



Viking Referral Rewards Program

ELIGIBILITY

- Referrer must have a Viking customer ID number and have previously traveled with Viking, or currently have a reservation with a paid deposit and completed Guest Information Form (GIF).
- When making a reservation for their first trip with Viking, referred traveler provides the name and customer number of the person who referred them.
- Referee and referrer must be residents of US or Canada.
- Referred travelers must not have traveled with Viking before.
- To qualify for a Free Cruise voucher, one must refer 13 people who all travel within a calendar year.
- Program is not applicable to tour operators, wholesalers, partial charter groups, charter groups, third-party resellers, GSA, Viking employees, Travel Agents or other travel partners.
- Travel Agents, their immediate family and household members, or travel companions sharing their stateroom, are not eligible to make referrals or be referred.
- Advertising of customer name or ID number in public forums such as on the Internet, social media or published newsletter is considered misuse of the Viking Referral Rewards program. Rewards earned will be voided without notice.

RESTRICTIONS

- Referral Rewards credits and Free Cruise vouchers may be used at the same time—they are combinable.
- There is no refund or credit issued for partially used Referral Rewards credits.
- Referral Rewards credits and Free Cruise vouchers cannot be combined with the Viking Group Travel program.
- Referral Rewards credits and Free Cruise vouchers are non-transferable and have no cash value.
- Referral Rewards credits may be combined with most offers and promotions; see individual offer restrictions.
- Value of the Free Cruise may not exceed \$3,300. Reward does not include any port charges, fuel surcharges or hotel costs. Customer is responsible for these costs. Free Cruise not combinable with Viking Air discount promotions.
- Referral Rewards credits are issued electronically and monthly statements are emailed to guests with the amounts redeemed and outstanding. This statement reflects activity from the first to the last day of the prior month. (Statement will be mailed if guest does not have an email address available.)
- Redeemed referral credits are considered used and will not be reactivated.
- Once a customer has been referred and paid a deposit they cannot be referred again.

PROGRAM TIMELINES

- Referral Rewards credits must be redeemed no later than 45 days prior to departure.
- Referral Rewards credits will be generated daily and guest files will be updated within the Viking reservation system to reflect credits earned.
- Monthly statements will be emailed to guests and will reflect activity from the first to the last day of the prior month.

- Referral Rewards credits and Free Cruise vouchers are good for 12 months after date of issue. Referrer must make a reservation within that time period in order to redeem rewards.
- Free Cruise voucher is sent once a year during the first quarter of the new year and is applicable on your next cruise. Referral Rewards credits are accumulated over a calendar year.
- Free Cruise vouchers must be mailed back to Viking for credit to be applied to reservation.

REFERRAL REWARDS Q&A

If I refer my friends, when will I receive my rewards?

When your friends book their itinerary with Viking, they must mention your name and customer number. Once they have completed their Guest Information Form (GIF), your credits will be available.

How do I make sure to receive Referral Rewards credit when I refer someone?

The person you refer must mention your name and customer number when they call to make their reservation. This procedure ensures that you will get Referral Rewards credit for the booking.

Does it matter if the friend I refer reserves a river or ocean cruise?

No. Any new booking for a cruise with Viking is eligible for the program, whether it be via river or ocean, as long as the friend you refer has not traveled or booked with Viking before.

Can I apply Referral Rewards credit to an existing booking?

Yes, if you redeem your rewards at least 45 days prior to departure. If you earn Referral Rewards credit within 45 days of departure you will be able to apply that credit on a future cruise.

I referred a friend who will share my stateroom on our upcoming cruise. Does she count as a referral?

If you have previously traveled with Viking then, yes, your traveling companion does count as a referral. If this is your first trip with Viking, then no. Guests sharing a stateroom with a Travel Agent are not eligible to make referrals or to be referred.

We are a married couple. Can we both refer travelers? Do we both get the rewards?

Every customer can refer friends and family; once you have made a deposit on a booking or completed a cruise with Viking, your Referral Rewards credit will be issued. However, Referral Rewards credit only applies to one referrer per stateroom.

Can I use some of my rewards for my traveling companion?

No, the Referral Rewards are non-transferable.

Can I use all of my rewards together?

Yes, the \$100 Referral Rewards credits and the Free Cruise may be combined.

Can I use my rewards on an extension?

Yes, you may, but since Referral Rewards are non-transferable they can only be applied to your extension and not that of your traveling companion.

Do the rewards cover everything?

The rewards may be used toward the cruise fare, Viking Air travel, or pre- and post-cruise extension packages

How long are the rewards valid?

Your \$100 credit and Free Cruise are good for 12 months from issue date. You do not need to travel within the 12 months, but you do need to book the trip you will be using them for before the expiration date.

Does the Free Cruise cover both cruise and land portions of cruisetours (e.g., China trips)?

The free cruise only covers the cruise portion, not land/hotel portions of cruisetours.

What if the Free Cruise I want to take is less than \$3,300—can I receive the difference in cash or travel credits?

No, we are not able to issue cash or credit for the difference.

What if the Free Cruise I want to take is more than \$3,300? Can I pay cash or use my travel credits for the difference?

Yes, you may supplement the cost of your Free Cruise by using either cash or additional Referral Rewards Credits.

If I redeem my credits and then have to cancel my reservation, can I later re-use the credits?

No, once the Referral Rewards credits are redeemed they are considered used and have no value.

I am a Travel Agent but I have booked a cruise at a full, undiscounted fare. Can I earn or use Referral Rewards?

No. Unfortunately, Travel Agents are not eligible for the Referral Rewards program. Any credits that may be issued to you in error will be considered invalid.

I was referred by a past guest who posted their name and customer ID on a social media form, is this considered a valid referral?

No. In this case, your Referral Rewards voucher would be voided and any discount applied would be removed.