

# Terms & Conditions 2018-2019

The purchase of cruise packages, flights and à la carte accommodations (hereinafter referred to as the "Services") offered by Transat Tours Canada Inc. operating as Transat (hereinafter "Transat") constitutes a contract between you (the "Customer" or "Customers") and Transat, which includes namely the terms and conditions stipulated 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 contained in the Transat Cruises 2018-2019 brochure (hereafter the "Brochure") and posted on the company's Website ([www.transat.com](http://www.transat.com)) is current and accurate. However, changes to the Services, descriptions, prices and terms and conditions can be made at any time without notice after issue, namely to add new Services, correct errors and omissions or for reasons beyond our control. Any such updates will be published on [www.transat.com](http://www.transat.com) or through notices to travel agents. If there is any discrepancy between the terms and conditions in the Brochure in paper format (or its equivalent e-brochure) and those posted on [www.transat.com](http://www.transat.com), the terms and conditions appearing on the latter shall prevail. Therefore, please contact your travel agent or visit [www.transat.com](http://www.transat.com) to obtain any updates prior to booking.

## Services

Cruise packages (hereafter "Cruise Packages") featured in this Brochure include, unless otherwise indicated, roundtrip flights in Economy class from the selected departure city to the destination, cruise with shipboard accommodation in accordance with the length of stay, roundtrip airport/hotel transfers at destination 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).

Extend your stay option includes hotel stay according to the duration, room category and occupation selected as well as service charges (unless otherwise indicated).

The Services do not include personal expenses, tips, telecommunication fees, certain taxes or any other additional services or activities that are not specifically described in this Brochure. 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.

## Prices

Prices are set based upon the prices of suppliers, exchange rates, fuel costs, taxes and other fees in effect as of the publication date of this Brochure. To the best of our knowledge, prices indicated are valid as of the day of publication and are subject to change without prior notice. Unless otherwise indicated, all prices are quoted in Canadian dollars (CAD) per person based on double occupancy and include the applicable retail sales tax, the federal goods and services tax, governmental and airport fees and duties, local airport taxes at destination, port taxes, 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 travel Services purchased.

The airfare used to establish the prices for Cruise Packages is the most advantageous fare available with the air carrier selected by Transat as of date of publication for flights from the Canadian gateway to the chosen destination during the dates of travel. Aircraft seats at such fares are therefore subject to availability and may no longer be available at the time of booking. Accordingly, the prices contained in this Brochure or posted on [www.transat.com](http://www.transat.com) may increase due to the unavailability of seats in this particular fare category or further to the imposition of a surcharge by the air carrier.

Any 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, the total price of the Services may be increased except if paid in full. 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 the 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 À La Carte Hotels is \$100 per person (unless otherwise advised).

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 indicated at the end of these terms and conditions.

Electronic tickets and other travel documents will be issued by the travel agent or Transat only if full payment for the Services has been received. It is the responsibility of the Customer and of the travel agent to ensure that the information shown 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 the purchase of Services, as the case may be. However, the Customer may be required to provide written authorization that the credit card may be used without a signature. Once a credit card number is transmitted to Transat to guarantee a reservation, the travel agent becomes responsible for the 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, in whole or in part, without prior notice and without recourse by the Customer if payment is not honored.

## Promotions

The promotions announced by Transat during the season, are valid for new bookings only, may not be combined, and apply only to Cruise Packages, air only and hotels featured in this Brochure and are subject to any applicable restriction. Transat reserves the right to modify the conditions or withdraw any promotion at any time without notice.

Certain Cruise Packages may include bonus offers, namely free unlimited drinks, gratuities, drinks included with meals, shore excursions or special pricing on beverage packages, which may be subject to change at any time without prior notice.

## Flights and other air, sea and ground transportation

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

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

**Flight schedules/connecting flights:** Flight times, even as they appear on airline tickets, are subject to change without notice. Flight schedules may be altered due to various circumstances over which the air carrier or Transat has no control. Customers having purchased a Cruise Package or a flight with Transat are entirely responsible for verifying flight times with the air carrier 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 connections. Unless airline tickets from "point of origin to final destination" were purchased from Transat, the latter will not be liable for any scheduling change or missed flight connection, including any additional costs incurred and special, incidental or consequential damages, including 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 three (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 generally 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 sum disbursed for Club Class service or similar upgrade shall be deemed complete and final settlement.

**Baggage:** Air carriers have individual rules and regulations with respect to the number of bags allowed, weight and dimensions, therefore please contact your travel agent or the air carrier concerning applicable restrictions. The authorized allowance for checked baggage granted by air carriers may also vary depending on the city of departure or return of a flight. 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.

**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, 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 (ships, ferries or other) 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 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 Cruise Packages, minors under the age of 21 (or 18 years of age for certain cruise lines) at time of sailing must be accompanied by an adult 25 years of age or older in the same stateroom or connecting stateroom or have written consent signed by the parent/legal guardian not travelling. 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 [www.transat.com](http://www.transat.com) 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. Please note that minors travelling with only one parent (or legal guardian) may have to obtain a signed affidavit by the other parent authorizing the minor 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 acknowledges these possibilities, 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 customs, 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 similar 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 cruise lines and hoteliers 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:** The itineraries described in this Brochure or posted on [www.transat.com](http://www.transat.com) 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.

**Pregnancy:** Certain destinations may present potential risks to pregnant women (or those who may become pregnant) or their unborn children. Prior to travel, Customers should inform themselves of the potential risks for pregnant women travelling abroad to the intended destination and the preventative measures to be undertaken. Transat cannot be held responsible for any health problems or illness resulting therefrom and the Customer is advised to take all necessary precautions.

## 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 change the category of the stateroom after boarding the ship, such change 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 Transat representative at destination for any hotel room change.

Where "accommodation or equivalent category" appears, the accommodation listed is not guaranteed and the supplier will have sole discretion in choosing an alternative of the equivalent category. Transat cannot be held liable for the supplier's selection.

## Check-in conditions – cruises and hotels

In order to avoid delays at piers, online check-in must be completed on the cruise line's website 45 to 2 days prior to departure. As embarkation times may vary (anywhere from 60 to 120 minutes prior to sailing), we invite you to consult the cruise line's website in this regard. Prior to departing Canada, Customers must ensure that the baggage tags provided by the cruise line showing the cabin number are affixed to their baggage. 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 Customers disembark in each port.

The check-in time for most hotels is between 1 PM and 3 PM. Checkout times may vary according to the hotelier, but generally, hotel rooms must be vacated before 11 AM on the scheduled day of departure day. Whenever meals or drinks are included, the Customer is eligible for said services from the time of check-in until the time of check-out.

## Customers with special needs

Customers requiring special services or assistance while travelling must advise their travel agent, 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, cruise ships or hotels.

## 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 indicated in this Brochure or posted on [www.transat.com](http://www.transat.com) 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, the cruise line 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, Cruise Packages and promotional fares. As cancellation fees may vary for groups, please contact 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. 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 in the latter stages of pregnancy. 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 with respect to the air carrier's and cruise line's policy.

**Sports and activities:** Sports and other activities described in this Brochure or posted on [www.transat.com](http://www.transat.com) 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 event 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 in order to provide Services to the Customer. 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 cruise lines or 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. We invite you to consult our Privacy policy on [www.transat.com](http://www.transat.com).

## Comments and claims

If a problem should occur during a trip, the Customer must immediately contact the onboard purser, local representative, hotel manager or Transat directly at the following e-mail address: [customerrelations@transat.com](mailto:customerrelations@transat.com). If the 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 more of the clauses hereto shall neither annul nor invalidate the remaining clauses of these terms and conditions.

### Printed in Canada in June 2018.

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, QC, H2X 4C2 • 191 The West Mall, Suite 800, Etobicoke, ON, M9C 5K8 • 3211 Grant McConachie, Richmond, BC, V7B 0A4.



## Changes and applicable fees – cruise packages

The following outlines the various changes permitted and applicable fees payable per person (plus taxes) based on double occupancy with respect to certain Services booked. Fees apply to each change requested by the Customer and are cumulative.

**IMPORTANT:** Transat or a supplier may, from time to time, offer special rates for certain cruises, hotels or types of staterooms/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   | APPLICABLE FEES  |
|--|--|
| Name correction  | 8 days or more prior to departure: no charge; 7 days or less prior to departure: not allowed   |
| Change of cruise departure date  | Not allowed  |
| Change of flight dates (after the booking)   | <b>Europe:</b> 22 days or more prior to departure: \$150; 21 days or less prior to departure: not allowed <sup>†</sup> <b>South and Florida:</b> 45 days or more prior to departure: \$50; 44 to 21 days or more prior to departure: \$100; 20 days or less prior to departure: not allowed <sup>†</sup> |
| Pre- and post-flight extensions to/from <b>South, Florida</b> and <b>Europe</b> and hotel extensions | See * below.   |

| CRUISE PACKAGES (SPECIFIC SOUTH DESTINATIONS)   |   |   |  |                                  |                      |                      |               |   |
|---|---|---|--|----------------------------------|----------------------|----------------------|---------------|---|
| Cruise line                                     | Name change   | Cabin change*   | Occupancy change*  | Minimum age (adult) <sup>2</sup> | Minimum age (infant) | Deposit <sup>3</sup> | Final payment | Cancellation fees   |
| <b>Costa Cruises</b><br>Costa Pacifica          | Maximum one name change allowed:<br>45+ days: \$50;<br>44-21 days: \$100;<br>20-8 days: \$300;<br>7 days or less: not allowed | 15 days or more prior to departure: no charge; 14-8 days prior to departure: \$100; 7 days or less: not allowed | 8 days or more prior to departure: no charge; 7 days or less prior to departure: not allowed | 21                               | 6 months             | \$250                | 44 days       | 45+ days: \$250<br>44-21 days: 50%<br>20 days or less: 100% |
| <b>MSC Cruises</b><br>MSC Preziosa              |   |   |  | 18                               |                      |                      |               |   |
| <b>Norwegian Cruise Line</b><br>Norwegian Pearl |   |   |  | 21                               |                      |                      |               |   |
| <b>Pullmantur Cruises</b><br>Monarch            |   |   |  | 18                               |                      |                      |               |   |

| ALL OTHER DESTINATIONS       |  |   |   |  |                      |                      |               |  |
|------------------------------|--|---|---|--|----------------------|----------------------|---------------|--|
| Cruise line                  | Name change  | Stateroom change <sup>1*</sup>  | Occupancy change <sup>1*</sup>  | Minimum age (adult) <sup>2</sup>                                     | Minimum age (infant) | Deposit <sup>3</sup> | Final payment | Cancellation fees                      |
| <b>Carnival Cruise Line</b>  | One name in the stateroom must remain the same. Additional conditions may apply. | If such change is deemed to be possible at the discretion of Transat and the cruise line, additional fees may be charged to the Customer. | Such change is allowed prior to the final payment date, subject to availability and/or payment of certain fees. The applicable cancellation fee applies to a stateroom occupancy change after final payment date. | 21 (guests under 21 must be accompanied by an adult aged 25 or over) | 6 months             | \$500                | 93 days       | Cancellation fees vary; please inquire |
| <b>Costa Cruises</b>         |  |   |   | 21   | 6 months             |                      |               |  |
| <b>CroisiEurope</b>          |  |   |   | 21   | 0 month              |                      |               |  |
| <b>MSC Cruises</b>           |  |   |   | USA: 18<br>Caribbean: 21<br>Europe: 18                               | 6 months             |                      | 120 days      |  |
| <b>Norwegian Cruise Line</b> |  |   |   | 21 (married couples: 18)   | 6 months             |                      |               |  |
| <b>Princess Cruises</b>      |  |   |   | 21   | 6 months             |                      |               |  |
| <b>Pullmantur Cruises</b>    |  |   |   | 18   | 6 months             |                      |               |  |

Days listed are number of days prior to departure.

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

<sup>2</sup>Adult minimum age: At least one passenger on the booking must meet this minimum age requirement.

<sup>3</sup>Deposit, payment and cancellation schedule is based on 7-night Cruise Packages and may vary for group bookings.

\*These changes are subject to prior approval of the supplier subject to availability, 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).

<sup>†</sup>Plus price difference if applicable.

## Additional information

This grid outlines additional changes permitted and applicable fees, as well as minimum age requirements, deposit amounts, final payment due dates and cancellation fees with regard to the various cruise lines and points of departure. For group bookings, please consult your travel agent as conditions may vary.