

Pre-contract – Important Information before the contract with The Ritz-Carlton Yacht Collection.

Ritz-Carlton Yacht Collection

Registered Office and contact details:

The Ritz-Carlton Yacht Collection

Vault 14, Level 2,

Valletta Waterfront

Floriana FRN 1914

Email: info@ritz-carltonyachtcollection.com

Telephone: +356 2778 0076

1. Please familiarise yourself with the destinations, itinerary and periods of stay for your chosen cruise. The itinerary has been explained to you by our yacht consultant and is also displayed on the confirmation/invoice and is further available on our website www.ritzcarltonyachtcollection.com.
2. The category of transport will be a cruising yacht. Full itinerary descriptions, including ports of call and time at port are detailed on the confirmation/invoice and on our website www.ritzcarltonyachtcollection.com.
3. The meal plan is all-inclusive fare, including:
 - Onboard meals from menu served in-suite or in-restaurant, except Aqua, our speciality restaurant;
 - Alcoholic beverages including non-premium spirits, wine and beer; and
 - Non-alcoholic beverages including soft drinks, coffee, tea and water.
4. The total price of the cruise does not include excursions; unless specified by your yacht consultant. You will bear optional excursions and packages at an additional cost.
5. Our confirmation/invoice, our website, our e-Brochure, and all communication onboard the yacht and during the excursions, and all services provided onboard the yacht will be delivered in the English language only.
6. Please check with your yacht consultant for any special assistance and accessibility requirements that you may require during the cruise.
7. The total price of the package is inclusive of taxes. Where applicable, all additional fees, charges and other costs will be provided to you in advance by your yacht consultant pre-contract. Also, these amounts will be detailed on the confirmation/invoice.
8. We accept as method of payment major credit cards (Visa, MasterCard and American Express) and bank transfers.
9. The deposit amount will be 25% of the total price of the cruise.
10. The remaining balance is to be fully paid 120 before the start of the cruise.
11. The minimum persons to start a package is one person (single occupancy supplements apply).

12. You must be in possession of a valid passport and valid visas applicable for the countries to be visited during the yacht itinerary. You will be denied boarding of the yacht if you do not meet the passport/visa requirements.
13. It is your responsibility to have a passport that is valid for at least six months after the end of the cruise. The passport must also contain at least four blank pages to allow for immigration stamps. Please be aware that many yacht itineraries visit multiple countries.
14. It is your responsibility to have the correct documentation and visas for the countries to be visited. You should confirm the necessary requirements with the relevant embassies and/or consulates based on your country of residence/citizenship. The specific visa requirements for a country can be found on:
- <https://foreignaffairs.gov.mt/en/pages/travel-advice.aspx>; or
 - <https://www.gov.uk/foreign-travel-advice>
15. Your wellbeing and safety is the highest priority for us at The Ritz-Carlton Yacht Collection. We recommend you visiting your local travel advice advisory from your country of residence and the Maltese Foreign Affairs and national health advice to establish the required visa, passport, health information including any recommended vaccinations and the latest current travel advice:
- <https://foreignaffairs.gov.mt/en/pages/home.aspx>; or
 - <http://deputyprimeminister.gov.mt/en/phc/pchyhi/pages/travel-vaccination.aspx>
16. Cancellation policy

<u>Notice Given before Cruise Commencement Date</u>	<u>Cancellation Fee Applicable to Guest(s)</u>
121 + days	Full Refund less a 250 EUR or 200GBP non-refundable administrative fee per person
120-91 days to sailing	25% cancellation fee deducted from Cruise Fare
90-61 days to sailing	50% cancellation fee deducted from Cruise Fare
60-31 days to sailing	75% cancellation fee deducted from Cruise Fare
30 days to sailing	100% cancellation fee deducted from Cruise Fare

An administrative fee for cancellations 250 EUR or 200GBP per person will be charged when you cancel a booking 121 days before the start of the cruise. This administrative fee can be applied as a credit to a new booking within one year of the cancelled booking.

17. “The Ritz-Carlton Yacht Collection” is the trading name of Cruise Yacht OpCo Ltd, a Malta domiciled private limited liability company.
18. The Ritz-Carlton Yacht Collection emergency contact number is +356 7933 1678.
19. You may transfer the package to another person if you provide us with written notice at least 7 days before the start of the cruise.

20. You may terminate the contract without paying any termination fee and get a full refund of any payments you made if we significantly change any of the essential elements of the package, other than the price. If we cancel the cruise before the start of the cruise, you are entitled to a full refund and additional compensation where appropriate.
21. You may terminate the contract without paying any termination fee before the start of the cruise in the event of exceptional circumstances, for instance, if there are security problems at the destination which are likely to affect the cruise.
22. Additionally, you may at any time before the start of the cruise terminate the contract in return for an appropriate and justifiable termination fee as stated in point 16.
23. If, after the start of the cruise, significant elements of the package cannot be provided by us as agreed, we must offer suitable alternative arrangements to you at no extra cost. When services are not performed in accordance with the contract and this substantially affects the performance of the cruise and we fail to remedy the problem, you may terminate the contract without paying any termination fee.
24. You are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
25. The Ritz-Carlton Yacht Collection will provide assistance if the traveller is in difficulty.
26. If The Ritz-Carlton Yacht Collection becomes insolvent, any payment made by you will be refunded. If The Ritz-Carlton Yacht Collection becomes insolvent after the start of the cruise and if transport is included in the package, repatriation of the travellers is secured. The Ritz-Carlton Yacht Collection has taken out insolvency protection through Malta's Insolvency Fund Managing Board.

If the travel services are not performed due to the insolvency of The Ritz-Carlton Yacht Collection, you may contact:

- Malta's Insolvency Fund Managing Board
Building SCM01
Smart City Malta
Ricasoli SCM1001
Malta
email: info.insolvencyfund@visitmalta.com; or
- Federated Association of Travel & Tourism Agents
Suite 1
The Exchange Republic Street
Valletta VLT 05
Malta
email: admin@fatta.org