

## TERMS AND CONDITIONS – CRUISES 2016-2017

The purchase of cruise packages, and à la carte accommodations (hereinafter referred to as the “Services”) offered by Transat Tours Canada Inc. operating as Transat (“Transat”) constitutes a contract between you (the “Customer” or “Customers”) and Transat, which includes namely the terms and conditions described hereinafter. Please ensure that you carefully review and fully understand these terms and conditions prior to booking.

### ACCURACY OF INFORMATION

Transat has put forth all necessary efforts to ensure that the information posted on [www.transat.com](http://www.transat.com) (the “Website”) is current and accurate at time of posting. However, changes to the Services, descriptions, prices and terms and conditions can be made at any time without notice after posting, namely to add new Services, correct errors and omissions or for reasons beyond our control. Any such updates will be published on the Website or through notices to travel agents. In the event of any discrepancy between the terms and conditions in the Transat Cruises 2016-2017 brochure in paper format (or its equivalent e-brochure) and those posted on this Website, the terms and conditions appearing on the latter shall prevail. Therefore, please contact your travel agent or the Website to obtain any updates prior to booking.

### SERVICES

Cruise packages featured on the Website include, unless otherwise indicated, roundtrip flights from the selected departure city and destination, cruise with shipboard accommodation in accordance with the length of stay, stateroom category and occupation selected, onboard meals, most shipboard entertainment and activities, transfers, and other service offerings related to such package, taxes and service charges (unless otherwise indicated). “Cruise & Stay” packages to South destinations include the foregoing as well as an all-inclusive hotel stay according to the duration, room category and occupation selected.

Certain hotels featured on the Website are available à la carte and include accommodation according to the length of stay, room category and occupation selected and all hotel taxes (unless otherwise indicated).

The Services do not include personal expenses, tips, telecommunication fees, certain taxes or any other Services or activities that are not specifically described on the Website. Some cruise lines may, in certain circumstances, require the payment of a fuel surcharge.

For flights operated by an air carrier other than Air Transat, please contact your travel agent directly to enquire about their applicable terms and conditions. Transat may sell Services offered by cruise lines such as flights, hotels, excursions and à la carte visits which may be subject to other terms and conditions than those stated herein.

### PRICES

The prices given on the Website are set based on several factors including, but not limited to, the prices of suppliers, exchange rates, fuel costs, taxes and other fees in effect at time of posting. To the best of our knowledge, prices indicated are valid at the time of posting and are subject to change without notice. Unless otherwise indicated, all prices are quoted in Canadian dollars (CAD) on a per person basis and include the applicable retail sales tax, the federal goods and services tax, governmental and airport fees and duties, local airport taxes at destination, tourist card fees and service fees. For Québec residents, prices exclude the contribution to the *Compensation Fund for Customers of Travel Agents* of \$1 per \$1,000 of Services purchased.

Price reductions resulting from a promotion or a decision by Transat are applicable to new bookings only. Transat also reserves its right to refuse any booking made at an erroneous price.

For Services booked through a travel agent licensed in Québec, prices may be increased in the event of the imposition of the carrier’s surcharges or an increase in the exchange rate, insofar as the exchange rate applicable 45 days before the date on which the Services are provided has increased by more than 5% since the date of the reservation. If the increase, without taking into account any increase in the Québec sales tax or the federal goods and services tax, is equal to or greater than 7% of the price of the Services, the Customer may choose between full and immediate reimbursement of the Services or the provision of similar services of the same price, otherwise the difference in price shall be borne by the Customer; no price increase may occur within 30 days preceding the date on which the Services are to be provided.

For Services booked through an Ontario registered travel agency, except if paid in full, the total price of the Services may be increased. If the cumulative increase, without taking into account any increase in the retail sales tax or the federal goods and

services tax, is more than 7%, the Customer has the right to cancel the booking and obtain a full refund of the Services or opt for comparable alternate Services acceptable to the Customer, as long as the price of the alternate Services corresponds to the price of the original Services, otherwise the difference in price shall be borne by the Customer.

## DEPOSIT, PAYMENT AND TRANSMISSION OF TRAVEL DOCUMENTS

Any reservation of Services must be accompanied by a deposit which must be paid to Transat at time of booking. Final payment must also be received by Transat within the delays set out in the *Additional Information* section at the end of these terms and conditions. Deposits and final payment dates are subject to change and may vary namely for certain sailings/itineraries (including holiday sailings), stateroom category/hotel accommodation and promotional fares. For any cruises not listed, please enquire at time of booking for applicable deposits and final payment dates. As conditions may differ for group bookings, please contact your travel agent.

The deposit amount for hotels (prior to or after a cruise) in Florida is \$50 per person or \$100 per person for hotels in the South and in Europe. If final payment is not received within the required period, Transat reserves the right to cancel any such reservation, in whole or in part, without prior notice and without recourse by the Customer and charge the applicable cancellation fees, which are outlined at the end of these terms and conditions.

Electronic tickets and other travel documents will only be issued by Transat or the travel agent once Transat has received payment in full for the Services. It is the responsibility of the Customer and of the travel agent to ensure that the information appearing on all travel documents is accurate and consistent with the reservation.

## PAYMENT BY CREDIT CARD

Verbal or written authorization provided by the Customer for the use of a personal credit card number constitutes a confirmation of the reservation, acceptance of the present terms and conditions and authorization to pay the deposit and/or the purchase of Services, as the case may be. However, the Customer may be required to provide written authorization that their credit card may be used without signature. Once a credit card number is transmitted to Transat to guarantee a reservation, the travel agent becomes responsible for payment of the Services and must keep a signed copy of the Customer's authorization on file.

Transat reserves the right to cancel any reservation, totally or partially, without prior notice and without recourse by the Customer if payment is not honored.

## PROMOTIONS

The promotions featured on our Website, as well as any other promotions that may be announced by Transat during the season, are valid for new bookings only and may not be combined, and apply only to the cruise packages, flights and hotels described herein and are subject to any applicable restriction. Transat reserves the right to modify the conditions or withdraw any promotion at any time without notice.

Some cruise packages may include bonus offers namely "free unlimited drinks", "free unlimited drinks + gratuities", "included: drinks with meals + shore excursions", "included: unlimited drinks, shore excursions + gratuities" and "special pricing also available with beverage package", which may be subject to change at any time without prior notice. Unless otherwise indicated, all flights are operated by Air Transat.

## FLIGHTS AND OTHER AIR, SEA AND GROUND TRANSPORTATION

Unless otherwise indicated, all flights are operated by Air Transat.

**Changes:** All flights are conducted in accordance with the applicable tariff of the air carrier and pursuant to regulations set out by the Canadian Transportation Agency. All flights and tariffs are also subject to approval by the relevant government authorities. Flight consolidations and changes affecting the published schedules, aircraft type, days of operation, air carrier providing air travel and flight itineraries may be undertaken at any time and without prior notice, in accordance with the air carrier's tariff.

**Flight schedules and connecting flights:** Flight times, even as they appear on airline tickets, are subject to change without notice. Flight schedules may be altered or affected by various circumstances over which the air carrier or Transat has no control. Customers having purchased a package or a flight with Transat are entirely responsible for verifying flight times with the air carrier (or Transat's destination representative) during the 24-hour period immediately preceding outward and return flights. Transat undertakes to notify Customers reasonably in advance, through means it deems appropriate, of any schedule changes resulting in the advancement or delay of flight departure times or in case of any flight cancellation. Customers with

connecting flights have the responsibility to allow themselves sufficient time to make their connection. Transat will not be liable for any scheduling change or missed flight connection, including any additional costs incurred and special, incidental or consequential damages (including in particular, the loss of wages and vacation days) arising from the foregoing.

**Airport check-in:** We recommend that Customers arrive at the airport check-in counter at least 3 hours prior to departure in order to allow sufficient time to obtain their boarding pass and register their baggage. Air Transat check-in counters close one (1) hour prior to the time of departure, therefore passengers arriving after that time may be denied boarding. Customers must also be at the boarding gate at the specified time, failing which their seat may be re-assigned to another passenger and their reservation may be cancelled, with no right of recourse or refund.

**Seat assignment:** Unless pre-selected, aircraft seating is conducted by personnel at the air carrier's check-in counter. In the event of the loss or unavailability of confirmed Club Class seats with Air Transat or similar upgrade with another air carrier further to a change of air carrier, aircraft type or flight consolidation, the refund by Transat of the amount paid for Club Class service or similar upgrade shall be deemed a complete and final settlement.

**Baggage:** Air carriers have individual rules and regulations with respect to the number of bags allowed, weight and dimensions. The authorized allowance for checked baggage granted by air carriers may also vary depending on the city of departure or return of a flight. Customers are invited to consult their travel agent or the Website under the *My Booking* tab to obtain pertinent information. Please note that baggage and property are transported, stored and handled at owner's risk at all times.

**Restricted/regulated items in checked or carry-on baggage:** We recommend that Customers consult the Canadian Air Transport Security Authority's website ([www.catsa.gc.ca](http://www.catsa.gc.ca)) prior to travel to determine if any restrictions apply to items contained in their checked or carry-on baggage or carried on their person that may pose a danger if carried by air.

**Other applicable conditions and limitation of liability of the air carrier:** Air transport conditions and claims relating to the loss of, or damage to baggage are governed by the Montreal Convention or the Warsaw Convention, as the case may be, the applicable tariff of the air carrier and the conditions of contract appearing on the airline ticket, boarding pass and baggage check and are subject to any governmental regulations that establish the limits of liability of the air carrier. Once filed with and approved by the federal regulatory authorities, any amendments or changes in the general terms and conditions of carriage of the concerned air carrier are not subject to additional public notice and are legally binding. Any unused portion of an airline ticket on the dates specified will not be honored for travel on another flight and, upon request, may be subject to a partial refund of certain taxes and fees in accordance with Transat's terms and conditions.

**Refusal to transport/removal of Customer:** Transat shall not be liable for its or another air carrier's refusal to transport Customers arising from the following circumstances: a Customer fails to register for a flight (no show), a Customer jeopardizes public safety, a Customer does not hold the proper travel documents or the latter are invalid, a Customer violates or may violate any applicable law, if the final payment is not honored; or Transat or the air carrier deems it necessary to deny boarding of a Customer in order to prevent any danger or risk to such Customer or to any other person or property, or to ensure the safe conduct of the flight.

This section also applies to, with the necessary adjustments, maritime and ground transportation.

## MINORS

A Customer that is a minor pursuant to the laws of the country of travel must be accompanied by a parent or a legal guardian that is over the legal age in such country and must share the same room and/or stateroom. Air navigation orders adopted by Transport Canada allow infants (under 2 years of age at date of completion of travel) to travel free of charge provided they do not occupy a seat (the purchase of a tourist card may be required for certain destinations). A flight reservation must be made and no meal service will be provided. Please consult the air carrier to enquire about the conditions and fees applicable to the transportation of unaccompanied minors.

For cruises, minors under the age of 21 (or 18 years of age for selected sailings) must be accompanied by an adult or a legal guardian of at least 25 years of age and must stay in the same or connecting stateroom. As well, minors not traveling with a parent may be required to present an affidavit signed by the absent parent/legal guardian authorizing the minor to travel. Most cruise lines require that infants be at least 6 months of age at time of sailing to be eligible to travel. However, the minimum age for infants may vary according to the cruise line. Please consult the *Additional Information* section at the end of these terms and conditions for minimum age requirements.

## TRAVEL INSURANCE

Transat highly recommends the purchase of travel insurance at time of booking to cover against any unexpected events,

namely trip cancellation, loss of, or damage to baggage and insurance covering medical and hospitalization costs abroad. Insurance premiums are payable in full at time of booking. Please contact your travel agent or visit the Website under the *My Booking* tab for more information on the various insurance plans available.

## TRAVEL DOCUMENTS

A valid Canadian passport is the only reliable and universally accepted travel and identification document available to Canadians for the purpose of international travel. Certain countries require that passports be valid for six (6) months beyond the date of return to Canada. It is the responsibility of Customers to obtain, at their own expense, all necessary travel documents required by the relevant government authorities, including all ports of call, and to comply with the various laws thereof. Canadian citizens born in certain countries may require a visa in addition to a valid passport. A permanent resident card is required for permanent residents/landed immigrants who are not Canadian citizens. Minors travelling with only one parent or legal guardian may have to obtain a signed affidavit by the other parent authorizing the child to travel abroad.

Customers are fully responsible for obtaining the required travel documents and must ensure they have the necessary documents in hand prior to departure. For more information on required travel documents, please visit [www.travel.gc.ca](http://www.travel.gc.ca). Customers who fail to provide the required travel documents may be denied boarding privileges by the carrier or relevant authorities, without further recourse or the possibility of a refund. Entry to another country may also be refused even if the required travel documents are complete. No refund or replacement will be given for lost or stolen travel documents. Transat shall not be liable for any assistance or information provided by its employees or the travel agent, whether transmitted verbally, in writing or otherwise, in connection with obtaining the necessary travel documents or complying with any applicable laws; or for any adverse consequences to any Customer resulting from the failure to obtain such documents or to comply with any such laws.

## CUSTOMER ADVISORY

Certain events are part of normal unpleasant occurrences which may arise when travelling abroad. The Customer realizes this possibility, solely assumes the consequences thereof and agrees that Transat cannot be held responsible for any damages owing to such occurrences as outlined hereafter.

**Living standards:** Customers are asked to bear in mind and accept that living and sanitary conditions, local practices, political regimes, religions, as well as the conditions with respect to the provision of public utilities and accommodations at destination, may differ from those in Canada.

**Service disruptions:** Certain services, namely local public water, electricity, hot water, air-conditioning, safety equipment and other services or benefits may be partially or completely suspended or interrupted during the Customer's stay. Likewise, depending on the hotel's occupancy rate, à la carte dining may be replaced by buffet dining or vice-versa.

**Food, water and beverages:** The quality of food, water and beverages served abroad may differ from North American standards and therefore may lead to health issues or illness. As such, Transat cannot be held responsible for any health problems or illness resulting therefrom and the Customer is advised to take all necessary precautions.

**Social and sports activities:** Participating hotels may offer social activities, entertainment, organized sports and the use of sports equipment which are included in packages and as such, do not impact the cost of packages. These added benefits vary and are subject to change or cancellation at any time during the Customer's stay without prior notice.

**Insects:** Insect life thrives in tropical climates and can therefore be commonly found inside and outside of any hotel, regardless of its classification.

Transat cannot be held responsible for any health problems or illness resulting therefrom and the Customer is advised to take all necessary precautions.

**Natural phenomena:** It is possible that certain natural phenomena may occur at times, causing temporary or permanent changes to the natural landscape.

**Construction and maintenance:** In order to maintain the quality of services, resorts must regularly undergo maintenance, improvement and renovation work and, in some instances, expansion. Whenever construction or maintenance work likely to interfere with the use and enjoyment of any accommodation is brought to the attention of Transat, every reasonable effort will be deployed to promptly notify Customers; however, Transat cannot be held accountable for any inconvenience caused to them.

**Religious holidays, school breaks, elections and conventions:** Certain inconveniences, such as cancellation or unavailability of some Services, may arise when travelling during periods designated as religious holidays, school breaks, elections and conventions. Given that these periods vary according to the country and relevant authorities, it is practically impossible for

Transat to provide any indication of such dates. The Customer acknowledges this and solely assumes the possible consequences of travelling during these periods.

**Itineraries:** For the convenience of the Customer, the itineraries described on the Website indicate the names of the cities that are the most recognizable or that most customers are likely to travel to, even though, in certain instances, the cruise ship may not actually dock in that city.

### **ASSIGNMENT OF STATEROOMS AND ROOMS**

Cruise lines and hoteliers are solely responsible for stateroom and hotel room assignment, in accordance with the category reserved by the Customer. Transat has no responsibility with respect to the decor, furnishings or type of bed in a stateroom or hotel room or which may vary in accordance with the location of the stateroom on the ship or the room on the hotel premises. Should a Customer choose to alter the category of the stateroom or hotel room upon arrival at destination, these changes may be made subject to availability and payment of additional fees. Please contact the Guest Relations Services Office on the ship for any change of stateroom or the local representative at destination for any hotel room change.

### **CHECK-IN CONDITIONS – CRUISES AND HOTELS**

In order to avoid delays at port, online check-in must be completed on the cruise line's website 2 to 45 days prior to departure. As embarkation times may vary, we invite you to consult the cruise line's website in this regard. Upon embarkation, Customers must have all valid documentation required to enter each country that will be visited on their cruise, regardless of whether or not they wish to disembark in every port. Otherwise you may be denied boarding.

For hotels included in "Cruise & Stay" packages, check-in is generally between noon and 3 PM and Customers must check out by noon on the scheduled day of departure. The hotelier will advise the Customer at check-in of the appropriate checkout time. Whenever meals and/or drinks are included in a package, the Customer is eligible for said services from the time of check-in until the time of checkout.

### **CUSTOMERS WITH SPECIAL NEEDS**

Customers requiring special services or assistance while travelling must advise their travel agent (or Transat) and the air carrier of any and all specific needs at time of booking, so that appropriate measures can be taken to allow access to air travel, hotels and cruise ships.

### **CHANGES TO TRAVEL SERVICES BY TRANSAT**

If certain booked Services are no longer available prior to the Customer's departure or after arrival at destination, Transat reserves the right to replace them with comparable Services, or alternatively, to cancel them. If the replacement Services are of lesser value, Transat's liability shall be limited to the sole difference in cost. If the replacement Services are of greater value, the Customer will be required to disburse an amount equal to the difference between the price of the Services initially purchased and that of the replacement Services. The Customer will be entitled to refuse such replacement Services if they occur prior to departure. In this case and in the event of a cancellation, Transat's liability shall be limited to the reimbursement of the amount disbursed by the Customer for said Services.

Itineraries and times described on our Website are for reference only and are subject to change. Cruise ships, itineraries, shore excursions, accommodations or means of transportation are subject to change without notice. Cruise lines, local tour operators and guides reserve their right to alter or substitute alternative itineraries with or without prior notice to the Customer, such decision being final and without any recourse against Transat.

### **CHANGE AND CANCELLATION FEES**

In certain circumstances, Transat or the supplier will allow Customers to make certain changes to their reservation. If such change is not permitted or the Customer chooses not to travel or use the Services purchased, the applicable cancellation fees for the Services will apply.

The applicable changes, cancellation periods (in days prior to departure) and cancellation fees per person for the various Services are outlined at the end of these terms and conditions. Cancellation fees may vary for certain sailings/itineraries (including holiday sailings), stateroom/hotel accommodations, promotional fares, cruise tours and cruise line air/sea programs. As cancellation fees may vary for groups, please consult your travel agent.

## CUSTOMER RESPONSIBILITY

**Statement to the travel agent:** Customers are responsible for advising their travel agent or Transat of their intentions, expectations and needs, as they relate to the proposed travel, before the reservation is completed.

**Health:** Customers whose physical condition so requires must ensure that they have a sufficient quantity of any required medication (whether prescription or other) and that such medication be stored in their carry-on baggage at all times. Customers must also consult competent medical authorities prior to departure to enquire about preventive medical measures to be taken as regards the country visited. Customers are also responsible for ensuring that they are autonomous and fit to travel.

**Pregnancy:** Cruise lines will not accept Customers who will have entered their 24th week of pregnancy by the time travel concludes. The air carrier may also refuse pregnant women for whom air travel may involve a risk to themselves or their unborn children. In these cases, a medical certificate establishing the due date and fitness to travel may be required prior to departure. Please contact your travel agent or visit the Website under the *My Booking* tab for further information.

**Sports and activities:** Sports and other activities described on the Website are provided for information purposes only and are not meant to incite Customers in any way to participate in them. Transat cannot be held responsible for any accident or mishap occurring at destination during the practice of any sport and/or activity in which Customers participate of their free will and initiative.

## FORCE MAJEURE

Transat shall not be liable for any claim, loss or damage to a person or to property, cost, expense, inconvenience, loss of enjoyment or of time, disappointment or frustration, either mental or physical, resulting from any delay, cancellation, accident, illness, injury or death resulting from, but not limited to:

- Any act of god or force majeure or of a third party;
- Any war, revolution, insurrection, riot, embargo, terrorist act or consequences thereof, nuclear disaster or any other unlawful act against public order or authority;
- Any fire, flood, explosion, earthquake, volcanic eruption, epidemic, pandemic, quarantine, public health emergency, storm, lightning, hurricane, tornado, tropical storm or any other adverse weather conditions;
- Any accident to or malfunction of an aircraft, ship or any equipment used in connection therewith, loss of or hijacking of an aircraft or a ship, or any shortage of or inability to provide labor, fuel or facilities;
- Any strike, lockout, labor relations issues or other industrial disturbance, whether involving Transat employees, employees of its suppliers or others upon whom Transat relies;
- Any decision of any governmental authority or legislative body having jurisdiction and whose action or inaction may affect the conduct of Transat's operations;
- Any default from a supplier upon whom Transat relies for the performance of the whole or any part of the Services described and provided herein; or
- Any other causes beyond the reasonable control of Transat, whether actual, threatened or reported, which may interfere with Transat's operations or that of its suppliers.

## EXCLUSION OF LIABILITY

Transat makes arrangements with air carriers, cruise lines, hoteliers, local tour operators and other independent parties to provide the Customer with Services. Although Transat takes care in selecting its suppliers, it has no control over them and cannot be held responsible for their actions, omissions, fault or negligence, or that of their employees or sub-contractors, nor for any loss or damages suffered as a result thereof. Services provided are subject to the conditions imposed by the suppliers and their liability is limited by their tariffs, conditions of carriage, tickets, vouchers, international conventions and agreements. The present terms and conditions of this section shall extend and benefit all Transat's representative, agents and employees.

## EXCURSIONS AND À LA CARTE VISITS

The Customer may wish to participate in optional shore excursions, à la carte visits or other activities (collectively, the "excursions") that may be offered by Transat on behalf of local suppliers for an additional fee. These excursions are purchased at the Customer's sole risk, and Transat shall not be held liable for the quality or safety of such excursions that are organized and conducted by a third party supplier who may adhere to security standards and norms that may differ from those of the Customer's country of origin. Any written or verbal contract and representation for such excursions shall be deemed to have been made between the Customer and the supplier of such excursions and shall be undertaken at the Customer's own risk of

loss, damage or injury. Transat shall not be liable in any manner for any complaints or claims that may arise as a result of participation in any such excursions.

## **CONFIDENTIALITY**

Transat is committed to protecting the personal information of its Customers and their right to privacy in accordance with applicable laws. Please follow this link to view our [Privacy Policy](#).

## **COMMENTS AND CLAIMS**

Should a Customer require assistance to remedy any problem at destination, the Customer must immediately contact the Transat representative. Alternatively, the Customer must either contact the local representative, tour guide, hotel manager or onboard purser, or contact Transat directly at the following e-mail address: [customerrelations@transat.com](mailto:customerrelations@transat.com). If a problem cannot be resolved or dealt with immediately, Customers are requested to forward their comments or claims in writing to their travel agent or to Transat within 30 days of the date of return.

## **APPLICABLE LAW**

This contract is deemed to be executed and governed by the laws of the province in which the Canadian gateway city is located. The voiding of one or other of the clauses hereto shall neither annul nor invalidate these terms and conditions.

## **CHANGES AND APPLICABLE FEES – CRUISE PACKAGES**

The following outlines the various changes permitted and applicable fees payable per person with respect to certain Services booked. Fees apply to each change requested by the Customer and are cumulative. The changes with an asterisk (\*) are subject to prior approval of the supplier and the Customer must bear any price difference for the Services between the date of booking and the date of the change (excluding any applicable promotion), in addition to the applicable change fees (no reimbursement will be provided if the price of the Services is lower further to such change).

IMPORTANT: Transat or a supplier may, from time to time, offer special rates for certain hotels or types of rooms therein for which no change will be allowed without penalty. These special rates bear the words “non-refundable” or “no changes allowed” and the terms and conditions appearing below will therefore not apply.

### **TYPE OF CHANGE**

#### **Name correction**

5 days or more prior to departure: No applicable fees

4 days or less prior to departure: Not allowed

#### **\*Change of cruise date**

Not allowed.

#### **\*Change of flight date – Florida and Europe departures**

22 days or more prior to departure: \$150

21 days or less prior to departure: Not allowed

#### **\*Change of flight date – South departures**

46 days or more prior to departure: \$50

45 to 22 days prior to departure: \$100

21 days or less prior to departure: Not allowed

#### **\*Change of stateroom or room category**

Upgrade: No applicable fees

Downgrade: \$50

#### **\*Change of stateroom or room occupancy<sup>1</sup>**

Add passengers: No applicable fees

Remove passengers: Cancellation fees apply

#### **Pre and post flight extensions – to and from Florida<sup>2</sup>**

1 to 14 days before/after original date of departure/return: No applicable fees

15 to 28 days before/after original date of departure/return: \$100

29 to 42 days before/after original date of departure/return: \$150

43 to 56 days before/after original date of departure/return: \$180

57 days or more before/after original date of departure/return: \$200

- **Florida flight destination changes: \$100**

If extending the flight 15 days or more, only the flight extension fee applies, along with the flight supplement, if applicable.

**Supplement:** Northbound Sunday departures from Florida: \$70

**Exclusions:** Southbound: flight extensions not permitted from Canada during the periods of December 19, 2016 to January 6, 2017 and February 24 to March 17, 2017;

**Exclusions:** Northbound: flight extensions not permitted from Florida during the periods of December 26, 2016 to January 9, 2017 and March 3 to March 20, 2017.

### **Pre and post flight extensions – to and from Europe<sup>2</sup>**

1 to 14 days before/after original date of departure/return: No applicable fees

15 to 28 days before/after original date of departure/return: \$150

29 to 42 days before/after original date of departure/return: \$200

43 to 56 days before/after original date of departure/return: \$300

57 days or more before/after original date of departure/return: \$400

- **Europe flight destination changes:** \$100

If extending the flight 15 days or more, only the flight extension fee applies, along with the flight supplement, if applicable.

**Supplement:** Westbound departures from Europe from July 27 to August 13, 2017: \$100 (applicable when the original return date is before July 27, 2017).

### **Flight or hotels extensions – South departures**

Consult your travel agent.

<sup>1</sup>In case of a change of room or stateroom occupancy, any price difference will be borne by the Customer(s) who will occupy the room or stateroom further to such change.

<sup>2</sup>Flight extension fees are per direction/flight segment.

## **ADDITIONAL INFORMATION**

Listed hereafter are additional changes permitted and applicable fees, as well as minimum age requirements, deposit amounts, final payment due dates and cancellation fees with regards to the various cruise lines and points of departure. Cancellation fees may be stated in dollars or in percentage (%) of the total cost of the Services (including taxes and fees). As conditions may vary for group bookings, please contact your travel agent.

## **CRUISE PACKAGES – FLORIDA & EUROPE DEPARTURES**

### **AmaWaterways**

- **Name change (one name in the stateroom must remain the same):**

31 days or more prior to departure: No charge

30 to 5 days prior to departure: \$100

4 days or less prior to departure: Not allowed

- **Minimum age (adult)\*:** 18

- **Minimum age (infant):** 4 years

- **Deposit:** \$500

- **Final payment:** 90 days prior to departure date

- **Cancellation fees:**

90 days or more prior to departure: \$500

89 to 76 days prior to departure: 35%

75 to 61 days prior to departure: 50%

60 to 31 days prior to departure: 75%

30 days or less prior to departure: 100%

### **Azamara Club Cruises**

- **Name change (one name in the stateroom must remain the same):**

31 days or more prior to departure: No charge

30 to 5 days prior to departure: \$100

4 days or less prior to departure: Not allowed

- **Minimum age (adult)\*:** 21 (married couples: no minimum age)

- **Minimum age (infant):** 1 year

- **Deposit:** \$750

- **Final payment:** 121 days prior to departure date

- **Cancellation fees:**

121 days or more prior to departure: \$250

120 to 91 days prior to departure: 25%

90 to 61 days prior to departure: 50%

60 days or less prior to departure: 100%

### Carnival Cruise Line

- **Name change (one name in the stateroom must remain the same):**
  - 76 days or more prior to departure: No charge
  - 75 to 31 days prior to departure: \$75
  - 30 to 5 days prior to departure: \$175
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult):** 21 (guests under 21 must be accompanied by an adult age 25 and over)
- **Minimum age (infant):** 6 months
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees:**
  - 90 days or more prior to departure: \$250
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

### Celebrity Cruises

- **Name change (one name in the stateroom must remain the same):**
  - 31 days or more prior to departure: No charge
  - 30 to 5 days prior to departure: \$100
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21 (married couples: no minimum age)
- **Minimum age (infant):** 1 year
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees:**
  - 90 days or more prior to departure: \$250
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

### Costa Cruise Lines

- **Name change (one name in the stateroom must remain the same):**
  - 90 days or more prior to departure: No charge
  - 89 to 31 days prior to departure: \$75
  - 30 to 5 days prior to departure: \$175
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21
- **Minimum age (infant):** 6 months
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees:**
  - 90 days or more prior to departure: \$250
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

### CroisiEurope

- **Name change (one name in the stateroom must remain the same):**
  - 45 days or more prior to departure: No charge
  - 44 to 31 days prior to departure: \$75
  - 30 to 5 days prior to departure: \$175
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21
- **Minimum age (infant):** 0 months
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees:**

90 days or more prior to departure: \$250  
89 to 76 days prior to departure: 35%  
75 to 61 days prior to departure: 50%  
60 to 31 days prior to departure: 75%  
30 days or less prior to departure: 100%

### **MSC Cruises**

- **Name change (maximum one name change allowed):**  
90 days or more prior to departure: \$75  
89 to 31 days prior to departure: \$150  
30 to 5 days prior to departure: \$250  
4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** Caribbean: 21; Europe: 18
- **Minimum age (infant):** 6 months
- **Deposit:** \$500
- **Final payment :** 90 days prior to departure date
- **Cancellation fees:**  
90 days or more prior to departure: \$250  
89 to 76 days prior to departure: 35%  
75 to 61 days prior to departure: 50%  
60 to 31 days prior to departure: 75%  
30 days or less prior to departure: 100%

### **Norwegian Cruise Line<sup>1</sup>**

- **Name change (one name in the stateroom must remain the same):**  
31 days or more prior to departure: No charge  
30 to 5 days prior to departure: \$100  
4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21 (married couples: 18)
- **Minimum age (infant):** 6 months
- **Deposit:** \$500
- **Final payment :** 90 days prior to departure date
- **Cancellation fees:**  
90 days or more prior to departure: \$250  
89 to 76 days prior to departure: 35%  
75 to 61 days prior to departure: 50%  
60 to 31 days prior to departure: 75%  
30 days or less prior to departure: 100%

<sup>1</sup> Excluding holiday sailings aboard the Norwegian Escape.

### **Norwegian Cruise Line<sup>2</sup>**

- **Name change (one name in the stateroom must remain the same):**  
31 days or more prior to departure: No charge  
30 to 5 days prior to departure: \$100  
4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21 (married couples : 18)
- **Minimum age (infant):** 6 months
- **Deposit:** \$750
- **Final payment:** 121 days prior to departure date
- **Cancellation fees:**  
121 days or more prior to departure: \$250  
120 to 91 days prior to departure: 25%  
90 to 61 days prior to departure: 50%  
60 days or less prior to departure: 100%

<sup>2</sup> For holiday sailings between December 24 and 31, 2016 aboard the Norwegian Escape.

### **Pullmantur Cruises**

- **Name change (one name in the stateroom must remain the same):**  
31 days or more prior to departure: No charge  
30 to 5 days prior to departure: \$100  
4 days or less prior to departure: Not allowed

- **Minimum age (adult)\*:** 18
- **Minimum age (infant):** 6 months
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees:**
  - 90 days or more prior to departure: \$250
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

#### Royal Caribbean International

- **Name change (one name in the stateroom must remain the same):**
  - 31 days or more prior to departure: No charge
  - 30 to 5 days prior to departure: 100 \$
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21 (married couples: no minimum age)
- **Minimum age (infant):** 1 year
- **Deposit:** \$500
- **Final payment:** 90 days prior to departure date
- **Cancellation fees :**
  - 90 days or more prior to departure: \$250
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

#### Star Clippers

- **Name change (one name in the stateroom must remain the same):**
  - 31 days or more prior to departure: No charge
  - 30 to 5 days prior to departure: \$100
  - 4 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 18
- **Minimum age (infant):** 0 months
- **Deposit :** \$750
- **Final payment:** 121 days prior to departure date
- **Cancellation fees:**
  - 121 days or more prior to departure: \$250
  - 120 to 91 days prior to departure: 25%
  - 90 to 61 days prior to departure: 50%
  - 60 days or less prior to departure: 100%

#### Uniworld River Cruises

- **Name change (one name in the stateroom must remain the same):**
  - 90 days or more prior to departure, based on prevailing rates
  - 89 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** 21
- **Minimum age (infant):** 4 years
- **Deposit :** \$750
- **Final payment:** 90 days prior to departure
- **Cancellation fees:**
  - 90 days or more prior to departure: \$750
  - 89 to 76 days prior to departure: 35%
  - 75 to 61 days prior to departure: 50%
  - 60 to 31 days prior to departure: 75%
  - 30 days or less prior to departure: 100%

## **CRUISE PACKAGES – SOUTH DEPARTURES INCLUDING "CRUISE & STAY" PACKAGES**

**Celestyal Cruises** – Celestyal Crystal (Havana), **Costa Cruise Line** – Costa Favolosa (La Romana), **MSC Cruises** – MSC Poesia (Guadeloupe) and **Pullmantur Cruises** – Zenith (Santo Domingo)

- **Name change (maximum one name change allowed):**
  - 46 days or more prior to departure: \$50
  - 45 to 22 days prior to departure: \$100
  - 21 to 8 days prior to departure: \$300
  - 7 days or less prior to departure: Not allowed
- **Minimum age (adult)\*:** Celestyal Cruises, MSC Cruises and Pullmantur Cruises: 18; Costa Cruise Line: 21
- **Minimum age (infant):** 6 months
- **Deposit:** \$250
- **Final payment:** 45 days prior to departure
- **Cancellation fees:**
  - 46 days or more prior to departure: \$250
  - 45 to 22 days prior to departure: 50 %
  - 21 days or less prior to departure: 100%

\*Adult minimum age: at least one passenger on the booking must meet this minimum age requirement.

**Updated on March 31, 2017.**

Transat Tours Canada Inc. doing business as Transat is registered as a travel agent in Québec (reg. no. 754241), a travel wholesaler in Ontario (reg. no. 50009486) and a travel agent/wholesaler in British Columbia (reg. no. 2454), with offices at Place du Parc, 300 Léo-Pariseau, Suite 500, Montreal, Quebec H2X 4C2 • 191 The West Mall, Suite 800, Etobicoke, Ontario, M9C 5K8 • 1090 West Pender Street, Suite 1110, Vancouver, British Columbia, V6E 2N7.