

Additional terms and conditions Zeetours Cruises B.V.

These terms and conditions supplement the ANVR Travel Terms and Conditions that apply to bookings made from July 1, 2018.

1. Introductory provisions

Organizer: Zeetours Cruises B.V. (hereinafter referred to as Zeetours), which has put together a package tour and offers it directly or through a reseller (travel agent) and is responsible for the execution of the trip it has organized.

1.1 Traveler/main booker:

a. By traveler, we mean the natural person who is not acting in the course of a profession or business and who is the counterparty of Zeetours or the person on whose behalf the trip has been stipulated and who has accepted that stipulation, or the person to whom the legal relationship with Zeetours has been transferred in accordance with Article 8.1 of the ANVR Travel Conditions.

b. The person who enters into an agreement on behalf of or for the benefit of another (the main booker) is jointly and severally liable for all obligations arising from the agreement. Minor travelers traveling without their own parent(s) or guardian(s) must be able to demonstrate that they have permission from their parent(s) or guardian.

c. All communication (including payment transactions) between Traveler(s) on the one hand and the travel organization and/or booking office on the other hand shall take place exclusively via the main booker.

1.2 Travel Agreement: The agreement whereby Zeetours undertakes to provide the Traveler with a pre-organized trip that includes an overnight stay or a period of more than 24 hours, as well as at least two of the following services:

- a. transport;
- b. accommodation;
- c. another tourist service not related to transport or accommodation, which constitutes a significant part of the trip.

1.3 Self-transport trips: trips where the Traveler only books vacation accommodations and organizes their own transportation.

1.4 Booking office: the point of sale that mediates between the Traveler and Zeetours when concluding the travel agreement.

1.5 Working days: Monday to Friday from 9:00 a.m. to 5:30 p.m. and Saturday from 9:00 a.m. to 5:00 p.m., except for public holidays recognized in the Netherlands.

1.6 Opening hours: Monday to Friday from 9:00 a.m. to 5:30 p.m., Saturday from 9:00 a.m. to 5:00 p.m., and Sunday from 11:00 a.m. to 4:00 p.m.

1.7 Europe: The term "Europe and the Mediterranean countries" refers to the European continent, including the Spanish (Canary) Islands and Portuguese (Madeira, Azores) Islands, and all countries in Asia and Africa bordering the Mediterranean Sea.

2. Conclusion of agreement

2.1 The agreement is concluded upon acceptance of the offer and the terms and conditions declared applicable by the Organizer by the Traveler. Upon or immediately after the conclusion of the agreement, the Traveler will receive a confirmation and/or an invoice. In the case of package travel agreements concluded by telephone, the Traveler is bound by the agreement after the Organizer has confirmed the trip; this confirmation should preferably be made in writing (including by email).

2.2 Zeetours' offer is non-binding and Zeetours may revoke the offer if necessary, even after acceptance and confirmation by Zeetours. Zeetours must revoke the offer as soon as possible, but in any case within 24 hours for trips within Europe and Mediterranean countries and within 48 hours for trips to other destinations after the day of acceptance, stating the reasons. If the Traveler accepts the offer during the weekend, the period for revocation by the Organizer shall commence at midnight on Sunday evening, unless this is followed by a generally recognized public holiday, in which case the period shall commence at midnight on the last public holiday.

2.3 The traveler is responsible for providing the information necessary to make and execute a correct final booking. This includes, for example, providing the correct name (as stated in the passport), address, place of residence, date of birth, nationality, and, if available, a (mobile) telephone number and email address. They must also provide details about the nature or composition of the group they are registering, which may be important for the proper execution of the trip by Zeetours.

2.4 There is no right of withdrawal on cruise trips; see Article 1.3 of the ANVR Travel Conditions.

3. Connection risk

If the Passenger is unable to reach the port of departure or cannot do so on time because the flight to the port of departure cannot take place due to extreme weather conditions and/or government measures that make the flight impossible, Zeetours will make every effort to ensure that the inconvenience and any delay are kept to a minimum. Zeetours will do everything possible to get the travel group to their destination or the next port, but Zeetours cannot guarantee this. If the trip does not proceed as expected, Zeetours will not compensate for any damage if the failure to fulfill its obligations is not attributable to it. The damage is at the expense of the Traveler if the failure to perform is attributable to the Traveler himself or a third party who is not involved in the performance of the travel agreement and the non-performance could not be foreseen or prevented, or in the event of unavoidable and extraordinary circumstances (force majeure). This is the case if a situation arises that is beyond the control of the party invoking it and whose consequences could not be avoided despite all reasonable precautions. In that case, Zeetours is not liable.

4. (Partial) cancellations

4.1 In the unlikely event that a booked trip has to be canceled in its entirety, Zeetours will charge cancellation fees that differ from those specified in Article 9 of the ANVR Travel Conditions.

The cancellation conditions are as follows:

- up to 90 days before departure: 40% of the total travel sum*
- from 90 days before departure to 60 days before departure: 50% of the total travel sum*
- from 60 days before departure to 30 days before departure: 75% of the total travel sum*
- Within 30 days before departure: 100% of the total travel sum*

*The total travel sum refers to the amounts in euros as stated on your invoice, excluding any travel and/or cancellation insurance taken out; these costs are always charged in full. Stricter conditions may apply to luxury cruises, certain luxury suites and promotional guarantee categories, cruises longer than 25 days and expedition cruises. In the case of so-called 'non-refundable' travel components, for example, the cancellation costs are always 100% of the total travel sum. We will inform you of these exceptions at the time of booking. In the event of cancellation, Zeetours will charge an administration fee of €25 per person. The total amount of cancellation fees will never exceed the total travel sum.

4.2 Zeetours has the right to deviate from the above cancellation percentages in individual cases. In such cases, Zeetours is obliged to show the cancellation costs to the Traveler.

4.3 Partial cancellation (if part of the travel group wishes to cancel the booked cruise) is possible, in which case the following applies:

- A. If a Traveler from a travel group cancels their agreement for a joint cruise, they will be liable for cancellation costs.
- B. If the size of the remaining group appears in the price table for this cruise, Zeetours will make the remaining Travelers a change proposal appropriate to the new group size for the same period and in the same accommodation.
- C. For the Travelers referred to here, the travel sum will be changed in accordance with the price table. The normal payment rules will apply to the payment of the changed travel sum.
- D. If the change proposal is not possible or is not accepted, all agreements will be canceled and all Travelers will owe the cancellation fee.
- E. The total amount of cancellation fees and amended travel sums will never exceed the total travel sums of the original Travelers. Any surplus will be deducted from the new travel sum.

4.4 Cancellations reported outside our office hours will be deemed to have been made on the next working day.

5. Terms of payment

5.1 When making a booking, a deposit of at least 40% must be paid within 1 week of receiving the booking confirmation/invoice, plus any premium for travel and/or cancellation insurance taken out. The remaining balance must be paid into Zeetours' bank account 8 weeks before departure. If the booking is made within 8 weeks of departure, the entire travel sum must be paid immediately. In the case of so-called "non-refundable" offers, the deposit is 100%. This deposit is therefore non-refundable. If applicable, this will be communicated before the agreement is concluded. Different payment conditions apply to the following shipping company:

Disney Cruise Line: For cruises lasting 5 nights or less, the balance must be paid 90 days prior to departure. For cruises lasting 6 nights or more, the balance must be paid 120 days prior to departure. A 100% deposit is required for guaranteed cabins.

5.2 If the agreed payment term is exceeded, the Traveler shall owe statutory (commercial) interest on the invoice amount for each month or part thereof by which the payment term is exceeded, without any prior notice of default or notice of default being required, and Zeetours shall be entitled to cancel the booked trip(s). Any money already paid will not be refunded; the cancellation provisions set out in Article 4.1 of these terms and conditions will apply in full.

5.3 In the event that Zeetours assigns its claim against the Traveler on the basis of the assignment or arising from the termination (or annulment) thereof for collection, the Traveler shall also be obliged to reimburse Zeetours for the costs of legal assistance incurred by it.

6. VAT

Since April 1, 2012, an unspecified amount of VAT has been included in the price of sea cruises.

7. Complaints and shortcomings

7.1 Inconveniences during the trip: It is always unpleasant when things at the destination do not meet expectations. If this does happen, the Traveler must report this immediately to the local representative. If no solution can be reached with them, Zeetours should be contacted. This can often prevent inconvenience and complaints. If the problems during the trip are not resolved satisfactorily and the Traveler wishes to submit a written complaint after the trip, a complaint report must be drawn up on the spot. See also Article 12 of the ANVR Travel Conditions.

7.2 Complaints after the trip: Although Zeetours takes every care to ensure that the vacation runs as smoothly as possible, things can always go wrong. Zeetours considers it important that all customers are satisfied and therefore appreciates it when any comments or remarks are reported to Zeetours. If the Traveler wishes to submit an official complaint, this must be done in writing to Zeetours no later than two months after returning home. Please include any locally prepared complaint report.

7.3 Airlines usually set a time limit of 21 days after returning home for submitting a complaint/claim. If the Traveler submits the complaint later than the deadline set by the airline, the airline may refuse the complaint and not process it.

7.4 If, in the opinion of the Traveler, a complaint is not resolved satisfactorily, a dispute arises. If desired, the Traveler may submit the dispute to the Travel Disputes Committee no later than 24 months after the date on which the complaint was submitted to the Organizer.

8. Airlines and delays

The flight is normally in economy class. The flight times are listed in the travel documents. These times may differ from the times provided for informational purposes at the time of booking. The departure and arrival times for transportation components, as listed in the travel documents, are subject to change by the airline. Always check the airline's website shortly before departure for any last-minute changes. In rare cases, the trip may be operated by an IATA-affiliated airline other than the one listed on the tickets or confirmation. If changes to the flight schedule unexpectedly require an extra night in a hotel, the Traveler will be notified in advance and these costs will be charged to the Traveler. Delays may occur due to strikes, weather conditions, congestion in the airspace or at an airport, or force majeure, resulting in the Traveller missing a connecting flight or flights. Zeetours will do its utmost to ensure that the Traveller is not inconvenienced by this, but is not liable for this. Articles 5, 6, and 7 of the ANVR Travel Conditions set out all the rights and obligations of the Traveler and the Organizer. Air travel is provided by airlines affiliated with IATA. All airlines divide the available seat capacity within the same class into different fare levels without offering any different services, but this can result in flight surcharges. Zeetours has no influence on this. In general, early booking usually offers the cheapest price category, and during high season and around public holidays, the cheapest category is often unavailable. By accepting these general terms and conditions, the traveler agrees

to the general terms and conditions of airlines accepted by Zeetours.

9. Medical requirements

9.1 Medical regulations change regularly. Zeetours advises all Travelers to obtain detailed information in advance about any health risks associated with their holiday destination(s). For trips outside Europe and/or trips to (sub)tropical destinations, Zeetours advises Travelers to consult the Municipal Health Service (GGD) or their family doctor in good time. It remains the responsibility of travelers to obtain the correct vaccination certificates at all times.

9.2 If a Passenger belongs to one of the following groups, a number of shipping companies require a statement in English stating that the Passenger can safely remain on board: -wheelchair or walker users -dialysis patients -users of perishable medication -users of extra oxygen supplies. The statement must be signed by a doctor and the Passenger themselves.

9.3 If someone in the travel group is pregnant during the cruise, different conditions apply depending on the cruise line. Ask about these conditions when booking (or as soon as you are aware of the pregnancy). The cruise lines' rules are very strict: if the Traveler does not comply with them, they may be refused boarding.

9.4 Travelers are obliged to report any special personal circumstances at the time of booking and in any case at least 48 hours before the start of the trip in accordance with Article 6.4 of the ANVR Travel Conditions. If the Traveler fails to provide sufficient information, any negative financial consequences resulting from this will be borne by the Traveler.

10. Preferences and essence

10.1 No guarantees can be given regarding special requests (preferences) such as dinner seating, cabin location, etc. that the Traveler indicates when booking. Ultimately, it is up to the supplier to honor these preferences. Preferences can never be confirmed in advance.

10.2 If it concerns an essential requirement, namely a wish that is so important that it determines whether or not the trip will be booked, Zeetours must be informed of this in advance. Zeetours will, of course, do its utmost to arrange this at no extra cost. If this is not possible, the costs involved will be communicated in advance. If Zeetours cannot guarantee that an essential requirement will be met (properly), this will be communicated in advance.

11. Privacy

Zeetours only shares customer data when strictly necessary. Security measures apply in various countries. The airline operating the flight is required to provide Passenger Name Records (PNR data) to the relevant authorities. This data includes surname, initials, flight details, booking date, and Special Service Requests (SSR) such as meals, special baggage, etc. Passengers traveling to the United States, for example, must also provide additional information in the Netherlands prior to the flight, such as their full address of stay after arrival in the United States.

12. Shipping companies and reservations

The shipping company may change the assigned cabin number within the same or higher category without prior notice. The location of the cabins next to or near each other and/or facilities in the cabin (e.g., bath) are therefore not guaranteed. When a guaranteed cabin (cabin number at embarkation) is booked, it may sometimes be necessary to change cabins once during the voyage. A shipping company may always decide to change the previously communicated sailing schedule. The safety of guests and staff is always paramount. Due to unforeseen circumstances, such as weather, (political) unrest, or logistical reasons, a shipping company may decide to change the schedule. For example, tropical storms can occur in the Caribbean. The shipping company may then adjust the route to avoid the storm. Zeetours cannot therefore guarantee that specific ports will be called at. Since a cruise calls at several ports and these are only part of the overall cruise experience, a minor change to the route does not generally entitle you to cancel or change your booking free of charge. Furthermore, in the event of a minor route change, the Traveler is generally not entitled to compensation or reimbursement of (transport) costs already incurred, and any additional (transport) costs are at their own expense. A cruise vacation sometimes consists of more than just your cruise. This includes flights, transfers, excursions, etc. Although it rarely happens, a shipping company has the right to operate the sailing schedule with a different ship. These ships are then equivalent, although the layout usually differs.

13. Travel documents

Where possible, travel documents will be sent by email no later than 5 days before departure. The departure and arrival times for transport components, as stated in the travel documents, are subject to change.

14. Travel documents

14. 1 All travelers must be in possession of a passport that is valid for at least six months upon return to the Netherlands. All travelers, including children and infants, must have their own passport. In addition, travelers to the United States (but also, for example, Puerto Rico) who do not require a visa are required to register up to three days before departure. Registration is possible via the special US government website <https://esta.cbp.dhs.gov/> (cost approx. \$14). PLEASE NOTE! Only authorisation via this original ESTA website is legally valid. In all other cases, you will need a visitor's visa. For Canada, in many cases it is mandatory to have an ETA visa (Electronic Travel Authorisation). Applications can be made via <http://www.cic.gc.ca/english/visit/eta.asp> against a credit card payment of \$7 Canadian dollars per person. This does not apply if the Traveler is in possession of a valid visa. Because multiple countries are visited during a cruise, Zeetours will provide the necessary general information about the required travel documents, including any necessary visas, prior to or at the time of booking. However, the Traveler must ensure that he/she is in possession of all necessary documents at departure and during the trip. To this end, he/she must check in good time whether the information previously obtained is still correct. See also the ANVR Travel Conditions, Article 2.5.

14.2 The Traveler is responsible for carrying the necessary documents, such as an international passport that is valid for at least six months after return and any required visas, proof of vaccinations, driver's license, and green card. If the trip cannot be made (in full) due to the lack of any (valid) document, all consequences are at the Traveler's own expense.

14.3 Children traveling abroad with one parent or with persons other than those exercising parental authority (e.g., grandparents, family, acquaintances, or divorced parents) must have a travel declaration from the person exercising parental authority. In this (English-language) statement, the person with parental authority gives the child permission to travel abroad in the company of another person. This also includes cruise ships. A notary or the civil affairs department of the municipality can assist by legalizing the signatures on a travel declaration for minors.

15. Travel sum

The published travel price applies per person, unless otherwise stated. The published travel price is based on the prices, levies, and taxes known to Zeetours at the time of publication. Zeetours may have to adjust the travel sum after booking. Zeetours will only do so if changes in transport costs and/or levies and/or exchange rates give cause to do so. Adjustments to the travel sum are always passed on net, i.e. without surcharge. This only happens if these costs were not yet known when the travel sum was determined. The travel sum may, for example, be increased due to a rise in fuel costs. A surcharge may be applied. If the Traveler rejects the surcharge, the Traveler must notify Zeetours as soon as possible and in any case within two working days of receiving the notification

16. Change fees

Wondercruises will do its utmost to implement any changes or additions to your booked trip at no extra cost. If this is not possible without incurring costs,

Wondercruises will inform you in advance whether the change can be implemented and at what cost.

17. Insurance

Zeetours draws your attention to the obligation to take out travel insurance and the importance of cancellation insurance. Cancellation insurance can be taken out up to 5 days after the booking date. If you take out travel and/or cancellation insurance through Zeetours and agree to the general terms and conditions of the insurer and Zeetours, you declare that you can answer the following questions with "no." Question 1: Have you, or any of the persons you wish to insure, been involved in insurance fraud or deliberate deception of a financial institution in the past 8 years? Question 2: Have you, or any of the persons you wish to insure, been suspected of or convicted of a criminal offense in the past 8 years?

If you already have insurance, we advise you to check it at all times to ensure that the coverage is appropriate for your booking.

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