

2016 Europe And Russia - Terms and 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. Please read these pages carefully, as payment of a deposit represents an acceptance of the Uniworld Terms and Conditions.

Your Trip

Prices: Prices are per person, based on two people sharing a stateroom or hotel room and are in US Dollars. Cruise and cruise/ journey prices are based on costs, charges, tariffs, rates, taxes, levies and exchange rates as of 12/15/2014. Should the total cruise or cruise/journey price increase by more than 10%, passengers will have the right to cancel their cruise or cruise/journey within seven (7) days of notification of the surcharge without penalty. No surcharges in respect of cost or currency fluctuations will be made once payment for the deposit of your cruise or cruise/journey is received. This does not apply to fuel surcharges and any taxes, charges or levies imposed by any government or their agencies. If you have purchased your transatlantic or transpacific air with Uniworld and/or you have purchased a cruise/journey with Uniworld that includes air, your entire package price will be guaranteed at time of initial payment.

Reservations and Payments: A deposit of at least \$300 per person is required within 72 hours of reservation. Payment in full for the airfare booked in conjunction with a Uniworld cruise/journey is required at time of booking. Upon receipt of full air payment your airfare, tax and fuel surcharges are final. You may cancel your air within 24 hours of booking and receive a full refund of the cost of the airfare. Final payment is due at least ninety (90) days prior to departure. Reservations will be canceled if final payment is not received in a timely manner.

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; cost of passport and visas; taxes; excess baggage charges; laundry; phone calls; all items of a personal nature; items not included on regular menus; expenses for additional sightseeing not specified in the itinerary; premium spirits & premium wine (please refer to complimentary beverage programme), meals not detailed in the itinerary; Gratuities for programs in Russia, Egypt, India, China and Vietnam/Cambodia; and health, accident, baggage, or travel protection plans.

Gratuities: Europe: Gratuities for onboard and onshore personnel (ship staff, crew, Cruise/Tour Manager, local experts, drivers) are included on all itineraries in Europe, both during the cruise or cruise/journey as well as on any pre- or post-cruise land extensions.

Russia: Please note this does not apply to Russia or Helsinki extension.

Egypt, India, China, Vietnam, and Cambodia: Gratuities are not included for onboard and onshore personnel (ship staff, crew, Cruise/Tour Manager) on itineraries in these destinations. Gratuities are included for onshore personnel (local experts and drivers) who provide services during the cruise/journey and on any pre- or post-cruise land extensions.

Complimentary Beverage Programme:

- Europe: All beverages are included (excluding premium spirits & premium wine) for the cruise portion of your trip.

- Russia: Complimentary red and white house wine, beer and soft drinks will be included at dinner onboard the *River Victoria*. Soft drinks will be complimentary during lunches while onboard the *River Victoria*.
- Vietnam & Cambodia: Complimentary red and white house wine, local spirits (excludes premium spirits), and soft drinks will be included throughout the cruise while onboard the *River Orchid*. Onshore dinners include complimentary red and white house wine, local beers, and soft drinks.
- China: Complimentary red and white house wine, local beers, and soft drinks will be included at dinner while onboard the *Century Legend* and the *Century Paragon*. Soft drinks and tea are included for lunch and dinner onboard the ships.
- India: Complimentary local beers and spirits (excludes premium spirits), soft drinks, tea and coffee will be served throughout the cruise in the lounge only.

Onboard/onshore dinners include complimentary red and white house wine, local beers, and soft drinks.

- Egypt: Complimentary bottled water, coffee and tea.

Cancellation Policy: We hope nothing will come between you and your Uniworld vacation. 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. Cancellation charges, per person and based upon the date of cancellation, are as follows:

Cancellation Notice Received Before Tour Start Date	Cancellation Charge
90 days or more	\$300 non-refundable
89 – 60 days	35% of the total fare
59 – 30 days	50% of the total fare
Less than 30 days	100% of the total fare
No Show	100% of the total fare

**Fare is defined as the cost of any cruise, land, or air element purchased from Uniworld. Port charges are fully refundable if they have been paid prior to cancellation.

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. For true worry-free travel, please see the Travel Protection Plan section of this brochure or visit uniworld.com. The Travel Protection Plan premium is nonrefundable once paid to Uniworld.

Revision Fee: A fee of \$30 per person, per transaction, will be charged for any passenger name change; cruise date change (within the same calendar year only) or itinerary change made to a reservation after the booking is confirmed unless the change increases the value of the booking. A passenger name change, cruise date change or itinerary change within 90 days of departure will be treated as a cancellation subject to our cancellation policy and a new reservation must be made. Cancellation fees (as shown above) will apply. Any revision to a booking may result in the loss of a confirmed airline reservation, change fees (refer to the Air Travel change fees section for details) and increased airfare in addition to any charges levied by the airlines, which will be payable by the Passenger.

Your Flight

Airfare: Uniworld wants to help make your entire vacation smooth sailing, so we offer great values on airfares from most major cities in the US. Please contact your Travel Professional or Uniworld for the most up-to-date prices. As airfares and schedules are subject to availability, we encourage you to book early. Payment in full for the airfare booked in conjunction with a Uniworld cruise or cruise/journey is required at the time air is booked. Upon receipt of full air payment your airfare, tax and fuel surcharges are final. You

may cancel your air within 24 hours of booking and receive a full refund of the cost of the airfare. We may issue your air ticket at any time after you book and pay for your flights in full.

Air Travel Change Fees: If you, as the Passenger, change your air travel itinerary before your ticket is issued, you will be charged a \$30 per person change fee (see Revision Fees). This charge will apply each time you make a change. If you change your air travel plans after your ticket is issued, you will be charged a \$75 per person per change fee, and you will be responsible for any increase in airfare and/or penalties levied by the airline, which may be up to 100% of the air ticket value.

Airline Cancellations: You may cancel your air within 24 hours of booking and receive a full refund of the cost of the airfare. If you, as the Passenger, choose to cancel your air arrangements eighty-nine (89) days or less before departure, then please refer to the Cancellation Policy section for the applicable cancellation policy and penalties that will be applied. If you, as the passenger, cancel your air 90 days or more before departure and your air has been ticketed, you will be responsible for any penalties levied by the airline, which may be up to 100% of the air ticket value.

Air Bookings and Restrictions: TSA regulations require us to collect the full first, middle and last name as it appears on your passport or government-issued ID 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 7 days of departure to reconfirm your flights.

Uniworld Custom Air Service: To give you even more options and greater flexibility, Uniworld offers customized air reservations. This service is available for \$25 per person, plus any applicable increased air costs. (Requests must be received in writing, after the reservation is under deposit.) Once you have made your deposit, you may make your custom air request by submitting the Custom Vacation Planning Form at uniworld.com. The service fee is non-refundable upon confirmation of the request.

Seat Assignments and Special Services: Requests for seat assignments, special meals and special services must be made directly to the airline. Some airfares used by Uniworld are not eligible for frequent flyer mileage. Please inquire with the airline for full details regarding frequent flyer mileage.

Airport/Ship Transfers: If you purchase a Uniworld Air-Inclusive Vacation, you enjoy the special included convenience of scheduled group transfers between the airport and the ship/hotel on the day the cruise or cruise/journey begins and between the ship/hotel and the airport on the day the cruise or cruise/journey ends. There may be a waiting period between transfers of 2 hours or more unless private car transfers have been purchased. Private car transfers are only available on the cruise or cruise/journey start/end dates.

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 or cruise/journey 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 late arrivals or missed transfers due to delayed or cancelled flights, 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 conform to the Transfer Guidelines in the following box:

Transfer Guidelines: Flights must arrive/depart within the following time limits:

	Arrival	Dep
Europe*	5 am – 5 pm	6 am
Russia**	6 am – 8 pm	5 am
Turkey***	24 hours	24 h
China	24 hours	24 h
Vietnam	24 hours	24 h
India	24 hours	24 h
Egypt	24 hours	24 h
Extensions	24 hours	24 h

* Transfer in Paris are provided from/to CDG only.

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

*** In Turkey, transfers are only provided to/from Istanbul (IST).

Arrival guidelines for the programs listed below are 5 am – 2:30 pm

- Castles along the Rhine (Amsterdam to Basel)
- European Jewels (Amsterdam to Budapest)
- Ultimate European Journey (Amsterdam to Istanbul)

Arrival guidelines for the programs listed below are 5 am – 3:30 pm

- Rhine Discovery & Prague (Basel to Prague)
- Delightful Danube & Prague (Budapest to Prague)
- Delightful Danube (cruise only Nuremberg to Budapest)
- Grand European Discovery (Basel to Vienna)
- Paris & Normandy (Paris to Paris)
- Burgundy & Provence (Lyon to Avignon)
- Burgundy & Provence (Avignon to Lyon)
- A Portrait of Majestic France (Paris to Bordeaux)
- Grand France (Paris to Avignon)
- Ultimate France (Paris to Lyon)
- Portugal, Spain & the Douro River Valley (cruise only Porto to Porto)
- Parisian Holiday (Paris to Paris)

Baggage Fees, Baggage and Personal Belongings: 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 motor coaches. Airlines may have additional baggage restrictions and may impose additional fees for checked baggage and/or excess baggage (visit uniworld.com/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. A protection plan covering lost, stolen or damaged baggage is available through the Uniworld Travel Protection Plan.

Documents: Uniworld will send you a document packet 21 to 30 days before your cruise or cruise/journey departure date, provided that Uniworld receives your completed Passenger Information Form and your booking is paid in full.

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 agent or the US Consulate Service for information regarding necessary documentation. Non-US citizens must

contact the appropriate consular office for entry requirements pertaining to your trip. Any visa(s) or other documentation required for a particular itinerary is the sole responsibility of the guest. As a courtesy, our website, uniworld.com, in the "Before You Go" 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.

Due to government imposed security/immigration measures, passport information and emergency contact information are required for all passengers prior to release of documentation.

Guidelines for US citizens:

- A single entry visa is required for entry to China.
- 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 us 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 no later than forty-five (45) days prior to departure. Please include your name and Uniworld booking number in your email.
- A multiple entry visa is required for entry to Vietnam.
- For entry to Cambodia, our Tour Manager will take care of obtaining Cambodian visas for each Guest while on the tour. Each Guest will need to provide the Tour Manager with their passport, a passport photo, and \$50.00 USD cash per person while on the tour for this purpose. The Tour Manager will then submit all passports to the Cambodian Immigration Authorities and obtain the visas. For southbound Mekong cruises, this will be done at the Siem Reap Airport. For northbound Mekong cruises, this will be done onboard the *River Orchid* prior to entering Cambodia.
- A single entry visa is required for entry to Laos.
- A single entry visa is required for entry to Russia.
- A single entry visa is required for entry to Turkey.
- A single entry visa is required for Egypt.

Additional Considerations

Travel Protection Plan: Uniworld makes every effort to ensure that your trip is safe and enjoyable. However, situations beyond our control may occur. Also, keep in mind that your health plan coverage for a stay outside the US may be limited. We recommend you obtain a travel protection plan. To help provide you with some peace of mind, Uniworld offers a comprehensive travel protection plan.

Itinerary Changes: You can count on the value of Uniworld's experience and regional knowledge to make sure you enjoy your cruise or cruise/journey 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.

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 eighty-nine (89) days or less before departure, then please refer to the Cancellation Policy section for the applicable cancellation policy and penalties that will be applied.

Advanced, Canceled, or Delayed Sailing: Uniworld reserves the right to cancel, advance or postpone any scheduled sailing date and may, but is not obligated to, substitute hotels or vessels. Uniworld shall not be liable for any loss to you by reason of any such cancellation, advancement or postponement. In the event of cancellation by Uniworld, your sole right of recourse shall be to obtain a refund of monies paid to Uniworld in connection with such cruise or cruise/journey.

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, 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 eye glasses) 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, steps 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 traveling 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: Guests who are less than 18 years of age must be accompanied by an adult who is 21 years of age or older. While we will accept children 4 years of age and older as Guests, it is our long-term experience that most children do not enjoy or appreciate the river cruise experience. There are no special arrangements, activities, medical facilities, or accommodations (unless noted) for children on Uniworld cruise or cruise/journey programs. Adults accompanying children are responsible for their behavior onboard and ashore.

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 and Waiver: The responsibility of Uniworld River Cruises, Inc., ("Uniworld") is strictly limited. Uniworld promotes and sells tour programs consisting of certain travel services on the cruise ships ("Vessels") or other modes of transport ("Transport"). Uniworld does not own or operate any of the Vessels/Transport. The owners, operators and charterers ("Suppliers") of the Vessels/Transport are independent of Uniworld. Uniworld makes no representations or warranties concerning the Suppliers or the Vessels/Transport. We assume no liability for any acts or omissions of any Supplier including, without limitation, those involving cancellation of tours/cruises, schedule changes, rerouting, delays, damage to or loss of baggage, property damage, equipment failures, accidents, death or injuries to persons regardless of cause, whether or not services are tendered or transportation provided is arranged through Uniworld. Accordingly, you will not have any right to claim or recover against Uniworld as a consequence of any negligent or willful act or failure to act of any Suppliers or the condition or operation of any Vessel/Transport. Notwithstanding anything herein to the contrary, the liabilities and obligations of the Suppliers to you and your rights against the Suppliers, are subject to any and all terms and conditions of the Suppliers' contract of carriage and any and all governmental/jurisdictional laws and regulations bearing upon or otherwise relating to such rights, liabilities and obligations, including, without limitation, choice of law, jurisdiction of disputes, limitations of liability and limitations on the time to file claims. By utilizing the travel services of the Suppliers, you agree that you will look to such Suppliers for any accident, death, injury, property damage, or personal loss to you or to those traveling with you, and that neither Uniworld nor any representative of Uniworld shall have any liability whatsoever.

California Seller of Travel Law: Uniworld River Cruises, Inc., is a registered seller of travel in the State of California, CST #2075415-20, and is a participant in the Travel Consumer Restitution Fund. Registration as a seller of travel does not constitute an approval by the State of California.

A complete explanation of your rights under the California Seller of Travel Law can be found at oag.ca.gov/travel.

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; we reserve the right to make corrections as required.

Agreement: The payment of a deposit and/or the issuance of tickets or vouchers shall be deemed your consent to the terms and conditions as presented herein. It is specifically agreed that this agreement is entered into in Los Angeles County, California, and in the event any legal or equitable action is initiated concerning the interpretation, enforcement, or breach of any term, obligation, or duty as contained or related to these Terms and Conditions, the exclusive venue for such action shall be solely in the Superior Court of California, Los Angeles County, Van Nuys District. This agreement shall be construed in accordance with California law without regard to conflicts of law principles.

Time of Printing: 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 PASSENGER 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. 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 law 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").

The USTOA \$1 Million Travellers Assistance Programme: Uniworld River Cruises, Inc., shares the coverage available under the USTOA \$1 Million Travellers Assistance Programme with other affiliates of The Travel Corporation 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 \$1 Million Travellers Assistance Programme, the advance payments of Uniworld River Cruises, Inc., customers in the unlikely event of Uniworld River Cruises, Inc., bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by The Travel Corporation may be sufficient to provide only a partial recovery of the advance payments received by Uniworld River Cruises, Inc. More details of the USTOA Travellers Assistance Programme and a list of affiliates may be obtained by writing to USTOA at 275 Madison Avenue, Suite 2014, New York, New York 10016, or by email to information@ustoa.com or by visiting their website at USTOA.com.

FINANCIAL PROTECTION US \$20 MILLION
YOUR PEACE OF MIND GUARANTEE

The traveling public has always been concerned about the protection of their advanced bookings. As part of Uniworld's commitment to providing our customers with peace of mind in all dealings with Uniworld, TravCorp Financial Services Limited has provided a letter of credit to Uniworld of USD \$20 Million in respect of all customers traveling with Uniworld.