



PRE-CONTRACT INFORMATION AND ACKNOWLEDGEMENT

READ BELOW FOR IMPORTANT INFORMATION PRIOR TO ENTERING INTO A CRUISE CONTRACT WITH THE RITZ-CARLTON YACHT COLLECTION. PLEASE SIGN THE LAST PAGE AND RETURN TO INFO@RITZ-CARLTONYACHTCOLLECTION.COM.

The Ritz-Carlton Yacht Collection

Registered Office and Contact Details

The Ritz-Carlton Yacht Collection

Vault 14, Mezzanine Level

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 your Yacht Vacation Consultant, is displayed on the confirmation/invoice, and is 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. Cruise fares are per person, cruise only, based on double occupancy and include taxes, fees, and port expenses. Your cruise fair includes suite accommodations, onboard Personal Concierge services, onboard gratuities (excluding salon services and spa treatments, housekeeping services, 24-hour in-suite dining, onboard meals (excluding the specialty restaurant) and select complementary beverages such as beer, select spirits and wines, soft drinks, coffee, tea and water, onboard entertainment and enrichment, non-motorized watersports, and Wi-Fi.
4. The total price of the cruise package is inclusive of taxes. Where applicable, all additional fees, charges and other costs will be provided to you pre-contract by your Yacht Vacation Consultant. These amounts will be detailed on the confirmation/invoice.
5. Your cruise fare does not include airfare, hotel accommodations, transfers, luggage handling, shore experiences, meals ashore, specialty dining at S.E.A., salon services, spa treatments, upgraded Wi-Fi or personal purchases from the boutique. Select specialty champagnes, wines, spirits and caviar are also not included in the cruise fare. If you wish to bring a quantity of your own wine onboard or have wine shipped to the yacht, a \$20 corkage fee per bottle will apply when poured in dining venues. Any loss or damage to wines in transit and while on board shall at all times remain with the guest.
6. Confirmations/invoices our website and e-brochure, and all communications delivered and services provided on board the yacht will be made in the English language only.
7. Please check with your Yacht Vacation Consultant for any special assistance and accessibility requirements that you may require during the cruise.
8. Single occupancy supplements apply to single berth bookings.
9. Passport and visa requirements, and regulations with regards to inoculations and other health requirements vary by destination and often change. It is the sole responsibility of the guest to obtain the required documentation and vaccinations and have available the appropriate valid travel and health documents for their voyage. Any guest traveling without the proper documentation will not be allowed to board the yacht and no refund will be made to the guest.



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10. Passports are required for all guests boarding the yacht and must be valid for six (6) months after the voyage's completion date. 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. Due to airline security measures, your passport name must match the name on your airline ticket or you may be denied boarding. 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 if you do not meet the passport/visa requirements.
11. It is your responsibility to have the correct documentation and visas for the countries that will be visited during the voyage. You should confirm the necessary requirements with the relevant embassies and/or consulates based on your country of residence/citizenship.
12. Booking can be held for three (3) days prior to a deposit being required. Booking will be automatically cancelled if the deposit is not received timely. To reserve your voyage, a 25% deposit of the total cruise fare (including taxes, fees and port expenses) is required outside of 120 days prior to the voyage departure date. Final payment is required 120 days prior to the voyage departure date. Reservations made within 120 days of voyage departure date require full payment within three (3) days of the booking date. Reservations made within five (5) days of voyage departure date require full payment within 24 hours of the booking date.
13. In the event that you need to cancel your booking, you are required to contact your Yacht Vacation Consultant. If a cancellation request is received more than 120 days prior to the voyage departure date, and a deposit has already been paid on the booking, you will receive a full refund less an administrative fee of 250 EUR, 250 USD, or 200 GBP per person (the "Administrative Fee"). The Administrative Fee is non-refundable but may be applied to a new booking made within 12 months of the cancellation date. The Administrative Fee may only be applied to one (1) new booking. The Administrative Fee will be forfeited if not applied to a new booking within 12 months of the cancellation date or if the new booking is subsequently cancelled.
14. Payments may be made directly by guests using their American Express, Visa, MasterCard credit card or by wire transfer. Once payment has been applied to the booking, the currency cannot be changed. Third party credit card charges can only be accepted when accompanied by a third-party credit card authorization form. Refunds will be provided in the original currency and method of payment.
15. **Cruise cancellation** requests received within 120 days of the voyage departure date will be subject to the following cancellation fees:
 - 120 to 91 days prior to voyage departure date: 25% cancellation fee
 - 90 to 61 days prior to voyage departure date: 50% cancellation fee
 - 60 to 31 days prior to voyage departure date: 75% cancellation fee
 - 30 days or fewer prior to voyage departure date: 100% cancellation fee
16. **Air Cancellations:** Once issued, air tickets are subject to all applicable airline charges and fees for changes.
17. Hotel and Transfers Cancellations
Pre- & Post-Hotel Programs cancellation requests received within 120 days of the voyage departure date will be subject to the following cancellation fees:
 - 120 to 91 days prior to the voyage departure date: 25% cancellation fee
 - 90 to 61 days prior to the voyage departure date: 50% cancellation fee
 - 60 days or less prior to the voyage departure date: 100% cancellation fee



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Pre- & Post-Transfers cancellation requests received within 15 days of the voyage departure date will be subject to the following cancellation fees:

- 14 to 7 days prior to voyage departure date: 50% cancellation fee
- 6 days or fewer prior to voyage departure date: 100% cancellation fee

18. Unless otherwise noted at time of booking, **Shore Collection** cancellation requests must be received at least 24 hours to port arrival. **Concierge Ashore** cancellation terms vary based on the experiences selected and will be advised at time of booking.

19. **Pre- & Post-Land Programs and Overland** cancellation requests received within 120 days of the voyage departure date will be subject to the following cancellation fees:

- 120 to 91 days prior to voyage departure date: 25% cancellation fee
- 90 to 61 days prior to voyage departure date: 50% cancellation fee
- 60 to 31 days prior to voyage departure date: 75% cancellation fee
- 30 days or less prior to voyage departure date: 100% cancellation fee

20. **Marquee Events** are subject to a 100% cancellation fee at the time of booking.

21. The yacht is equipped with a limited onboard medical center with an internationally accredited physician and a nurse. Fees and charges do apply for medical services and are dictated by the services performed by the yacht's physician. The yacht's physician and nurse are both independent contractors and are not under The Ritz-Carlton Yacht Collection's or the Captain's control in their treating or diagnosis of guests. The Ritz-Carlton Yacht Collection shall not be liable in any way for medical services or medicines provided or not provided. The Ritz-Carlton Yacht Collection shall not be liable in any way for referring guests ashore for medical services or for the actual medical services rendered ashore.

22. Guests in need of special services during their voyage, or needing to travel with medical apparatus, including wheelchairs, motorized scooters, oxygen therapy, etc. must notify The Ritz-Carlton Yacht Collection in writing prior to final payment becoming due. The Ritz-Carlton Yacht Collection has the right to refuse or revoke passage to anyone, at the guest's own risk and expense, when, in the sole discretion of The Ritz-Carlton Yacht Collection, the Captain or the physician, the guest is not in physically, mentally or emotionally fit for travel by sea.

23. The Ritz-Carlton Yacht Collection cannot accommodate women who have entered their 24th week of pregnancy (beginning at 23 weeks and one day) as of the voyage departure date. No exceptions will be made. Expectant mothers are required to supply a medical certificate to validate that it is safe for them to travel at the time they are due to set sail.

24. Service animal requests will be reviewed on a case-by-case basis and must be in compliance with the ADA and Regulation (EU) No 1177/2010 requirements. All service animals should be qualified with the appropriate documentation verifying certification of the service animal for that specific guest prior to sailing. Guests traveling with a service animal should independently consult local authorities at each port of call to determine approval to travel. Service animals do not include pets, service dogs in training, or emotional support dogs and as such, these animals will not be permitted on board the yacht.

25. The Ritz-Carlton Yacht Collection welcomes children ages six (6) months or older*. The fare for infants six (6) months to two (2) years of age is 25% of the first and second berth, when reserved as the third berth in the suite. Children must be accompanied by and occupy the same suite as a parent or guardian over the age of 21 years old. On voyages with three (3) or more consecutive days at sea, the minimum age for children is one (1) year of age. Children under the age of five (5) years are not permitted on rigid inflatable boats ("Zodiacs") and a parent or guardian must remain on board with any child under such age. *Children must be at least six months of age as of the voyage departure date.



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26. The Ritz-Carlton Yacht Collection does not provide for the care, babysitting or supervision of children of any age. The Ritz-Carlton Yacht Collection does offer Ritz Kids® for children ages four (4) to 12. A parent or guardian must remain on board the yacht while any child is participating in the Ritz Kids® program. Enhanced programming may be available during holidays and summer months.
27. A limited number of cribs are available on board the yacht. Guests wishing to reserve a crib should notify The Ritz-Carlton Yacht collection reservations department at the time of booking.
28. Guests must be 18 years or older to participate in The Shore Collection on their own. A parent or guardian must accompany minors under the age of 18 on any tour.
29. The Ritz-Carlton Yacht Collection recommends that all guests purchase travel insurance to cover trip cancellation, medical and baggage.
30. "The Ritz-Carlton Yacht Collection" is the trading name of Cruise Yacht OpCo Ltd, a Malta domiciled private limited liability company
31. The Ritz-Carlton Yacht Collection emergency contact number is +356 7933 1678.
32. You may transfer the package to another person if you provide The Ritz-Carlton Yacht Collection with written notice at least 7 days prior to the voyage start.
33. 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 travelers 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



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Please sign below and send to info@ritz-carltonyachtcollection.com.

Pre-Contract Acknowledgement by the Lead Guest

I, _____ acknowledge that I have received and read this document in its entirety.

GUEST SIGNATURE

DATE

PASSPORT NUMBER OR ID CARD NUMBER