

2023 RIVER CRUISING & SMALL SHIP ADVENTURES

Booking Conditions

How to Make a Reservation: Phone, fax or visit our website - or call your travel professional. Please provide the full first and last names of travelers as it appears on passport and include address, phone number, tour name and departure date. Space will be held until deposit is received which is due within five business days after making your reservation.

Travel Agents Contact

Mayflower Cruises & Tours
650 Warrenville Rd
Suite 500
Lisle, IL 60532
(630) 435-8500 ext. 1 in Illinois
(800) 323-7604 ext. 1
(630) 960-3575 fax
www.mayflowercruisesandtours.com
info@mayflowercruisesandtours.com

Reservation Hours:

Monday - Friday 7:30 a.m. - 6:30 p.m. Central Standard Time
Saturday 9:00 a.m. - 2:00 p.m. Central Standard Time

Payments: All deposits and final payments can be made by check or credit card. We accept the following credit cards: Visa and Mastercard.

Prices Subject to Change: We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary.

Guaranteed Share Program for Single Travelers: If you are traveling alone and would like a roommate for cost savings, let us know at the time of booking your reservation. Travelers must be non-smokers and cannot use a medical sleeping device to be eligible. Participants will be paired with another traveler of the same gender at the twin rate. If no roommate is available, you will get a single room at the twin rate. Guaranteed share reservations are available until the final payment period of a tour.

Roommate Cancellation: If you are booked as a "twin" and your roommate cancels their reservation, and you cannot find another roommate, you may either travel as a guaranteed share (see above) or travel as a single and pay the single supplement.

Health and Walking on Tour: Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

Revision Fees: A fee of \$25 per person per transaction will be charged for any changes, revisions or alterations made to your reservation after confirmation.

Luggage Handling: The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

Travel Documents: Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel and ship information, clothing suggestions, baggage tags, plus any helpful hints.

Mayflower Money, First-Time Traveler and Referral Rewards: For every day you are on tour, you'll earn travel credits for future travel (Mayflower Money) with Mayflower Cruises & Tours. The more you travel the more you save.

Travelers new to Mayflower Cruises & Tours are provided with First-Time Traveler additional savings of up to \$50 per person. Available at the request of individual tour members. With Mayflower's Referral Rewards program you can earn hundreds of travel dollars when you refer a friend to us. Here is how it works - refer a friend that is NEW

to Mayflower Cruises & Tours and you will earn up to a \$100 travel savings when your friend makes a reservation and pays the deposit on a tour that is five days or longer. The savings is per friend. So if you bring a couple that is new to Mayflower - you will earn up to \$100 x 2 = \$200 travel savings. You can apply this savings on upcoming tours* you have with Mayflower Cruises & Tours. Your Friend also gets a First-Time Traveler savings of up to \$100.

*Some restrictions apply, call for details.

Smoke Free Environment: Although smoking is not allowed on the motorcoach, frequent rest/smoking stops are made.

Travelers with Special Needs: You must advise Mayflower at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United States and that accommodations for disabled travelers outside the United States may be more limited. If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's cost, the Tour Member will be responsible to pay the additional costs. Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities.

Membership: Mayflower reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least six years of age and accompanied at all times by a guardian.

Force Majeure: Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

Responsibility: These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd, Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

United States Tour Operators Association \$1 Million Travelers Assistance Program

Mayflower Cruises & Tours, Inc. shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the USTOA 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 payments of Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to information@ustoa.com or by visiting www.ustoa.com.

Tour Activity Level: Travelers should be in reasonably good health. Please consult your physician for pre-departure health advice.

1. This program has a leisurely pace with minimal activity such as climbing stairs, boarding the motorcoach and walking within the hotels and ships.
2. Average physical activity on this program requires the ability to climb stairs and walk reasonable distances, sometimes over uneven surfaces.
3. A blend of longer and shorter touring days with walking tours. Expect more of the touring to be over uneven surfaces and involve more stairs.
4. Longer touring days with more walking tours mixed with some periods of standing. Expect more of the touring to be over uneven surfaces and involve stairs.
5. A more physical touring experience based on the destination. Involves longer walking tours, on uneven surfaces, may involve inclines, stair climbing, windy or wet conditions at sites and periods of standing. Expect some of the experiences to occur during the evening.

Airline Security Measures: The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on their passport to be used while traveling, along with their date of birth and gender when making reservations to fly from the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

Passport & Visas: Each U.S. citizen must have a valid passport. Expiration date of passport should be at least six months after the return date of the tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Some countries require visas for entry by U.S. citizens. We will send instructions for visa applications if a visa is required for your tour. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited. Visa fees and cost of obtaining a visa are not included in the tour price and are the responsibility of the traveler.

Medical Requirements: Many countries have immunization requirements. Some countries require foreign visitors to have valid medical insurance on entry. Requirements vary by country and can change. Please check with your travel professional or call our office for details on which tours need these requirements. Specific instructions will be sent to you at 90 days prior to departure if your tour requires these conditions. Mayflower Cruises & Tours cannot be liable for delay or denial of entry due to missing documents.

Itinerary Changes: There may be times when we may have to alter the scheduled itinerary, cruise vessels, hotels, shore excursions etc. due to weather conditions or conditions on the river in regards to water levels, locks, or other delays. Any changes in the itinerary due to these conditions will not result in eligibility for a refund. All itineraries are subject to change without prior notice and may need to be altered due to water level and other weather conditions.

Cruise: (a) Noise, Vibration and Odor: While We take reasonable steps to minimize noise, vibrations and odors on the cruise ships, You acknowledge and accept that some noise, vibration and intermittent odors may be experienced on vessels and that We will not be liable to You in relation to any such noise, vibration or odors.

(b) Docking Position: During port stops, ships may dock side-by-side, obstructing views and requiring You to pass through other ships to embark and disembark.

DEPOSIT SCHEDULE - SCENIC, EMERALD AND GALÁPAGOS LAND/ CRUISE TOUR PRICE UP TO \$5,000

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	90 Days
• Without TPP Coverage	\$400	90 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$799	90 Days
• Without TPP Coverage	\$400	90 Days

DEPOSIT SCHEDULE - SCENIC, EMERALD AND GALÁPAGOS LAND/ CRUISE TOUR PRICE FROM \$5,001 AND UP

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$969	90 Days
• Without TPP Coverage	\$400	90 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$869	90 Days
• Without TPP Coverage	\$400	90 Days

DEPOSIT SCHEDULE - TREASURES OF THE PHAROAHs

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	90 Days
• Without TPP Coverage	\$400	90 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$799	90 Days
• Without TPP Coverage	\$400	90 Days

DEPOSIT SCHEDULE - MAJESTIC MEKONG RIVER CRUISE; TREASURES & TEMPLES OF VIETNAM AND CAMBODIA

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$1,099	90 Days
• Without TPP Coverage	\$400	90 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$999	90 Days
• Without TPP Coverage	\$400	90 Days

*Land tour price is based on twin occupancy rate

Payment Information: Listed above is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP) which is to be paid within five business days after making your reservation. Please see "Travelers Protection Plan (TPP)" section in the next column for further explanation of this benefit.

Refund and Cancellation Policy: Payments for land, air and cruise arrangements (less the deposit amount) will be refunded when cancellations are received prior to the final payment due date noted above. Deposits are non-refundable unless the optional Travelers Protection Plan (TPP) is purchased at the time of booking. When the optional Traveler Protection Plan is purchased and it is necessary to cancel your reservation, you will be refunded all payments, including the deposit amount, less the TPP premium. All refunds will be processed by Trip Mate, Inc. Please go to www.tripmate.com/wpF431G for details on the coverage for the Traveler Protection Plan. Should you choose not to purchase our TPP, the following per person cancellation charges will be assessed for all tours and optional excursion costs:

- 91 days or more prior to departure: Deposit Amount
- 90 days to day of departure: 100% of total tour
- No refund on unused portions of the tour

Exclusions for the Cancellation Fee Waiver: Mayflower Cruises & Tours reserves the right to alter its Refund and Cancellation Policy when a substantial amount of cancellation or postponement of travel is attributable to: conditions resulting from an act of God, natural or man-made disaster, fire, government action, civil disorder, war, hostilities between nations, or unavailability of transportation through no fault of Mayflower Cruises & Tours.

Tour Price Includes: All motorcoach transportation noted in the tour itinerary, round trip airport transfers on the tour departure and return dates (only) if air is purchased through Mayflower, services of the Tour Manager and driver, lodging, sightseeing, taxes, admissions, gratuities for bellmen and waiters for included meals, as well as Mayflower Money. Included meals are clearly noted in the touring description. Air transportation is available upon request, at additional cost for all tours.

What is Not Included on the Tour: The land price of your tour does not include airfare to the tour departure point; any inter/intra-country air; airline luggage charges; items of a personal nature; meals not included on the itinerary; sightseeing attractions listed as 'DiscoverMORE' and gratuities to the full time Tour Manager*, motorcoach driver*, all airport skycaps, van or limo drivers, local guides* or ship crew*. Transfers between airport and hotel are not included unless you purchase air from Mayflower and travel on tour dates. Baggage fees assessed by the airlines are not included in the air price if you purchased air from Mayflower Cruises & Tours.

*Applies to Cruising Ecuador's Galápagos Islands only

Travelers Protection Plan

Our Travelers Protection Plan consists of Pre-Departure and Post-Departure Travel Insurance Benefits. The following details apply to World Holidays that include a river cruise.

Travel Insurance Benefits: The following benefits are offered and administered by Trip Mate, Inc. To help protect your travel investment in the event of Trip Cancellation or Trip Interruption, you have the option to purchase the Travel Protection Plan (TPP) with your trip deposit/payment. The TPP is not refundable after 10 days of purchase (in all states) and after 14 days (in Washington). Please click on the following link to review or download the full terms of the plan: www.tripmate.com/wpF431G.

Trip Cancellation: If you cancel your Trip due to a covered Injury, Sickness or Death - your own or that of a Traveling Companion or Family Member - or for Other Covered Reasons, as defined, you will be reimbursed up to the Trip Cost for the unused non-refundable Prepaid expenses for Travel Arrangements provided by Mayflower Cruises & Tours.

Trip Interruption: If you interrupt your Trip due to a covered Injury, Sickness or Death - your own or that of a Traveling Companion or Family Member - or for Other Covered Reasons, as defined, you will be reimbursed up to the Trip Cost for the unused portion of the prepaid expenses for Travel Arrangements and/or the Additional Transportation Cost paid to return home or rejoin the Trip.

This plan also provides the benefits listed below, which are subject to the terms and conditions of the plan and may vary by state jurisdiction:

- \$500 Missed Connection
- \$2,400 Travel Delay (Up to \$200 Per Day for up to 14 days)
- \$500 Travel Delay (Up to \$100 Per Day)
- \$25,000 Medical Expense
- \$50,000 Emergency Evacuation
- \$25,000 Accidental Death & Dismemberment
- \$2,000 Baggage / Travel Documents
- \$500 Baggage Delay (Up to \$100 Per Day)
- 24 Hour Worldwide Assistance Service (non-insurance service provided by Generali Global Assistance)

Certain exclusions and limitations apply and are detailed in the Plan Document which will be enclosed with your deposit receipt and is also available to you, upon request, at any time prior to your purchase of the plan.

"Traveling Companion" means a person or persons whose names appear with Yours on the same Travel Arrangements and who, during Your Trip, will accompany You. A group or tour organizer, sponsor or leader is not a Traveling Companion as defined, unless sharing accommodations in the same room, cabin, condominium unit, apartment unit or other lodging with You.

Sickness or Injury must require care by a Physician and must commence while coverage is in force for you. This plan does not cover a loss that results from an illness, disease, or other condition (of you, an Immediate Family Member, Traveling Companion or Business Partner), event or circumstance which occurs at a time when this plan is not in force for you.

The insurance benefits of this plan are underwritten by United States Fire Insurance Company, Eatontown, NJ.

For complete details on the travel protection plan, refer to the Plan Document enclosed with your deposit receipt, which is also available to you online at www.tripmate.com/wpF431G.

Important! The Travel Protection Plan must be purchased at the time of initial payment and may not be purchased at a later date.

