

## Uniworld River Cruises & U by Uniworld

# TERMS AND CONDITIONS (2022)

### 2022 Uniworld River Cruises Limited Terms & Conditions

We at Uniworld want to do everything we can to make sure your trip is enjoyable and worry-free. As part of that commitment, we are including the following information about your trip. By confirming the reservation with payment, the guest/travel agent acknowledges that they are aware of and will comply with these terms and conditions. We reserve the right to change our terms and conditions, so visit [uniworld.com/terms-and-conditions](https://uniworld.com/terms-and-conditions) for updates.

Your agreement is with Uniworld River Cruises Limited ("Uniworld"). We are incorporated under the laws of Ireland. Our incorporation number is 58915 and our registered office address is Travel House, 27 Merrion Square, Dublin 2, Ireland. We are members of the Irish Travel Agent Association (ITAA) and ABTA (licence number Y6200). We are fully licenced and bonded by the Commission for Aviation Regulation TA number 0713. A contract will come into existence between us when you make a reservation with us.

All contracts with Uniworld are made subject to the terms of these booking conditions and are governed by the law of Ireland and the jurisdiction of the courts of Ireland.

The invalidity of any provisions herein shall not affect the validity of any other provisions. The agreement shall be construed as though the invalid provision was not contained herein and was replaced with an enforceable provision as similar as possible to the original provision.

## YOUR TRIP

All fares are per guest in euro based on double occupancy unless otherwise noted. Fares are capacity controlled and are subject to change at any time without notice. All applicable discounts are applied sequentially. Fixed savings amounts are deducted prior to applying any percentage-based discounts. Availability of all stateroom categories cannot be guaranteed. Additional restrictions may apply. If you have purchased your airfare with Uniworld and/or you have purchased a cruise/tour package with Uniworld that includes air, your entire package price will be guaranteed at time of payment.

**Reservations and Payments:** A deposit of at least 10% of the cruise/tour fare (cruise/tour, plus port charge, plus pre and/or post land extensions, less applicable discounts), per person is required within 72 hours of reservation. Final payment is due at least 120 days prior to departure. Reservations will be cancelled if final payment is not received in a timely manner. Your airfare, tax and fuel surcharges are final.

**Items Not Included in the Published Price:** These include, but are not limited to, airfares to and from your destination except where specified; airport/departure taxes; excess baggage charges; aircraft seat assignments; cost of passports and visas; taxes; laundry; phone calls; all items of a personal nature; items not included on regular menus; meals not detailed in the itinerary; expenses for additional sightseeing not specified in the itinerary; and health, accident, baggage, or travel protection plans.

#### COMPLIMENTARY BEVERAGE PROGRAM:

- **Europe and Russia:** Complimentary beverages onboard include wine, beer, spirits, specialty coffee, tea, soft drinks and mineral water.
- **India, Vietnam & Cambodia:** Complimentary house wine, local spirits and beer, soft drinks, tea and coffee will be served throughout the cruise. Onshore lunches include complimentary soft drinks, coffee, and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee, and tea.
- **China:** Complimentary house wine, local spirits and beer, soft drinks, tea, and coffee will be served at the Explorer Bar, deck 6, between 3 AM and 11 PM throughout the cruise. Onboard lunches and dinners include complimentary house wine, local beer, soft drinks, coffee and tea. Onshore lunches and dinners include complimentary soft drinks, coffee and tea.
- **Egypt:** Complimentary house wine, local beer, soft drinks, tea, and coffee will be served during lunch and dinner onboard.
- **Peru:** Complimentary house wine and beer, spirits, soft drinks, tea, and coffee will be served on the *Aria Amazon*, between 6 AM and 11 PM throughout the cruise. Onboard meals include complimentary house wine and beer, soft drinks, coffee and tea. Onshore lunches and dinners include complimentary soft drinks, coffee and tea.

#### GRATUITIES:

**Europe, Russia, Asia, Egypt, and Peru:** Gratuities for onboard personnel (ship staff, crew, Cruise/Tour Manager) are included during the cruise/tour.

**Cancellation Policy:** We hope nothing will come between you and your Uniworld holiday. Should you need to cancel your booking or any portion of it, your cancellation must be received in writing. It will be effective on the date of receipt. These cancellation fees are in addition to any cancellation fees that might be levied by your travel agent. There is no refund for unused services or for unused portions of the trip.

Cancellation charges, per person and based upon the date of cancellation, are as follows:

#### Cancellation Notice Received Before Cruise/Tour Start Date Cancellation Charges Per Person

120 days or more 15% of the fare\*\*

119 – 90 days 20% of the fare\*\*

89 – 60 days 35% of the fare\*\*

59 – 30 days 50% of the fare\*\*

Less than 30 days 100% of the fare\*\*

No Show 100% of the fare\*\*

\*\*Fare is defined as the cost of any cruise, land, purchased from Uniworld.

**COVID-19 Rebook Cancellation Terms:** Funds applied to a reservation in the form of a Funds Transfer of the penalties on a cancelled booking due to COVID-19, are non-refundable. Once applied to a reservation, should your travel plans change 120 days or more prior to the departure date a Future Travel Certificate will be issued in the same amount originally applied less any non-refundable items on the booking. Should your plans change less than 120 days prior to the departure date of the reservation these funds are non-refundable and will not be applicable to a future booking. Note: funds applied in the form of a Funds Transfer of the non-penalized portion of a cancelled booking are subject to the standard cancellation schedule of the new booking.

**Deposit Protection program—5 Year Guarantee:** Should your plans change and you cancel your booking one hundred and twenty (120) days or more prior to your cruise/tour start date, you will receive a credit of €150 per person, valid for up to five years from date of cancellation. This credit cannot be used as a deposit or insurance payment for a future booking and can only be used as a credit (no cash value). Only one credit per person can be applied to each cruise or cruise/tour booked, and is combinable with all current Uniworld promotions.

**Revision Fee:** A fee of €55 per person, per transaction, will be charged for any revision made to the reservation unless the change increases the value of the booking. A passenger name change and cruise/tour date change will be treated as a cancellation subject to our cancellation policy, and a new reservation must be made. Any revision to a booking may result in the loss of a confirmed airline reservation, Uniworld change fees (refer to the Air Travel change fees section for details), increased airfare, and any charges levied by the airlines, which will be payable by the passenger.

## YOUR FLIGHT

**Airfare:** Uniworld wants to help make your entire travel experience as seamless as possible, so we offer a service to arrange European flights at the time of booking. Clients booking their own flights need to check with their reservations specialist to ensure flights are booked into and out of the correct airports. Some cities have more than one airport and transfers operate out of specific airport. As airfares and schedules are subject to availability, we encourage you to book early. Upon receipt of air deposit your airfare, tax and fuel surcharges are final. Once air is booked and deposited, we may issue your air ticket at any time.

Changes to flight itineraries, airlines and name changes may result in charges by Uniworld and/or the airline concerned being passed on to the passenger. Any airline delays or itinerary changes causing you to miss the cruise or cruise/tour start date will be your responsibility to connect with the group and any additional costs will be your responsibility and not Uniworld's. Many airlines now require the full name of all passengers travelling. Where you are booking a holiday including flights, we will therefore ask you at the time of booking to provide us with the full names of each member of your party, together with their passport number, and its date and place of issue. Please ensure that the names provided are exactly as stated in the relevant passport.

In accordance with EU Regulation 2111/2005 we are required to advise you of the actual carrier operating your flight/connecting flight/transfer. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate.

**Air Travel Change Fees:** If you, as the Passenger, change your air travel itinerary before your ticket is issued, you may be charged a change fee by the Airline. This charge will apply each time

you make a change. If you change your air travel plans after your ticket is issued, you can be charged a penalty of up to 100% of the airfare cost and you will be responsible for any increase in airfare and/or penalties levied by the airline.

**Airline Cancellations:** For airline arrangements made by Uniworld, cancellation charges will apply of €55 per person plus any airline imposed penalties which may be up to 100% of the air ticket value.

**Air Bookings and Restrictions:** We are required to collect the full first, middle and last name as it appears on your passport, as well as date of birth and gender. This information is required before we can book your air. Uniworld is not responsible for denied boarding or reissue costs due to an incorrect name, date of birth, or gender information supplied to Uniworld. Flight itineraries provided prior to ticketing are subject to change without notice. Uniworld is not responsible for any inconvenience or any costs or fees incurred by delays, lost luggage, or disruption of air service. Flight itineraries provided are subject to change by the Air Carrier(s). We recommend you contact the airline within seven (7) days of departure to reconfirm your flights.

**Seat Assignments and Special Services:** Requests for seat assignments, special meals and special services must be made directly to the airline. Not all airlines offer pre-assigned seats; some may charge for pre-assigned seats and any additional charge imposed by the airlines will be at the guest's expense. Seating is solely under the airlines' control, as are itinerary changes, flight delays and schedule changes. Some airfares used by Uniworld are not eligible for frequent flyer mileage or seat upgrades.

**Airport/Ship Transfers:** If you purchase a Uniworld Air-Inclusive Holiday, you enjoy the special included convenience of scheduled group transfers between the airport and the ship/hotel on the day the cruise or cruise/tour begins, and between the ship/hotel and the airport on the day the cruise or cruise/tour ends, when air booked falls within our transfer guidelines. There may be a waiting period between transfers of two hours or more unless private car transfers have been purchased. Private car transfers are only available on the cruise or cruise/tour start/end dates. Private car transfers are only available for transportation between designated airports and the ship, for up to two guests per car. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements.

**Making Your Own Flight Arrangements:** Should you elect to make your own flight arrangements, Uniworld will provide complimentary scheduled group transfers to/from the ship/hotel as long as your flights arrive/depart in the cruise/tour starting/ending cities in accordance with the dates shown in this brochure and your flight arrangements comply with the Transfer Guidelines as shown below. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements. Uniworld will not be responsible for missed transfers due to delayed or cancelled flights, or for missed cruise/trip days, or for extra costs resulting from the foregoing. To qualify for transfers, it is required that flight information and pre-trip arrangements for all passengers making their own flight arrangements be given to Uniworld no later than forty-five (45) days prior to departure and must conform to the Transfer Guidelines below:

**TRANSFER GUIDELINES:** Flights must arrive/depart within the following time limits:

#### **Arrival/Departure**

Europe\*5 AM–5 PM/6 AM–6 PM

Russia\*\*6 AM–8 PM5 AM–6 PM

China24 hours 24 hours

Vietnam24 hours 24 hours

India24 hours 24 hours

Egypt24 hours 24 hours

Peru24 hours 24 hours

Extensions 24 hours24 hours

\*Transfers in Milan are provided from MXP only.

\*Transfers in Paris are provided from/to CDG only.

\*\*In Moscow, transfers can be provided from SVO, DME, or VKO.

### **Arrival guidelines for the programs listed below are 5 AM–2:30 PM**

- Castles along the Rhine (Amsterdam to Basel)
- Classic Germany & Amsterdam (Amsterdam to Nuremberg)

### **Arrival guidelines for the programs listed below are 5 AM–3:30 PM**

- Burgundy & Provence (Lyon to Avignon)
- Burgundy & Provence (Avignon to Lyon)
- Classic Germany & Amsterdam (Nuremberg to Amsterdam)
- Delightful Danube (cruise-only Nuremberg to Budapest)
- Grand France (Paris to Avignon)
- Grand France (Avignon to Paris)
- Paris & Normandy (Paris to Paris)
- Parisian Royal Holiday (Paris to Paris)

**Check-In and Check-Out Times:** Please note that standard check-in and check-out times will apply regardless of flight schedules or transfer arrangements.

- **Arrivals:** On the day of embarkation, your stateroom will be ready after 3:00 PM. Guests who embark prior to 3:00 PM can wait in one of the public areas onboard. For itineraries beginning at a hotel, your room will be ready after the hotel's standard check-in time. Uniworld is unable to request early check-ins.
- **Departures:** On the day of disembarkation, you must vacate your stateroom by 8:00 AM. Guests with flights departing later in the day may wait onboard in one of the public areas until 1:00 PM or later, depending on the sailing schedule. For itineraries ending at a hotel, you must vacate your room by the hotel's standard check-out time. Uniworld is unable to request late check-outs.

**Baggage Fees:** Uniworld allows one (1) suitcase, one (1) carry-on bag, and one (1) personal bag (handbag, computer case, etc.) per person onboard our ships and motorcoaches. Airlines may have additional baggage restrictions and may impose additional fees for checked baggage and/or

excess baggage. Additional taxes and surcharges may be collected by foreign government and non-government entities. Keep an eye on your baggage—it is your responsibility throughout the trip. Uniworld is not responsible for loss, theft, or damage to baggage and/or personal belongings at any time during the cruise, or on included transfers and other transportation.

Flights included as part of the cruise/tour itinerary: Should your itinerary include one or more flights within the region visited as part of your cruise/tour itinerary, such flights will be in economy class. Should passengers' baggage exceed the airline's limit, excess baggage fees may be levied and will be the passengers' responsibility to pay.

**Mandatory Passenger Registration:** Guests are required to register for their cruise at [my.Uniworld.com](http://my.Uniworld.com) where they can provide the following necessary information:

- Your personal details, including your email address and phone number.
- Your emergency contact info and travel insurance details, just in case we need it.
- Any dietary, medical or other special requirements you may have.

**Documents:** Provided full payment has been received and registration is completed, travel documents will be available to download in electronic format no later than 21 days prior to travel at [my.Uniworld.com](http://my.Uniworld.com). Here, you'll also find information about your cruise such as the point of embarkation, accommodations and answers to a host of FAQs. Issuing electronic documents instead of paper ones allows us to make a difference. Not only will we save paper, but we'll also plant a tree in your honour through our partnership with One Tree Planted.

**Passport/Visa:** A valid passport is required to travel on all Uniworld programs. Passports must be valid for at least six (6) months after the scheduled return date of the trip. You should check with your Travel Advisor or Consulate Service for information regarding necessary visas and other documentation. Any visa(s) or other documentation required for a particular itinerary is the sole responsibility of the guest. Due to government-imposed security/immigration measures, passport information and emergency contact information are required for all passengers prior to release of documentation.

As a courtesy, Uniworld's website, [www.uniworld.com](http://www.uniworld.com) in the "[Already Booked](#)" section, offers a link to a visa service company where you can obtain additional information. Obtaining and carrying these documents is your sole responsibility; Uniworld will not be responsible for advising and/or obtaining required travel documentation for any passenger, or for any delays, damages and/or losses, including missed portions of your trip, related to improper travel documentation.

For entry to Tibet, a visa is not necessary, but an entry permit is required for all passport holders. Uniworld will provide a Tibet Entry Permit while on the tour for all guests. In order for Uniworld to properly arrange for your Tibet Entry Permit in advance, please email a copy of the photo page of your passport as well as a copy of your China visa to [asiadepartment@uniworld.com](mailto:asiadepartment@uniworld.com) no later than forty-five (45) days prior to departure. Please include your name and Uniworld booking number in your email.

## ADDITIONAL CONSIDERATIONS

**Itinerary Changes:** You can count on the value of Uniworld's experience and regional knowledge to make sure you enjoy your cruise/tour even when conditions beyond our control occur. The

very nature of a river, its sources, and networks of bridges and locks, means that there will be times when weather or other conditions in a region require Uniworld to make adjustments and/or modifications to an itinerary. Although every effort will be made to keep itineraries, vessels, and hotels as they are shown in the brochure, Uniworld reserves the right to substitute itineraries, hotels or vessels. In such cases, we will do everything we can to make sure the locations visited, the excursions taken and the hotels or vessels offered are similar to the ones originally planned. Any changes to itineraries will not result in eligibility for a refund. Itineraries are subject to change without notice and may need to be altered specifically because of water levels, wind factors, or other conditions. Guests who choose to cancel or interrupt their cruise or cruise/tour due to an itinerary change will be subject to our standard Cancellation Policy.

**Advanced, Cancelled, or Delayed Sailing:** Uniworld reserves the right to cancel, advance, postpone or modify scheduled departure, return or itinerary dates, as well as locations, events and schedules, and may, but is not obligated to, substitute, vary, alter, reschedule, cancel and/or relocate any accommodations, vessels, modes of transportation and other aspects of the holiday. Uniworld is authorized to take these actions due to causes or circumstances of any kind or nature beyond Uniworld's control, or causes or circumstances within Uniworld's control that Uniworld deems to make such actions appropriate. Uniworld will not be liable for cancellation, delay, rescheduling or other adjustment or impact to a departure or itinerary, or other aspects of the holiday brought about due to force majeure or other circumstances beyond its control that prevent or interfere with any aspect of the cruise/tour, also including governmental and administrative actions. The company's only liability will be to provide Passengers the amount it has received for the Contract in the form of a Future Travel Credit or at Uniworld's discretion a refund of monies paid to Uniworld in connection with such cruise/tour. Uniworld is not responsible for other travel arrangements affected due to our cancellations or changes and is not liable for any cancellation or change costs or penalties incurred on other travel arrangements, including air tickets.

**Stateroom Changes:** If due to unexpected technical or other unforeseen circumstances, it becomes necessary to change a guest's stateroom onboard, any change to stateroom category will result in eligibility for a refund equal to the fare difference between the category booked and the category of relocation.

**Extensions/Land Tours:** Uniworld reserves the right to reschedule and/or cancel land extensions or land tours if the minimum number of participants (20 people) is not met or for safety reasons. If you, as the Passenger, choose to cancel your pre- or post-cruise extension one hundred and nineteen (119) days or less before departure, then please refer to the Cancellation Policy section for the applicable cancellation policy and penalties that will be applied.

**Security:** Security is a major concern to all of us and the global situation is constantly changing. Events around the world, coupled with the "Travel Advisories" put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. Risks are involved in travel to any country that may experience security difficulties. You must accept these risks and assume responsibility for your own travel decisions.

**Personal Responsibility—COVID-19 Warning:** We have introduced enhanced hygiene protocols—for you, our other guests and our team members. More information can be found at [uniworld.com/health-safety](http://uniworld.com/health-safety).

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According

to the European Centre for Disease Prevention & Control (ECDC), senior citizens and guests with underlying medical conditions are especially vulnerable.

We ask that you please take personal responsibility for your well-being. This begins with packing any personal protective equipment and sanitizers you require. Please adopt physical distancing and hygiene practices throughout your pre-trip travel arrangements and follow all health instruction whether physical signage, or requests from our professional staff, once you are holidaying with us.

In choosing to travel with Uniworld, you voluntarily assume all risks related to exposure to COVID-19.

Let's help keep each other safe and healthy.

**Health and Mobility:** The Company strives to provide a safe, enjoyable, and memorable travel experience for all passengers. The Company welcomes passengers with special needs or disabilities. However, please note the following:

- Passengers are required to advise the Company, in advance, of any physical, medical, emotional or mental condition which may require professional attention during the cruise or other special needs that require accommodation.
- All guests must ensure they are medically and physically fit for travel. The Company may impose safety requirements necessary for the safe operation of the tour. The Company may also exclude an individual from participating in a tour or an activity if that individual's participation poses a direct threat to health or safety.
- The Company does not provide personal devices (such as wheelchairs, hearing aids or prescription eyeglasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, toileting or dressing). A companion capable of providing such assistance must accompany any passenger who requires services of a personal nature.
- The Company does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. The Company is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or for the quality of the care or services received.
- Passengers should be aware some tours include rough terrain, extensive walking over cobblestone streets, uneven pavement, stairs and locations which may not be easily accessible or accessible by wheelchair. During the tour, the Company may make arrangements with carriers, hotels and other independent suppliers to provide travel services. These parties are independent entities over which the Company has no control. Accommodations on international tours may differ from those in the United States. The Company cannot guarantee disability access or accommodations for passengers travelling on international tours. The Company may, in its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with the Company's terms and conditions. The Company is not responsible for any costs incurred in the event a passenger is removed from a tour. Passengers agree not to hold the Company or any of its related entities liable for any actions taken under these Terms and Conditions.

**Young Travellers:**

Europe, Asia, India, and Egypt: Guests should be 4 years of age or older. Guests who are less than 18 years of age must be accompanied by a parent or guardian and booked in a cabin with someone who is 21 years of age or older.



Peru: Guests must be 7 years of age or older. Guests under 21 must be booked in a cabin with someone who is 25 years of age or older, or travelling with a parent or guardian who is booked in a connecting suite. Some excursions may not be suitable for young children.

Please note: Our [Generations](#) program departures include programs and services designed for families travelling with children. Adults accompanying children are responsible for their safety and behavior onboard and onshore.

**Smoking Policy:** For the comfort of all our guests, smoking is only permitted on the sun decks of our ships. Smoking is not permitted on motorcoaches. This policy applies to all forms of smoking materials including vapor e-cigarettes.

**Diets:** Please advise the Uniworld reservation agent of specific dietary considerations and we will do our best to accommodate your request. Please also indicate your needs when you complete the [Passenger Information Form](#) at uniworld.com.

**Pets:** Pets are not permitted on Uniworld trips

## LEGAL NOTES

**Responsibility:** The Travel Corporation (Ireland) Ltd. is permitted to promote Uniworld cruises in Europe. Uniworld cruises are operated on ships by GRC Global River Cruises Holdings AG, referred to as "the operators". GRC Global River Cruises Holdings AG is the operator for The Travel Corporation (Ireland) Ltd. who have empowered the operators to undertake the following duties:

- The operators shall be responsible to the passenger for supplying the services and accommodations described in these terms and conditions, except where such services cannot be supplied or the itinerary used is changed due to delays or other causes of whatever kind or nature beyond the control of the operators. In such circumstances, the operators will do their best to supply comparable services, accommodations, and itineraries and there shall be no refund in this connection.
- Terms and conditions listed on this website represents the entire agreement between the passenger and the above mentioned operators.
- In the absence of their own negligence, neither the operators nor their agents or cooperating organisations shall be responsible for any cancellations or for acts of any other service providers concerned, diversions or substitutions of equipment of any act, variations, postponements, omission or default whatsoever by air carriers, land carriers, hoteliers or hotels, transportation companies or any other persons providing any of the services and accommodations to passengers including any results thereof such as changes in services accommodations or facilitations necessitated by same. Nor shall they be liable for any loss or damage to baggage or property or for injury illness or death or for any damages or claims whatsoever arising from loss negligence or delay from the act, error, omission default or negligence of any person not their direct employee or under their exclusive control including any act error omission default or negligence of any country, government or governmental authority, officer or employee. All baggage and personal effects are at all times and in all circumstances at the risk of the passenger, Baggage insurance is recommended. The carriers, hotels, and other suppliers who provide services on tour are independent contractors, they are not agents employees or servants of the Operators or Uniworld or their associated companies. The Operators are not responsible for any criminal conduct by third parties.

- Where the passenger occupies a motorcoach seat fitted with a safety belt, neither the Operators, nor their agents or cooperating organisations or service providers concerned will be liable for any injury, illness or death or for any loss or damages or claims whatsoever arising from any accident or incident if the safety belt is not being worn at the time of such accident or injury.
- Transportation companies, airlines etc are not to be held responsible for any act, omission or event during the time passengers are not onboard planes, transportation or conveyances. The passenger contracts in use by the airlines or transportation companies when used shall constitute the sole contract between the airline, transportation company and passenger or purchaser of this tour and the Operators assume no responsibility in this connection. Enrolment in and payment for a cruise/tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth on this website which cannot be varied except in writing by an officer of the company.
- The Travel Corporation (Ireland) Ltd is only responsible for the services of reservation and ticketing. It does not accept any responsibility or liability for any of the acts, omissions or defaults, whether negligent or otherwise, of the operators.
- Every effort is made to ensure that the Uniworld website is accurate at the time of publishing: however The Travel Corporation (Ireland) Ltd cannot be held responsible for typographical errors, or errors arising from unforeseen circumstances in relation to brochures, internet websites or any other printed or digital collateral used to promote Uniworld cruises. We reserve the right to make corrections as required.
- All bookings made with any provider of any transport, facilities, meals, other goods or of any services are subject to terms and conditions imposed by them. If you decide that you do not want to visit a country or part of a country you intended to visit because of any law, condition or requirement of any government or governmental authority, official, servant or agent, you are responsible for any costs, expenses, charges, fees, losses or damage incurred as a consequence and any cancellation or amendment fees. Neither Uniworld nor The Travel Corporation (Ireland) Ltd., accept any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.

**International Treaties:** Our liability is also limited by the contractual terms of the companies that provide the transportation for tour travel arrangements (which are incorporated into this contract) and international conventions which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services. International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; The Geneva Convention for carriage by road and the Paris Convention 1962 for accommodation. We are to be regarded as having all the benefits of these conventions on limiting our liability in relation to any claim for death, injury, loss damage and delay to guests and luggage.

**Other Conditions:** It is your responsibility to comply with the terms, conditions or requirements of any service provider, or any country or governmental authorities, or to bear any costs or losses incurred as a consequence of you not complying with them.

**Omissions:** Uniworld is not responsible for omissions, printing and/or presentation errors in brochures, on Internet sites, or in any other media where such information may be presented; Uniworld reserves the right to make corrections as required.

**Time of Publishing:** The Terms and Conditions listed are those in effect at the time of printing and remain in effect until replaced. These Terms and Conditions replace all previous versions.

**YOUR CRUISE TICKET CONTRACT:** Transportation aboard the ship is provided solely by the Suppliers (ship owners and charterers) pursuant to the Terms and Conditions of the Passenger Ticket Contract that you will receive prior to embarkation. A copy of the Passenger Ticket Contract will be provided with your final documentation or earlier, upon request, or [can be viewed on our website at uniworld.com](http://uniworld.com). Please note the Passenger Ticket Contract includes a clause specifying the courts of Basel, Switzerland as the exclusive forum for resolving disputes. The Passenger Ticket Contract is governed by the laws of Switzerland and is subject to limitations of liability and time limits for making claims under the Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea, 1974 ("Athens Convention") and the International Convention on Limitation of Liability for Maritime Claims, 1976 ("1976 Convention"). Where the terms of this Contract conflict with any applicable mandatory provision of law or international convention, including, where applicable, the Strasbourg Convention on the Limitation of Liability in Inland Navigation, 2012 (the "CLNI Convention"), the provisions of that law or convention prevail. Copies of applicable Conventions are available on request.

**Data Protection Statement:** In order to process your tour booking, Uniworld will need to use personal information for you and other guests included in your booking. This personal information may include each guest's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organizations, and otherwise as required by law. Similarly, we may also need to provide personal information to contractors who provide services to or for us (e.g., sending mail, processing payments, providing marketing assistance). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information.

We may also use the personal information you provide us to review and improve the cruises and services that we offer, and to contact you (by post, email and/or telephone) about other tours and services offered by Uniworld River Cruises that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at Uniworld per address details below. Uniworld River Cruises may charge a fee for supplying you with this information as permitted by law.

The Travel Corporation Ireland, Ltd.  
Travel House  
27 Merrion Square  
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Ireland  
Tel: 00353 1 775 38 38

GRC Global River Cruises Holdings AG.  
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