

## RIVER HERITAGE CLUB BENEFITS

Once you've cruised with Uniworld River Cruises Ltd., you automatically become an esteemed member of our River Heritage Club, eligible for an array of member-only savings and onboard benefits that we offer in sincere gratitude for your loyalty including, but not limited to:

- Join the Captain for a members-only cocktail party onboard
- Complimentary onboard laundry service weekly on ships in Europe and Russia and once per cruise on ships in India, Vietnam and Cambodia
- Complimentary in-room fruit platter waiting for you upon arrival
- Exclusive e-magazine
- Special member-only offers

River Heritage Club savings and amenities are available to guests after completing their first Uniworld River Cruise.

Exclusive Savings apply to the cruise portion of the trip. Savings vary by itinerary and departure date. Savings are combinable with all Uniworld River Cruises Ltd. promotions. River Heritage Club savings are not combinable with any Travel Corporation discounts as offered by companies such as, but not limited to: Insight Vacations, Luxury Gold, Trafalgar, Adventure World etc. Restrictions may apply. Offer is subject to change.

## 2019 UNIWORLD RIVER CRUISES LTD. TERMS & CONDITIONS

We at Uniworld River Cruises Ltd. 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 River Cruises Ltd. Terms and Conditions.

## YOUR TRIP

### PRICES

All prices are per guest in British Pounds based on double occupancy unless otherwise noted. Fares are capacity controlled and are subject to change at any time without notice. Availability of all stateroom categories cannot be guaranteed. Fares for single guests are available upon request. Additional restrictions may apply. If you have purchased your airfares with Uniworld River Cruises Ltd. and/or you have purchased a cruise-tour package with Uniworld River Cruises Ltd. that includes air, your entire package price will be guaranteed at time of initial payment. For current pricing, please refer to our website.

## RESERVATIONS AND PAYMENTS:

A deposit of at least 15% of the cruise-tour fare (cruise-tour 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 travel agent shall, on receipt of any monies, hold such monies for each and every person named in the booking until the booking is confirmed at which times those monies shall be remitted promptly by your Travel Agent to us. All such monies received by us will be deposited as required by law. We will be entitled to keep for each account any interest earned on such monies. It is a condition of our confirmation or your booking and acceptance of your cruise, may be disbursed by us as and when we see fit or in respect of the services to be provided or fees payable under the cruise program, and the payment of a deposit or otherwise for your cruise or cruise/tour, shall be deemed to be a direction to disburse such monies as aforesaid.

## 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; aircraft seat assignments, 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; and health, accident, baggage, or travel protection plans.

## COMPLIMENTARY BEVERAGE PROGRAM

Europe and Russia: Complimentary beverages onboard: including 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, beer, soft drinks, tea and coffee will be available throughout the cruise. Onboard lunches and dinner 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.

## GRATUITIES

Europe, Russia, Asia and Egypt: gratuities for onboard and onshore personnel (ship staff, crew, Cruise/Tour Manager, local experts, drivers) are included, both during the cruise-tour as well as on any pre- or post-cruise land extensions.

## CANCELLATION POLICY

We hope nothing will come between you and your Uniworld River Cruises Ltd. 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. The cancellation charges noted below are in addition to any cancellation charges that might be levied by your travel agent. There is no refund for unused services or 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** per person plus airfare if applicable
119 – 90 days	20% of the fare per person plus airfare if applicable**
89 – 60 days	35% of the fare per person** plus airfare if applicable
59 – 30 days	50% of the fare per person** plus airfare if applicable
Less than 30 days	100% of the fare per person** plus airfare if applicable
No Show	100% of the fare per person** plus airfare if applicable

\*\*Fare is defined as the cost of any cruise, land, purchased from Uniworld River Cruises Ltd. Cancellation charges are calculated against the amount payable to Uniworld River Cruises Ltd. for any cruise, land, purchased from Uniworld River Cruises Ltd. 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.

## WORRY-FREE DEPOSIT PROTECTION: OUR 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 £120 per person, valid for up to five years from date of cancellation. This credit can only be used as a credit (no cash value) towards a new booking on an alternative departure. Only one credit per person can be applied to each cruise or cruise/tour booked, and is combinable with all current Uniworld River Cruises Ltd. promotions.

### ILLNESS OR ABSENTEEISM:

In the event of your withdrawal from a cruise after commencement for reasons of illness, you must obtain a medical certificate in support of any insurance claim. We regret that no refunds can be made for absences from a cruise, including but not limited to missed meals or sightseeing. Uniworld River Cruises Ltd. makes no representation or guarantee concerning reimbursements of funds paid by you under any insurance claim.

### CRUISE/TOUR REVISION FEE:

A fee of £50 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 120 days of departure will be treated as a cancellation subject to our cancellation policy and a new reservation must be made. Cancellation charges (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

#### AIRLINES AND AIRFARES:

Airfares are subject to change or withdrawal at any time (without notice), and airlines reserve the right to change the payment due date at any point prior to ticketing. Changes to flight itineraries and name changes may result in penalties charged by the airline concerned and passed on to the passenger.

#### AIR REVISION FEE

A fee of £50 per person will be charged for any revision or alteration made to an airfare after confirmation. 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 £100 per person per change, 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:

If you choose to cancel your air arrangements at any time, your air deposit will be non-refundable, alongside any fees and charges the airline may impose for cancellation under the rules of the air ticket that has been issued by Uniworld River Cruises Ltd. on your behalf. Inside 120 days the full airfare costs are non-refundable. For air booked under "air included" or promotional offers, cancellation charges may be deducted from any cruise fare refund you may be entitled to under our Cancellation Policy.

#### AIR BOOKINGS AND RESTRICTIONS:

Uniworld River Cruises Ltd. is not responsible for denied boarding or reissued costs due to an incorrect name, date of birth or gender information supplied to Uniworld River Cruises Ltd. Flight itineraries supplied prior to ticketing are subject to change without notice. Uniworld River Cruises Ltd. is not responsible for any inconvenience or costs or fees incurred as a result of delays, lost luggage, or disruption of air service. Flight itineraries provided are subject to change by the Air Carrier(s).

#### SEAT ASSIGNMENT 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 seating and any additional charge will be at the guests' expense. Seating is solely under the airlines control as are itinerary changes, flight delays and schedule changes.

#### AIRPORT/SHIP TRANSFERS:

If you purchase a Uniworld River Cruises Ltd. Air-Inclusive Cruise, 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. 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/tour start/end dates. 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 River Cruises Ltd. will provide complimentary scheduled group transfers to/from the ship/hotel as long as your flights arrive/depart in the cruise or cruise/tour starting/ending cities in accordance with the start/ending 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 River Cruises Ltd. 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 River Cruises Ltd. no later than forty-five (45) days prior to departure and conform to the Transfer Guidelines below:

#### TRANSFER GUIDELINES

Flights must arrive/depart within the following time limits:

	ARRIVAL	DEPARTURE
<b>EUROPE*</b>	5 AM - 5 PM†	6 AM - 6 PM
<b>RUSSIA**</b>	6 AM - 8 PM	5 AM - 6 PM
<b>CHINA</b>	24 HOURS	24 HOURS
<b>VIETNAM</b>	24 HOURS	24 HOURS
<b>INDIA</b>	24 HOURS	24 HOURS
<b>EGYPT</b>	24 HOURS	24 HOURS
<b>EXTENSIONS</b>	24 HOURS	24 HOURS

\*Transfers in Milan are provided from MXP only.

†Transfer in Paris is provided from/to CDG only.

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

**CONTINUED ON PAGE 156**

### ARRIVAL GUIDELINES FOR THE PROGRAMS LISTED BELOW ARE 5 AM – 2:30 PM

- Castles along the Rhine (*Amsterdam to Basel*)

### ARRIVAL GUIDELINES FOR THE PROGRAMS LISTED BELOW ARE 5 AM – 3:30 PM

- Delightful Danube (*Cruise only Nuremberg to Budapest*)
- 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*)
- Grand France (*Avignon to Paris*)
- Parisian Royal Holiday (*Paris to Paris*)

### BAGGAGE FEES

Uniworld River Cruises Ltd. 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 (visit: [iflybags.com](http://iflybags.com)). 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 River Cruises Ltd. 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. We recommend Comprehensive International Travel Insurance is obtained by all travellers to provide cover for any lost, stolen or damaged baggage.

Flights included as part of the cruise-tour itinerary: Should your Uniworld River Cruises Ltd. 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 (visit: [iflybags.com](http://iflybags.com))

### DOCUMENTS

Uniworld River Cruises Ltd. will issue your travel documentation approximately 40 days before your cruise/tour departure date, provided that Uniworld River Cruises Ltd. receives your completed Passenger Information Form available to complete online at: [uniworld.com/uk/alreadybooked/express\\_check\\_in](http://uniworld.com/uk/alreadybooked/express_check_in) and your booking is paid in full.

If you are planning to depart from the UK significantly earlier than your cruise/tour departure please ensure this information is provided to us at the time of booking so that your documentation reaches you in a timely manner.

### PASSPORT/VISA

A valid passport is required to travel on all Uniworld River Cruises Ltd. 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 British Consulate Service for information regarding necessary documentation. Non British citizens must check with 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. Obtaining and carrying these documents is your sole responsibility. Uniworld River Cruises Ltd. 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. Entry to another country may be refused even if the required information and travel documents are complete.

For entry to Tibet, a visa is not necessary, but an entry permit is required for all passport holders. Uniworld River Cruises Ltd. 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 [enquiries@uniworldrivercruises.co.uk](mailto:enquiries@uniworldrivercruises.co.uk) no later than forty-five (45) days prior to departure. Please include your name and Uniworld River Cruises Ltd. booking number in your email.

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 and \$50 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 Mekong Navigator prior to entering Cambodia.

A multiple entry visa is required for entry to Vietnam.

A single entry visa is required for entry to China

A single entry visa is required for entry to Russia.

A single entry visa is required for Egypt.

A single entry visa is required for India.

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



## ITINERARY CHANGES

You can count on the value of Uniworld River Cruises Ltd.'s experience and regional knowledge to make sure you enjoy your cruise or 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 River Cruises Ltd. 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 River Cruises Ltd. 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 River Cruises Ltd. 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.

## ADVANCED, CANCELLED, OR DELAYED SAILING:

Uniworld River Cruises Ltd. reserves the right to cancel, advance or postpone any scheduled sailing date and may, but is not obligated to, substitute hotels or vessels. Uniworld River Cruises Ltd. 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 River Cruises Ltd., your sole right of recourse shall be to obtain a refund of monies paid to Uniworld River Cruises Ltd. in connection with such cruise or cruise/tour.

## SECURITY

Security is a major concern to all of us and the situation globally 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. You must accept these risks involved in travel to any country that may experience security difficulties and accept responsibility for your own travel decisions.

## 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 UK. 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:

Guests who are less than 18 years of age must be accompanied by an adult who is 21 years of age or older. Our Generations program is for ages 4-17. Please note: Our Generations program departures include programs and services designed for families traveling with children. Adults accompanying children are responsible for their behaviour 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 vapour e-cigarettes.

## DIETS

Please advise the Uniworld River Cruises Ltd. 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/uk/already-booked/express\\_check\\_in](http://uniworld.com/uk/already-booked/express_check_in).

## PETS

Pets are not permitted on Uniworld River Cruises Ltd. trips.

## LEGAL NOTES

### YOUR CRUISE TICKET CONTRACT

Transportation aboard the ship is provided solely by the suppliers (Ship Owners) pursuant to the terms and conditions of the Passenger Ticket Contract that you will receive prior to embarkation. A copy of the form of the cruise ticket contract terms and conditions will be provided upon request. 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 the 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").

### RESPONSIBILITY AND WAIVER:

Uniworld River Cruises S.A. is the agent for Uniworld River Cruises Ltd. who have

**CONTINUED ON PAGE 158**

empowered the operators to undertake the following duties.

1. The operators shall be responsible to the passenger for supplying the services described in this brochure, except where such services cannot be supplied or the itinerary used is changed due delays or other causes of whatever kind or nature beyond the control of the comparable services and itineraries and there shall be no refund in this connection.

2. This brochure represents the entire agreement between the passenger and the above mentioned operators.

3. 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 their associated companies. The Operators are not responsible for any criminal conduct by third parties.

4. 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.

5. 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 and passenger or purchaser of this tour and the Operators assume no responsibility in this connection. Enrolment in and payment for a tour shall constitute agreement and acceptance by the passenger of the terms and conditions set forth in this brochure which cannot be varied except in writing by an officer of the company.

6. Uniworld River Cruises 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 defaults, whether negligent or otherwise, of the operators. All matters arising in relation to the services provided by Uniworld River Cruises Ltd., but not in respect of other things, are subject to UK law.

7. Every effort is made to ensure brochure accuracy at the time of going to press: however Uniworld River Cruises Ltd. cannot be held responsible for printing or typographical errors, or errors arising from unforeseen circumstances in relation to brochures, internet websites or any other printed collateral used to promote Uniworld River Cruises Ltd. cruises. We reserve the right to make corrections as required.

8. 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 River Cruises S.A nor Uniworld River Cruises Ltd., accept any responsibility or liability for your acts, omissions, defaults, conduct, state of health, condition or circumstances.

### ERRORS AND OMISSIONS

Uniworld River Cruises Ltd. 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 the UK, 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 UK Courts. This agreement shall be construed in accordance with UK law, without regard to conflicts of law principles.

## 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.

## BOOKING ARRANGEMENTS

Your booking arrangements are to be made by your Travel Agent or directly with Uniworld River Cruises Ltd. and the person affecting the booking shall be deemed to have accepted the booking conditions.

## DATA PROTECTION STATEMENT

In order to process your tour booking, Uniworld River Cruises Ltd., will need to use personal information for you and other passengers included in your booking. This personal information may include each passenger'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 the public authorities (such as customs and immigration), security and credit checking organisations, 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 cruise/tours and services offered by us, 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 River Cruises, Travel House, Rue du Manoir, St Peter Port, Guernsey, GY1 2JH. We may charge a fee for supplying you with this information as permitted by law.

**PLEASE NOTE:** In this brochure and in these Booking Conditions, Uniworld River Cruises Ltd., is included in the expressions "Uniworld River Cruises," "we," "us," and "persons" taking advantage of the services offered by Uniworld River Cruises Ltd., or other persons (if any) included with that person in the booking and that person's or those persons' travel agent (if any) are included in the express "you," "your" or "passenger".

## ATOL STATEMENT

We provide full financial protection for our package holidays.

When you buy an ATOL protected air holiday package, flight and/or "flight plus" holiday from Uniworld you will receive an ATOL certificate from us (or via our authorized agent through which you booked), confirming your protection under our Air Travel Organizers' License number 10975. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or suitable alternative). In some cases, where we nor the suppliers are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with the services you have bought or a suitable alternative (at no extra cost to you). You agree that to accept in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).



If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such payment or benefit you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services,

including any claims against us the Travel Agent (or the credit issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme. When you buy a package holiday that does not include a flight, protection is provided by way of a bond held by ABTA.

## ABTA STATEMENT

Uniworld is a member of ABTA with membership number Y6200.

We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. We can also offer you ABTA's scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can't resolve your complaint, go to [www.abta.com](http://www.abta.com) to use ABTA's simple procedure. Further information on the Code and ABTA's assistance in resolving disputes can be found on [www.abta.com](http://www.abta.com).

**Important Note:** It is the guests responsibility to ensure all necessary visas are obtained prior to departure and their passport is valid as per the laws of the country that they are travelling in or through. We do not accept any responsibility and will not make any refunds if you cannot travel because you have not complied with any passport visa or immigration requirements or if you have lost or mislaid any necessary documents (including travel documentarian). Uniworld will also not be liable in circumstances where entry is refused to another country for any reason, you should also contact your GP or specialist vaccination centre for details of any measures you may need to take prior to departure. The Foreign & Commonwealth Office (FCO) may have issued information on the FCO's website at [www.fco.gov.uk/travel](http://www.fco.gov.uk/travel). For travel information, you can also visit ABTA's website on [www.abta.com](http://www.abta.com) or phone them on 0901 201 5050 (calls are charged at 50P/minute).

## UNIWORLD RIVER CRUISES LTD.

Travel House, Rue du Manoir  
St Peter Port  
Guernsey  
GY1 2JH

Telephone Numbers  
0808 302 2722

All Continental Europe cruises are operated by Uniworld River Cruises SA  
9b Boulevard Du Prince Henri,  
L-1724 Luxembourg

This brochure supersedes any other current brochure on the market.