of any illegal drugs, is strictly prohibited in many jurisdictions visited and on all ships at all times, as well as in terminals, during shore excursions or any other part of the cruise tour, regardless of any local, state, or other laws which might permit use or possession of marijuana. Passengers who violate the laws of any jurisdiction are subject to being reported to law enforcement or customs authorities, arrest and prosecution. Passengers who bring dangerous items, marijuana (including medical marijuana) or any illegal drugs or controlled substances on board are also subject to immediate disembarkation or denial of boarding. You shall have no claim for refund, loss, damage, inconvenience or compensation whatsoever under any of these circumstances. Refer to the Passenger Ticket Contract for more details.

**Security Guide:** As required by the U.S. Cruise Vessel Security and Safety Act of 2010, applicable to ocean cruise ships that embark or disembark in the United States, this guide provides information on emergency contacts and proper procedures for ocean cruises during such voyages. In the event of a medical emergency, missing person or criminal activity, you should immediately dial 999 or contact:

- Security Officer (Deck 1; Phone 9009) (on Viking Star Deck 6; Phone 9708; on Viking Sea Deck 6; Phone 9775)
- Guest Services Desk (Deck 1; Phone 9710)
- Medical Center (Deck A; Phone 2010 Nurse)

All these contacts are available 24 hours a day to report any such incident. The ship's Security Officer is responsible for responding to alleged crimes and missing persons and should be contacted immediately for any such event.

Any missing persons and criminal activity should be reported immediately so that appropriate personnel can take prompt action and secure necessary information. The Carrier has zero tolerance for crime on board its vessels. On international voyages that embark or disembark in the United States we are required by federal law to report on board felonies and missing U.S. nationals to federal agencies. For a missing U.S. national and all serious felonies (homicide, suspicious death, kidnapping, assault with serious bodily injury, sexual assaults as defined by federal laws, firing or tampering with the vessel, or theft of money or property in excess of \$10,000) the incident must be reported to the F.B.I. as soon as possible. These requirements apply to incidents that occur on board in U.S. territorial waters, or on the high seas or in foreign waters if the assailant or victim is a U.S. national. The F.B.I. can assert criminal jurisdiction in all these circumstances. Each of the nations visited, as well as the vessel's nation of registry, may also assert jurisdiction and/or impose additional reporting requirements. VRC and the Carrier reserve the right to report any/all criminal allegations to any national, state or local law enforcement agency in addition to those mentioned. For missing persons or felonies arising at any time during the voyage you may independently contact the F.B.I. or U.S. Coast Guard. For incidents within state or foreign waters or ports you may, in addition, contact local law enforcement authorities. We request you timely report any incident to vessel management. Failure to do so may prevent a thorough collection of information and evidence.

Contact information for entities who may assist you are set forth below:

**U.S. FEDERAL BUREAU OF INVESTIGATION (FBI) – [www.fbi.gov](http://www.fbi.gov)**

- Headquarters, Washington, D.C. (202) 324-3000
- New York, New York (212) 384-1000
- Boston, Massachusetts (617) 742-5533
- San Juan, Puerto Rico (787) 754-6000

**U.S. COAST GUARD – [www.uscg.mil](http://www.uscg.mil)**

- National Command Center (800) 323-7233
- Washington, D.C. Sector Command Center (202) 267-2100
- New York, New York Sector Command Center (718) 354-4120
- Boston, Massachusetts Sector Command Center (617) 223-5757
- San Juan, Puerto Rico Sector Command Center (787) 289-2041

**NATIONAL CENTER FOR VICTIMS OF CRIME**

- Phone: 011-523-33268-2257 or (800) 394-2255
- Website: [www.ncvc.org](http://www.ncvc.org)

**NATIONAL SEXUAL ASSAULT HOTLINE**

- Phone: (800) 656-4673
- Website: [www.rainn.org](http://www.rainn.org)

**NATIONAL ORGANIZATION FOR VICTIM ASSISTANCE**

- Phone: (800) 879-6682
- Website: [www.trynova.org](http://www.trynova.org)

## LOCAL LAW ENFORCEMENT

- Boston, Massachusetts Police Department – (888) 333-2353
- Halifax, Canada Regional Police – (902) 490-5016
- Montreal, Canada Police – (514) 280-2222
- New York, New York Police Department – (646) 610-5000
- Royal Barbados Police Force – (246) 430-7236
- San Juan, Puerto Rico Police Force – (340) 776-9110
- Charlotte Amalie, U.S. Virgin Islands Police Department – (340) 774-2211
- St. John's, Royal Police Force of Antigua and Barbuda – (268) 462-0125
- Castries, Royal St. Lucia Police Force – (758) 456 3850
- Pointe-à-Pitre, Police Municipale – 0590 29 2119
- Basseterre, Royal St. Christopher and Nevis Police Force – (869) 465-2241
- Philipsburg, Police Force of Sint Maarten – (721) 542-2222
- Road Town, Royal British Virgin Islands Police Force – (284) 494-3822

## U.S. EMBASSIES AND CONSULATES

### Montreal, Canada – U.S. Consulate General

315 Place d'Youville, Suite 500  
Montreal, Québec  
H2Y 0A4 Phone: (514) 398-9695

### Halifax, Canada – U.S. Consulate General

1973 Upper Water Street  
Halifax, NS B3J 0A9  
Phone: (902) 429-2480

### Quebec City, Canada – U.S. Consulate General

2, rue de la Terrasse-Dufferin  
Québec, Québec, G1R 4T9  
Phone: (418) 692-2095

### Barbados, Eastern Caribbean, and the OECS

*U.S. Embassy Barbados*  
Wildey Business Park  
Wildey  
St. Michael BB 14006  
Barbados, W.I.  
Phone: (246) 227-4000  
*FBI Legal Attaché Offices*  
Bridgetown, Barbados  
Phone: (246) 227-4000, ext. 2236  
Direct: (246) 227-4158  
*Nassau Sub-Office*  
Phone: (242) 322-1181

**Children/Minors:** Due to the nature of the cruise and travel itineraries, the Carrier does not maintain facilities or services on its vessels for individuals under the age of 18 years. For all cruises/cruise tours booked after August 1, 2018 (regardless of departure year), you must be 18 years old on or before the day you are scheduled to embark on the cruise tour. Cruises through 2019 may still have passengers under 18 if the cruises were booked prior to August 1, 2018.

**Animals.** No pets or other animals are allowed on board any ship except for certain necessary service animals of a passenger with a disability, which require written notification to the VRC or Carrier at the time of booking your cruise and written approval from VRC or Carrier. You agree to accept responsibility, reimburse and/or indemnify Carrier for any loss, damage or expense whatsoever related to the presence of any service animal brought on the cruise. You further agree to determine and meet any documentary or other requirements related to the animal.

**Tips:** It is customary to give cruise gratuities, subject to your satisfaction with services rendered. Gratuities on board and on land are not included in your full cruise fare.

**Travel Protection:** The Travel Protection Plan, as well as trip cancellation, and out-of-province health insurance are not included in the listed fares. They are offered for purchase through a third-party vendor and are strongly recommended.

**Extensions:** The Extension packages as listed herein and in VRC Advertising have been developed in association with various international hotels. Situations may arise, voluntarily or involuntarily, that necessitate changes. We reserve the right to substitute hotels as it is deemed necessary and to provide comparable alternatives.

**Itineraries, Prices, and Items Not Included; Omissions:** Itineraries are subject to change and may need to be altered or cancelled specifically because of water levels or wind or other factors. Prices shown in any brochure and on the website are subject to change with or without notice. Adjustments for currency and/or fuel fluctuations may apply. Refer to the Passenger Ticket Contract for more information. Airfares are subject to change if bookings are not paid in full. Optional shore excursions/ tours/concerts, excess baggage charges, drinks, beverages and meals not included in the package are additional costs to the passenger. Neither VRC nor the Carrier are responsible for omissions, printing and/or presentation errors and reserve the right to make corrections as required. Check <http://www.vikingcruises.com> for the most up-to-date prices, terms and conditions. In the event amendments or modifications of any nature are required, they may be added by the Carrier, by written notification to the passenger signed by an authorized director of the Carrier for the vessel.

**California Seller of Travel:** VRC, as sales agent, is registered in California as a seller of travel. VRC's seller of travel registration number is 2052644-40. Registration as a seller of travel does not constitute approval by the State of California.

**United States Tour Operators Association \$1 Million Travelers Assistance Program:** VRC is an Active Member of United States Tour Operators Association ("USTOA"). VRC 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 payment of guests in the unlikely event of bankruptcy, insolvency or cessation of business. You may make a claim to this program if you are owed a refund. The Program covers losses for transportation or travel Services that were not refunded when required. Please note that the \$1 Million posted may not be sufficient to cover all losses. Complete details of the USTOA Travelers Assistance Program may be obtained by writing to USTOA at 275 Madison Ave, Suite 2014, New York, NY 10016, by email to [information@ustoa.com](mailto:information@ustoa.com), or by visiting [www.USTOA.com](http://www.USTOA.com).

**California Travel Consumer Restitution Fund:** This transaction is covered by the California Travel Consumer Restitution Fund (TCRF) if the seller of travel was registered and participating in the TCRF at the time of sale and if the passenger is located in California at the time of payment. Eligible passengers may file a claim with TCRF if the passenger is owed a refund of more than \$50 for transportation or travel services which the seller of travel failed to forward to a proper provider or such money was not refunded to you when required. The maximum amount which may be paid by the TCRF to any one passenger is the total amount paid on behalf of the passenger to the seller of travel, not to exceed \$15,000. A claim must be submitted to the TCRF within six months after the scheduled completion date of the travel. A claim must include sufficient documentation to prove your claim and a \$35 processing fee. Claimants must agree to waive their right to other civil remedies against a registered participating seller of travel for matters arising out of a sale for which you file a TCRF claim. You may request a claim form by writing to: Travel Consumer Restitution Corporation, P.O. Box 6001, Larkspur, CA 94977-6001; or online at <http://caag.state.ca.us/travel>.

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Trademarks of Viking and its affiliates and related companies include but are not limited to AQUAVIT TERRACE; DARE TO COMPARE; EXPLORING THE WORLD IN COMFORT; LONGSHIPS; THE WORLD'S LEADING RIVER CRUISE LINE... BY FAR; VIKING; VIKING and Ship Design; VIKING COASTAL CRUISES; VIKING COASTAL VOYAGES; VIKING CRUISES; VIKING EXPEDITIONS; VIKING EXPEDITIONS CRUISES; VIKING EXPLORING THE WORLD IN COMFORT and Ship Design; VIKING INCLUSIVE CRUISING; VIKING OCEAN CRUISES; VIKING OCEANS; VIKING RIVER CRUISES; VIKING RIVER

CRUISES and Ship Design; VIKING RIVER CRUISES EXPLORING THE WORLD IN COMFORT and Ship Design; VIKING RIVERS; VIKING SEA; VIKING SKY; VIKING STAR; VIKING SUN; VIKING ORION; VIKING JUPITER; AND VIKING VOYAGES.

**Photo Submission:** You grant to VRC, the Carrier and their affiliates a non-exclusive, royalty-free, transferable, sublicensable, perpetual, worldwide license to photos, videos and other visual or audio portrayals of you in any pictorial medium of any nature (collectively, the "photos") you may submit to VRC or the Carrier, or any portion of your photo, in any manner or media whatsoever, (whether now known or hereafter devised), for the purpose of using your photo on any website maintained by VRC or the Carrier or their affiliates, or in any promotional materials distributed by them or in connection with a Viking cruise or travel Services. Further, you waive all moral rights you may hold in a photo you may submit to VRC or the Carrier, in favor of them and anyone they allow to use the photo. You hereby irrevocably assign to VRC, the Carrier and their affiliates all right, title and interest in and to any such photos. They reserve the right not to use your photo for any reason.

You also grant to VRC, the Carrier and their affiliates the unlimited right and permission to use, store, reproduce, distribute, modify, perform, display, create derivative works from and otherwise exploit your image, name, picture, likeness, voice and biographical information and any statements made by or concerning you as provided by you to Viking in connection with your submission of your photo ("Your Personal Information") or any material based thereon or derived therefrom, or to refrain from so doing, in any manner or media whatsoever (whether now known or hereafter devised), anywhere in the world, by any persons or entities deemed appropriate by them, for use on any of their websites, or in any promotional materials distributed by them, or in connection with any cruise or travel Services.

You agree you have the full right and authority to grant the rights granted in this section and agree that these terms do not in any way conflict with any existing commitment on your part. If the photos you submit include images of other travel companions, you agree and represent that you have obtained their permission to submit these photos (or that of their parent/legal guardian if they are a minor in their jurisdiction of residence) and that you have also obtained their agreement to these terms.

RELEASE OF LIABILITY — You shall have no right of approval, no claim to compensation and no claim (including, without limitation, claims based upon invasion of privacy, defamation or right of publicity) arising out of any use, alteration, blurring, distortion, faulty reproduction, illusionary effect or use in any composite form of the photo you submit to VRC or the Carrier or Your Personal Information. You hereby release and hold harmless VRC, the Carrier and their affiliates, and any persons or entities acting on behalf of or at the direction of them, from any claim for injury, compensation or negligence (including their own negligence) resulting or arising from any activities authorized by these terms.

**Questions; Office Address:** If you have any questions regarding these Terms or the Passenger Ticket Contract, please advise us in writing at Viking River Cruises, Inc., 5700 Canoga Avenue, Suite 200, Woodland Hills, CA 91367. You may also contact us by phone at 1-877-668-4546.