

## Destination Experiences & Journey Enrichments Terms & Conditions

1. Booking Policy Destination Experiences
  1. Pre-Booking Destination Experiences: Destination Experiences for Explora Journeys guests in Ocean Residence Suite categories will be online and available for booking up to 3 days before the sailing date of the Journey.
  2. Booking Requirements: all Explora Journeys guests are able to view the Destination Experiences online, but it will be required to have a booking number and a deposit on file in order to be able to book any Destination Experiences for their Journey.
2. Payment Policy Destination Experiences
  1. Destination Experiences can be pre-booked up to 3-days before departure. After this time, bookings can be made onboard.
  2. No Payment in full required until 60 days prior to departure.
  3. Destination Experiences booked within 60 to 7 days before departure require payment in full within 48 hours.
  4. Destination Experiences booked within 6 to 3 days before departure require a payment in full within 6 hours.
  5. Payment Confirmation: confirmation to be sent after payment is received.
  6. Failure to receive payment by the deadline: results in all tours being cancelled.
3. Cancellation Policy Destination Experiences
  1. Destination Experience cancelled outside of 24 hours of arrival in an excursions port; no cancellation penalty unless specific cancellation penalties are noted. The refunded amount of the Prepaid Destination Experiences will be applied to the onboard account in the shipboard currency.
  2. Destination Experiences cancelled 24 to 0 hours prior to arrival in excursion port; 100% cancellation non-refundable penalty fee will apply to their onboard account.
4. Payment Policy "Special" Destination Experiences
  1. Payment in Full: payment in full may be required for some intensive full day and/or overland programs at the time of booking which may include flights, hotels, food & beverage, complex touring opportunities & other special requirements (visas, shots, permits, etc.). These Destination Experiences may vary from our standard payment policies. Policies will be determined by the programs content. These programs will have extremely limited availability & guests should be advised to book as early as possible in advance.

## 5. Booking Policy Tailored Experiences

1. Tailored Experiences Bookings: Explora guests wishing to have a “Private” Destination Experience that will be especially designed and customised for them can book our Tailored Experiences Programme. All Tailored Experiences are subject to availability.
2. Pre-Booking Tailored Experiences - Tailored Experiences for Explora Journeys guests requested online 13 months or 390 days prior to and up to 14 days before the Journey sailing date.
3. Pre-Booking Requirements for Tailored Experiences: Explora Journeys guests will be required to have a booking number and a deposit on file to request special customised Tailored Experiences.
4. Pre-Booking Tour Customisation: Request for Tailored Experiences must be submitted through the Explora Journeys request form provided by the Explora Experience Centre. Guests will be required to complete the form to begin the process. Once completed, guests and/or Travel Advisors will be contacted to begin designing and developing their tailor-made programme.

## 6. Payment Policy Tailored Experiences

1. Payment and Deposit: payment in full is required upon booking.
2. Confirmation of Tailored Experiences: once all components of Tailored Experiences are accepted, the programme is completed and payment in full is received, the programme will be confirmed.
3. Invoice: an invoice detailing the associated costs will be generated and sent to guests and/or Travel Advisor for review and approval. The cost of the Tailored Experiences will be added to the booking and charged to the credit card on file.
4. Deadline: requests for Tailored Experiences must be completed no later than 14 days prior to departure of the Journey. All services are subject to availability.

## 7. Cancellation Policy Tailored Experiences:

1. Cancellation of any Tailored Experiences after programme has been confirmed: 100% cancellation non-refundable penalty fee will apply.

## 8. Booking Policy Destination Experiences for Groups

1. Minimum Requirements: a group is defined as a minimum number of 10 or more guests to be considered a group.
2. Booking Requirements: group leader (Travel Agent) provides a group manifest listing each group member. Guests must have Group ID number, valid booking number & deposit on file. Group booking is subject to availability. Booking request must be submitted latest 14-day prior to sailing date.

3. Pricing: pricing is based on tour content & minimum guarantee. Rates are negotiated with Explora Journeys & agreed to prior to finalization of tour. No refund for failure to meet minimum guarantee.
4. Additional Guests and/or services: additional guests or services requested will be provided based on availability & will be charged at the applicable per person rate to master invoice. All changes must be approved in advanced by Explora Journeys & additional charges will apply.
5. Group tour tickets are non-transferable, cannot be applied as credit toward any other Destination Experiences and/or any other services offered on board. They are not redeemable for cash and/or a cash refund or credited to credit card on file or used for future credit on Journey.

#### 9. Payment Policy Destination Experiences for Groups

1. Minimum Requirements: a group is defined as a minimum number of 5 suites / 10 full fare paying guests or more in order to be considered a group.
2. Booking Requirements: the Group leader (Travel Advisor) provides a group manifest listing each group member. Guests must have Group ID number, valid booking number and deposit paid. The Group booking is subject to availability. The booking request must be submitted latest 14 days prior to the Journey sailing date.
3. Pricing: pricing is based on tour content and minimum guarantee. Rates are negotiated with Explora Journeys and agreed to prior to finalisation of the tour. There is no refund for failure to meet the minimum number guarantee.
4. Additional Guests and/or Services: additional guests or services requested will be provided based on availability and will be charged at the applicable per person rate to the master invoice. All changes must be approved in advanced by Explora Journeys and additional charges will apply.
5. Group tour tickets are non-transferable, cannot be applied as credit toward any other Destination Experiences and/or any other services offered on board. They are not redeemable for cash and/or a cash refund or credited to credit card on file or used for future credit on Journey.

#### 10. Payment Policy Destination Experiences for Groups

1. Payment in Full: payment is due at the latest 90 days prior to sailing for Journey Together programme and 150 days for Journey Together+ or at the time of acceptance of the Group agreement. A final full manifest with guest names, booking number and stateroom must be forwarded with payment.

#### 11. Cancellation Policy Destination Experiences for Groups

1. For Cancellation 89 to 45 days prior to sailing of any Group arrangements after programme has been agreed to, invoice has been sent and signed and payment in full has been received: 50% cancellation non-refundable fee will apply.

2. Cancellation 44 to 0 days prior to sailing of any Group arrangements after programme has been agreed to, invoice has been sent and signed and payment in full has been received: 100% cancellation non-refundable penalty fee will apply.

#### 12. Booking and Payment Policy Pre and Post Journey and/or In-Country Immersions

1. Booking Requirements: pre- and post and/or In-Country Immersions are optional programmes that should be offered to Guests/Travel Agent as part of the Journey booking process or as soon as possible after booking.
2. Payment in Full: payment in full may be required for some of these programmes at the time of booking which may include flights, hotels, food & beverage, complex touring opportunities and other special requirements (visas, vaccinations, permits, etc.). Explora Journeys by Pelorus Programmes require full payment upon booking due to the complexity or the setup, exclusive access and reservation of activities. These programmes may vary from our standard payment policies. Policies will be determined by the programmes content. These programmes will have extremely limited availability and guests are advised to book as early as possible in advance.
3. Pre and Post and/or In-Country Immersions Availability: these programmes are sold on a first come, first serve basis subject to availability at the time of booking. Although only the finest hotel properties have been selected, Explora Journeys reserves the right to substitute hotels of a similar or higher standard without notice.

#### 13. Cancellation Policy Pre and Post Journey and/or In-Country Immersions

1. these programs may require a deposit or payment in full at the time of booking depending on the complexity of the programme.
2. Due to the uniqueness of these programmes, policies relating to cancellations policies vary by programme; 100 % cancellation non refundable penalty fee may be applicable depending on the complexity of the programme. The guests are required to check the cancellation policy of each programme at the time of booking.
3. Due to uniqueness of the Explora Journeys by Pelorus programs, 100% cancellation nonrefundable penalty fee is applied.

### **BOOKING CONFIRMATION**

A confirmation document will automatically be generated by the system whenever a Destination Experience is added to a booking through the Explora Journeys online reservation system. The confirmation will show the Destination Experience booked, name, port, gross rate and amount due. The bookings are automatically added to guest booking.

Confirmation will be communicated with guests and their Travel Advisors using the email addresses they have provided. We assume that this email address is correct, and that guest understands the risks associated with using this form of communication.

### **CHILD POLICY ON DESTINATION EXPERIENCES**

For Destination Experiences, the price applies to children up to the age of eleven years of age inclusive. The adult rate applies to guests from the age of twelve years upwards.

Infants from six months to two years of age can participate free of charge, however, please note that no individual seat or meal is provided for them.

Young travellers under the age of seventeen years of age inclusive must be accompanied by an adult on all Destination Experiences.

Please note that other minimum age requirements may apply for Destination Experiences, please refer to Destination Experience description.

Tickets must be pre-booked for all participants including children and infants for all Destination Experiences.

### **DISABLED GUESTS, GUESTS WITH REDUCED MOBILITY ON DESTINATION EXPERIENCES**

Destination Experiences do not provide special assistance and wheelchair accessible transportation. Wheelchairs and walkers need to be foldable to be placed in bus compartment and guests must be able to step in and out of bus (5 to 6 steps) without assistance. Tours with minivan cannot accommodate foldable wheelchairs or walkers.

In certain destinations special wheelchair accessible tours are available for purchase. These tours have very limited availability and must be pre-booked.

Special transportation vehicles might be available for pre-booking as Tailored Experiences for additional fee, minimum 1 months prior to sailing date. Availability of these is subject to change.

### **FOREIGN LANGUAGE POLICY ON DESTINATION EXPERIENCES**

Destination Experiences are offered in English in all journeys or as indicated in the tour description. Other languages may be available upon request a minimum of one month prior to journey departure date. Please contact the Explora Experience Centre for further information. Availability of other language Destination Experiences may vary in each destination. Additional fees may apply.

### **PHYSICAL ACTIVITY & LIABILITY DURING DESTINATION EXPERIENCES**

Destination Experiences are categorised depending on the physical exertion level they may involve.

**Effortless** — It is easy to participate in this experience. Walking is minimal but you may encounter a few steps, potentially uneven pavement, and perhaps gaps getting in/out of your vehicle or vessel. From beginning to end, you will find your focus rests purely on enrichment.

**Moderate** — With a spirit of adventure and average fitness, these experiences let you delve deeper in places where vehicles can't travel. Walk into caves; venture up staircase; wander stony cobbled streets; the gifts of this experience are enjoyed with more hours on your feet.

**High-Energy** — Your heart may pump faster; pavements may be more rugged; grades may be steeper; boats may be faster; and the pace may be quicker. Active and exhilarating, you will find the challenges more enjoyable if you have very good balance and energy.

**Extreme** — This experience is designed when you wish to push your endurance. Fitness is imperative to maximise your enjoyment so only consider this experience if you exercise regularly and have a better-than-average physical stamina.

You and all members of your party, by booking a place on any Destination Experience where there is a degree of physical exertion involved, confirm that you and all those others who have booked are in good physical and mental condition, with no history or condition such as seizures, dizziness, fainting, heart condition, respiratory problems or back/neck problems, or any other medical condition of body or mind which could make physical exertion or lack of access to immediate medical care hazardous (these examples are not exclusive) or any other illness, infirmity or condition that would preclude you from participating in any Destination Experience that you have selected. You should also make sure that no one in your party who has booked such a Destination Experience is taking medicine that carries a warning about impairment of physical or mental abilities.

We are offering off the beaten path Destination Experiences that may take place in natural environments with uneven terrain, bumpy ground and even in areas where insects or other animals may be present. We are respectful to the environment therefore man-made paths may not be available. You and all members of your party, by booking Destination Experiences should be aware of the natural environment. In case of allergies to plants, animals or insects, you should consider not to book such programmes or have appropriate medication with you that you may administrate yourself without any help. The Company will not accept claims in this regard.

If you are pregnant, certain Destination Experiences may not be suitable for you. When booking any Destination Experiences, it is your responsibility, including any member of your party that has booked a Destination Experience, to make sure that you are fit and well enough to take part in any Destination Experience booked and to take care of yourself whilst on it.

If you participate in a Destination Experience involving water, you should take care in avoiding alcohol and eating a full meal. Where buoyancy aids are provided for an activity, they must be worn at all times. Be aware that the sea is unpredictable. Lifeguards are not always present and there may not be a flag or other system to indicate whether or not it is safe to go in the water. In addition, beach activities may not be supervised or accompanied, so take care to satisfy yourself as to the safety of the beach and/or the sea

at the time of your programme. Children must always be supervised by you at all times whilst on a Destination Experience, especially near water.

All such activities are undertaken by you and any member of your party that has booked at your/ their own risk and Explora Journeys cannot be held liable for any injury, loss, death or damage whatsoever resulting as a consequence. Before booking any Destination Experience it is very important, and it is your responsibility, that you and any member of your party that has booked a Destination Experience to check that your travel insurance covers the specific type of destination experience booked.

You or any member of your booking may be prevented from participating in a Destination Experience (whether pre-booked or not), if it is determined that you or any member of your booking is unsuited to undertake the Destination Experience, or if you or they appear to be under the influence of drugs or alcohol. In the event that you are prevented from undertaking the excursion for any of these reasons then you may not be entitled to any refund of the cost of the Destination Experience booked.

The provider of Destination Experiences may require participants to sign a liability release and/or assumption of risk form before participating in the programme. Such releases are particularly common in the case of, but not limited to e.g., snorkelling, scuba diving, flightseeing, off-road driving, ziplining excursions.

## **DESTINATION EXPERIENCES AVAILABILITY**

Every Destination Experience requires a minimum number of participants and may have a maximum limit of participants. If the minimum number of guests required is not achieved the experience may be cancelled.

When a Destination Experience is sold out, we might offer the possibility to be placed on waitlist for certain experiences. A waitlisted Destination Experience does not guarantee confirmed booking and participation.

## **FOOD ON DESTINATION EXPERIENCES**

Regarding our policy on food allergies please refer to our general Explora Journeys Booking Terms & Conditions. Selected Destination Experiences include meal(s) or refreshment(s) that follow local food hygiene standards. Guests wishing to request meals and refreshments for special dietary conditions, are required to process the inquiry at the latest 72 hours prior to the date of the Destination Experience. Special meals are not guaranteed and may depend on availability and suppliers of the Destination Experience.

## **SERVICES INCLUDED IN DESTINATION EXPERIENCES**

It is guests` responsibility to read and understand the detailed Destination Experience description prior to booking the tickets.

Explora Journeys provides transportation, entrance and admission fees to attractions visited on excursions, guiding/escort services, accommodation as well as refreshments and meals as per Destination Experience description.

The mode of transportation used for Destination Experiences is subject to change due to varying capacities and availability.

Guests who leave a Destination Experience before it is completed must return to the ship at their own cost. It is the guests` responsibility to return to the ship at the requested time before sailing. Failing to do so, guests will need to make necessary arrangements and cover associated costs to re-join the vessel. No refund will be made to missed parts of the Destination Experience.

Due to safety and health regulations special processes might be required without prior notice during Destination Experiences.

Destination Experiences are operated by independent contractors even if sold by Sales Agents or on board the ship. The Company operates merely as an agent for the Destination Experience provider. The Company will exercise reasonable skill and care in the selection of a reputable Destination Experience provider.

Guests engage in all Destination Experiences activities off the vessel at their own risk. All excursions, including any related transportation, are operated by independent contractors and Explora Journeys neither supervises nor controls their actions. Contracted operators, transportation providers, and their employees are neither agents nor employees of Explora Journeys, notwithstanding their use of any signage or clothing which may contain the name Explora, or other related trade names or logos. It is understood, and agreed that Explora Journeys assumes no responsibility for, nor guarantee performance of any in no event shall be liable for, any loss, damage, injury or death in connection with Destination Experiences and transportation.

## **PROFESSIONAL GUIDES**

By taking part on a Destination Experience guest are accepting and committing to follow the instructions and regulations received by the tour guide or tour escort.

Explora Journeys will exercise reasonable skill and care in the selection of reputable tour guides and tour escorts, however language skills and quality of service provided by the tour guides and escorts may vary.

## **COMPLIMENTARY SHUTTLE SERVICE**

Explora Journeys may offer complimentary shuttle service in selected ports. The mode of transportation used and the availability of this service is subject to change due to varying conditions.

## **PRIVATE VEHICLE, GUIDE, TOUR SERVICES**



Explora Journeys offers a variety of services that can be booked on a private basis. This includes, but not limited to half-day and full-day vehicle and driver rental; half-day and full day vehicle, driver and guide rental as well as Tailored Experience packages. Special conditions and fees apply.

Vehicle-Driver and Vehicle-Driver-Guide services:

1. Pricing and pre-reservations are per vehicle, not per person. Number of guests cannot exceed maximum occupancy as listed for each vehicle.
2. This service does not include a tour programme, admissions or entrances to sites, tolls and parking fees, meals, refreshments, or gratuities; however, guests will have the liberty to discuss their desired itinerary directly with their guide on the day of operation.
3. Additional costs will apply in the event guests exceed allotted maximum round-trip mileage and hours, if applicable.
4. Size and model/type of private vehicle is dependent upon availability. In some destinations, only driver/guides are available.
5. Service is provided with English speaking drivers and guides. Other language guides may be available upon request. Additional costs may apply.
6. Pre-booking is required. Private services can be requested prior to sailing or on board the vessel; however, requests must be made at least 72 hours prior to arrival in the excursion port. Services are confirmed based on availability.
7. All guests participating in this service, including traveling in a private vehicle, are required to have a valid booking number for the specific Journey during which the service is offered. Visitors and outside guests cannot be accommodated on this service ashore.
8. Departure times for half-day vehicle services are limited to morning or afternoon departures only, based on availability.

For booking pre-journey and for further inquiries guests are requested to contact their Explora Experience Centre. Bookings and inquiries onboard can be done through the Destination Experiences Centre

Tailored Experience services:

1. This service includes a programme that is tailor-made for guests based on individual requests.
2. Programme itinerary, entrance fees, meals, guide services and all services are included as per agreement between guest and Explora Journeys.
3. Pricing is based on the individual programme created for guest.
4. Services are confirmed based on availability.
5. Pre-booking is required. Private services can be requested prior to sailing or on board the vessel; however, requests must be made at least 72 hours prior to arrival in the excursion port. Services are confirmed based on availability.

6. All guests participating in this service, including travelling in a private vehicle, are required to have a valid booking number for the specific journey during which the service is offered. Visitors and outside guests cannot be accommodated on this service ashore.
7. Departure times are set based on the programme itinerary.
8. For booking pre-journey and for further inquiries guests are requested to contact their Explora Experience Centre. Bookings and inquiries onboard can be done through the Destination Experiences Centre.

## **INFORMATION & RIGHT TO CHANGE**

All reasonable care has been taken to ensure that the prices, offers, which are published in relation to any goods and services advertised, are correct at the time of booking. However, if there is an error, we reserve the right to correct it as soon as we become aware of it. If any corrective change is not acceptable to you after you have booked, you will be entitled to a full refund of what you paid for the goods and/or services booked.

Explora Journeys will not be responsible for possible variations to the programme due to local holidays and/or closing of the sites and/or any other event (strikes, demonstrations, mechanical breakdowns, etc.), which could prevent from performing the pre and post hotel accommodation, land transportation, and seamless luggage service in a complete or partial way.

Explora Journeys may, at any time, at their discretion, amend, delete, or add to any of the featured journey enrichments without prior notice. All information pertaining to journey enrichments may be subject to change, including but not limited to pricing, departure times, and the operation of the booked journey enrichments.

Destination Experiences operate rain or shine. At times for safety reasons Destination Experience operators will cancel experiences due to inclement weather conditions. In this instance, refunds may be made for guests holding tickets on a cancelled Destination Experience and all efforts will be made to accommodate guests on an alternative Destination Experience.

## **INDEPENDENT VENDORS ASHORE**

All Destination Experience programmes, and journey enrichments booked independently by guests, including any accommodation, transportation, and luggage services are operated by independent parties. Explora Journeys neither supervises nor controls their actions, nor makes any representation either express or implied as to their suitability. Explora Journeys assumes no responsibility for any quality level of service, loss, damage, injury, or death in connection with said excursions or transportation. We assume no responsibility for hotels, tours and services booked independently through vendors or websites that may falsely present their offerings.

## **DOCUMENTATION: TICKETS, PASSPORT AND VISAS**

Destination Experiences and journey enrichments may require special visas or entry processes to certain countries. Explora Journeys is not responsible for obtaining visas for any guest: this is the responsibility of the individual. It is the duty of the guest to verify that his/her passport, visas, or other documents for travel are accepted in the countries where the service is deployed and takes place. Guests are strongly advised to check for all legal requirements for travelling abroad and at the various ports and countries included in Destination Experiences, pre and post hotel accommodation, land transportation and seamless luggage service, to include the requirement of visas, immigration, custom and health.

Guests are required to always carry a personal identification document, as this may be required at special entry or check points.

In certain cases, Explora Journeys may obtain group visas for pre-booked Destination Experiences, however this is subject to change.

Explora Journeys will provide printed or digital tickets to guests for the services booking with Explora Journeys. Explora Journeys will not be responsible for lost tickets. Guests are required to check hotel, transfer and tour tickets for arrival and departure time, meeting place as well as special instructions that may apply.

#### **ELECTRONIC DEVICES, VALUABLES ON DESTINATION EXPERIENCES AND JOURNEY ENRICHMENTS**

Explora Journeys shall in no event be liable for the loss of or damage to cash, negotiable securities, gold, silver, jewellery, ornaments, precious stones, works of art, or other valuables carried by guests on Destination Experiences and during pre and post hotel stays, land transportation and seamless luggage service. Under no circumstances shall Explora Journeys be held liable for loss of or damage to electronics, computers, flash drives, memory cards, handheld or similar devices, cellular telephones, cameras, video or audio tapes, binoculars, recreational equipment, carried within guests' bags and luggage during pre and post hotel stays, land transportation and seamless luggage service.

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