



THE RITZ-CARLTON
YACHT COLLECTION

BOOKING TERMS AND CONDITIONS (EU)

NOTICE

THE LANGUAGE ON BOARD THE VESSEL WILL BE ENGLISH.

All information contained herein is in effect at this time and is subject to change at any time. Information contained herein does not form part of any offer or contract. **YOUR TICKET IS THE CRUISE TICKET CONTRACT AVAILABLE**

AT: <https://www.ritzcarltonyachtcollection.com/legal/ticket-contract> (THE "TICKET" CONTRACT).

In order to proceed with a booking, the person making the booking confirms, agrees and accepts that all persons named in the Booking request and on the invoice have agreed to be bound by these Booking Terms and Conditions (the "Booking Terms and Conditions") and the Ticket Contract, and that he/she has authority to accept these Booking Terms and Conditions and the Ticket on behalf of all the persons named on the booking request and invoice.

In the event of conflict between the terms and conditions contained in the Ticket Contract, the Booking Terms and Conditions, the terms of any CARRIER advertisement or offer, and the oral or written representations of any CARRIER representative or CARRIER ENTITY, the terms and conditions contained in the Ticket Contract shall control.

Guests are required to acknowledge the pre-contractual conditions at <https://www.ritzcarltonyachtcollection.com/legal/documents/euprecontract> to confirm their reservation. "Confirm reservation" means the point at which a guest provides required documentation and Carrier accepts a deposit, thereby converting an Offer (O) into a Reservation (R).

DEFINITIONS

A) A) The term "**Vessel**" (also known as "**Ship**") includes the vessel named in the Ticket or any vessel substituted for the one named in the Ticket, and its tenders, rigid inflatable boats, marina equipment, or any other means of conveyance owned, operated, or managed by Carrier in whole or in part.

B) The term "**Carrier**" includes the Vessel, **Cruise Yacht OpCo Ltd** or **Next-Gen Cruises Ltd**, both doing business as **The Ritz-Carlton Yacht Collection™**, and its or their owners, charterer(s), parents, subsidiaries, affiliates, principals, agents, shareholders, investors, board members, officers, directors, licensors, joint venturers

and all employees, officers, crew members, pilots, and agents of such individuals, companies, and entities. Carrier may also be referred to as **“Operator”** or **“We”**. Cruise Yacht OpCo Ltd and Next-Gen Cruises Ltd, both doing business as The Ritz-Carlton Yacht Collection operate under a license from The Ritz-Carlton Hotel Company, L.L.C. (**“The Ritz-Carlton”**) and are not an affiliate of or related to The Ritz-Carlton or its affiliates.

C) The term **“Carrier Entities”** means Carrier and Luxury Hotels Limited and Carrier Entities’ Affiliates and their respective employees and agents.

D) The term **“Carrier Entities’ Affiliates”** includes any other company or entity that is in any way related to Carrier or Luxury Hotels Limited in any manner, including but not limited to Carrier’s parent company, the Luxury Hotels Limited’s parent company, and their respective affiliates, officers, directors, agents, and employees of each or any of the foregoing.

E) The term **“Luxury Hotels Limited”** means Luxury Hotels Management (BVI) Limited, which is the entity that provides oversight and guidance in connection with certain hotel-related functions on the Vessel. Luxury Hotels Limited is an affiliate of The Ritz-Carlton.

F) The term **“Carrier’s Suppliers”** includes suppliers of goods and services, and includes but is not limited to, caterers, concessionaires, physicians and medical personnel, all shore excursion and/or tour operators, independent contractors, as well as designers, installers, and manufacturers of the Vessel or any component parts or tenders thereof, and all of their respective agents, servants and employees.

G) The term **“Guest”** or **“Guests”** refers to a passenger on the Vessel and includes every person named on the face of the Ticket. Guest may also be referred to as **“You”**.

H) The term **“Cruise”** means the specific cruise covered by this Ticket Contract, as the same may be modified and shall include those periods during which the Guest is embarking or disembarking the Vessel and those periods when the Guest is on land while the Vessel is in port.

I) The term **“Cruise Fare”** means the amount paid for the Ticket as further described in Section 5 below. The Cruise Fare is deemed to be earned when paid and non-refundable unless otherwise expressly stated in the cancellation provisions in this Ticket Contract.

J) The term **“Property”** means such belongings, effects, and possessions, including Baggage, which Guest may bring aboard the Vessel and/or which is acquired during the Cruise, irrespective of whether the property is placed in Guest's suite or worn by Guest, or stored in the Vessel's baggage room, holds, or safes at the request of Guest. Property includes, but is not limited to, money, gold, jewelry, watches, precious stones and metals, securities, financial instruments, tickets, works of art, electronics, computers, digital or flash drive computer equipment, cellular telephones, camera/video/audio equipment or supplies, CDs, binoculars, dental hardware, eyewear, hearing aids, medications, medical equipment, wine and/or other valuables.

K) The term "**Baggage**" includes but is not limited to, the luggage, bag(s) or suitcase(s) in or by which Guest transports that Property not worn or carried by Guest on to and off of the Vessel.

L) The "**Travel Protection Program**" is an optional travel insurance plan offered by Carrier to United States residents, which is available for purchase from the time of booking up and until final payment. The Travel Protection Program becomes effective when Carrier receives full payment of the cost of the plan, in addition to any required Cruise Fare deposits or payments due, depending on when the Travel Protection Program is purchased by Guest.

M) The term "**Travel Documents**" means a valid passport, all visas and other travel documents required for embarkation and disembarkation and for all ports of call. Travel Documents are the sole responsibility of Guest to obtain and produce.

N) The term "**Spa**" means the area designated as the Ritz-Carlton Spa within the Vessel.

O) The term "**Wellness Program**" means the fitness center, fitness programs and offerings, wellness programs and offerings, and includes the Spa, its offerings and services.

P) "**Shore Excursions**" and "**Shore Experiences**" may include purchased shore tours and activities that take place while in port. These terms are used *interchangeably* and are subject to change or cancellation without prior notice.

Q) "**Sailing Date**" means the first day of the Cruise beginning at embarkation.

R) "**Embarkation Day**" means the first day of a Cruise, when Guests arrive at the cruise terminal to board the Vessel.

S) "**Disembarkation Day**" is the day when Cruise Guests leave the Ship and end their Cruise.

T) The term "**Specially Ticketed Events**" refers to the once-in-a-lifetime events offered by Carrier for an additional price, on a first-come-first-serve basis. The Specially Ticketed Events may include purchased tickets/issued tickets to participate in exclusive on board and ashore events. The name of these events may change at Carrier's discretion with or without notice.

U) "**Shipping Incident**" means a shipwreck, capsizing, collision or stranding of the Vessel, explosion or fire in the Vessel, or a defect in the Vessel, which shall mean any malfunction, failure or non-compliance with applicable safety regulations in respect of any part of the Vessel or its equipment when used for the escape, evacuation, embarkation and disembarkation of Guests, or when used for the propulsion, steering, safe navigation, mooring, anchoring, arriving at or leaving berth or anchorage, or damage control after flooding; or when used for the launching of life saving appliances.

V) "**Master**" means the Captain of the Vessel or any person who acts under his/her authority.

W) The term "**Guest Confirmation/Booking Confirmation**" refers to the document provided to the Guest as described in Section 5, after Carrier has received the deposit. The Guest Confirmation/Booking Confirmation are hereby fully incorporated by

reference into this Ticket Contract

X) The term “**Package Travel Regulations, 2018, As Amended**” refers to the Legal Notice 94 of 2018 titled “**Package Travel and Linked Travel Arrangements Regulations, 2018**” issued under the Malta Travel and Tourism Services Act, Chap. 409 of the Laws of Malta and implementing Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (ED) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC.

Y) “**Cabotage**” refers to the carriage of passengers within a country by a foreign-based Vessel. Foreign Vessels are generally forbidden to carry a country’s nationals within its borders.

ANY AND ALL TERMS NOT FURTHER DEFINED HEREIN ARE CONTROLLED BY THE TICKET CONTRACT AVAILABLE

AT: [HTTPS://WWW.RITZCARLTONYACHTCOLLECTION.COM/LEGAL/TICKET-CONTRACT](https://www.ritzcarltonyachtcollection.com/legal/ticket-contract)

DEPOSIT/PAYMENT INFORMATION

Bookings can be held for three (3) days prior to a deposit being required. Bookings will be automatically cancelled if the deposit is not timely received. To reserve your voyage, a 25% deposit of the total cruise fare is required if booking more than 180 days in advance of the voyage departure date. Final payment is required 180 days prior to the voyage departure date. Reservations made within 180 days of voyage departure date require full payment within three (3) days of the booking date. Reservations must be made at least seven (7) days prior to voyage departure date and will require full payment at the time of booking. Bookings are subject to cancellation if final payment is not made by the required date.

If the voyage of your choice is unavailable, you may request to be placed on the waitlist by making a \$1000 USD or €1000 EUR or £1000 GBP or \$1000AUD per person deposit. If the waitlist clears, the deposit will be applied toward your scheduled payment requirements. If the waitlist does not clear, your deposit will be refunded to you within fourteen (14) days.

In the event that you need to cancel your booking, you or your Travel Professional are required to contact our Reservations Department. If a cancellation request is received more than 365 days prior to the voyage departure date, and a deposit has already been paid on the booking, you will receive a full refund less an administrative fee of \$250USD or €250EUR or £200GBP or \$380AUD per person (the “**Administrative Fee**”). The Administrative Fee is non-refundable but may be applied to a new booking made within twelve (12) months of the cancellation date (the “**Rebooking Date**”). The Administrative

Fee may only be applied to one (1) new booking. The Administrative Fee will be forfeited if not applied to a new booking on or before the Rebooking Date or if the new booking is subsequently cancelled.

Payments may be made directly by guests using their American Express, Visa, MasterCard credit card or by wire transfer; travel agency checks are also permitted. Once payment has been applied to the booking, the currency cannot be changed. Third-party credit card charges can only be accepted when accompanied by a third-party credit card authorization form. Refunds will be provided in the original currency and method of payment.

Reservations may be transferred to the Travel Professional of your choice within thirty (30) days of your original deposit. We highly recommend speaking to your Travel Professional before requesting a reservations transfer. To fulfill the transfer request, please contact our Reservations department with the contact information of the Travel Professional you wish to transfer your reservation to. Please note, this service is offered on a one-time basis, and reservations that are made within final payment or paid in full cannot be transferred.

NAME CHANGES

Any substitution of booked guests requires the Carrier's prior written approval and may not always be possible. A substitution of a booked guest is considered the cancellation of one guest and the addition of a new guest to the booking. All substitution requests are subject to mandatory sanctions and security screening in accordance with applicable international laws and regulations, including but not limited to those enforced by the United States Department of the Treasury's Office of Foreign Assets Control (OFAC), the United Kingdom Sanctions Regime, the European Union Restrictive Measures, and other relevant jurisdictions.

Carrier reserves the right to deny any substitution request if the new guest is determined to be ineligible under any applicable sanctions or regulatory screening requirements. Carrier is under no obligation to disclose the reasons for denial where prohibited by law.

If permitted, guests may request the substitution of one (1) guest only between one hundred eighty (180) and forty-five (45) days prior to the sailing date. An administrative fee of \$250USD or €250EUR or £200GBP or \$380AUD per person will apply.

Substitutions requested fewer than forty-five (45) days prior to the sailing date will be treated as a full suite cancellation. In such cases, applicable cancellation fees will apply to the original guest, and the new guest will be subject to the prevailing Cruise Fare at the time of substitution.

TRAVEL SANCTIONS AND REGULATIONS:

All guests including every individual named on the reservations agree to comply fully with all applicable sanctions laws and regulations enforced by the United States Department of the Treasury Office of Foreign Assets Control (OFAC), the European Union restrictive measures, and other relevant sanctions and trade control authorities worldwide, including but not limited to those issued by the United Kingdom, Canada, Australia, and other jurisdictions.

Guests acknowledge and agree that Carrier conducts mandatory screening of all guests against international sanctions lists and watchlists to ensure compliance with these legal requirements. Any guest found to be in violation of these sanctions or subject to restrictions under applicable laws will be denied boarding and passage on Carrier's vessels. In such cases, the affected guest and all other guests on the same reservation will not be entitled to any refund, compensation, or damages for denied boarding or cancellation.

Carrier expressly reserves the right to cancel, suspend, or refuse any booking or boarding at any time, including after the booking has been confirmed or paid in full, if changes in laws, regulations, sanctions programs, or other relevant circumstances arise that would cause Carrier or its affiliates to be in violation of any applicable legal or regulatory requirements.

It is the sole responsibility of the guest to ensure compliance with all applicable travel, customs, immigration, and sanctions laws for all countries included in the cruise itinerary. Carrier and its affiliates disclaim all liability for any consequences arising from a guest's failure to comply with such laws or from the carrier's enforcement of applicable sanctions policies.

REQUIRED GUEST INFORMATION AND TRAVEL DOCUMENTATION - COMPLIANCE NOTICE AND BOARDING REQUIREMENTS

In accordance with all applicable laws and regulations, including those enforced by the United States Department of the Treasury's Office of Foreign Assets Control (OFAC), the European Union restrictive measures (EU Sanctions), and similar sanctions regimes implemented by the United Kingdom, Canada, Australia, and other jurisdictions, all guests are required to provide mandatory personal information and valid passport details prior to the acceptance of any booking. This information is essential to ensure regulatory compliance, to facilitate the processing of travel documents, and to enable screening against government-issued sanctions and watchlists.

Guests must ensure that the names provided match exactly the names as they appear in their passports. Failure to provide complete and accurate information may result in the inability to confirm a booking or issue final travel documents. Additional instructions

for submitting this information will be provided by the Carrier, directing guests to access My Yacht Account or an alternative method to complete any required pre-embarkation documentation.

Bookings cannot be confirmed or processed without complete and accurate passport information. Carrier reserves the right to cancel, deny, or modify any booking if a guest is identified on any restricted or sanctioned party list. Carrier may also report relevant information to government authorities as required by law, and deny boarding or disembark any guest found to be in violation of international sanctions or travel restrictions, without refund or compensation.

Guests are solely responsible for ensuring their eligibility to travel and for complying with all applicable legal, immigration, and health requirements. Carrier and its affiliates disclaim all liability for costs, delays, penalties, or denied boarding arising from a guest's failure to comply with these requirements or from matches to sanctioned party lists.

At embarkation, guests must have completed all necessary medical inoculations and must be in possession of all required travel documentation, including the Global Ticket Contract and a physical, undamaged passport.

All guests, regardless of itinerary, must:

- Provide valid passport information at the time of booking
- Present a physical passport that is undamaged and valid for at least six (6) months beyond the date of trip completion
- Ensure the passport contains at least four blank pages to accommodate immigration stamps

No exceptions will be made. The first and last names on the booking must exactly match the passport. Guests who fail to present a valid physical passport at embarkation will be denied boarding without refund or compensation.

It is the sole responsibility of guests to determine and obtain any necessary visas, health certificates, or other travel documents required for their specific itinerary and to present these documents upon embarkation. Failure to provide proper documentation will result in denied boarding without refund or compensation. Carrier shall not be held liable for any consequences arising from incomplete, expired, or incorrect travel documents, or from guests' failure to comply with applicable laws and entry requirements, regardless of whether Carrier or its representatives provided guidance.

Guests must also ensure their legal eligibility to travel. Various governments, including the United States, restrict travel for individuals on government watchlists or deemed legally ineligible to travel. Carrier reserves the right to cancel bookings or deny boarding under these circumstances, with no entitlement to refund or compensation.

In some cases, passports may be retained by Carrier staff at embarkation and held securely for the duration of the voyage in order to comply with port authority requirements. Passports will be returned to guests when needed for going ashore.

VISA REQUIREMENTS

Based on your nationality and itinerary, a visa may be required for entry into one or more countries on your cruise, including but not limited to the United States, South America, United Kingdom, Canada, Australia, China, India, countries in Asia, the Middle East, Africa, and the European Union.

It is the guest's responsibility to verify and obtain all required visas and authorizations before departure. Guests should consult the embassy or consulate of each country on their itinerary for the most accurate and current visa requirements, including:

- Application forms
- Required documentation
- Processing times
- Associated fees

Helpful official resources include:

- U.S. Visas & Travel Docs: <https://travel.state.gov>
- Brazil Ministry of Foreign Affairs – Visa Information: <http://www.portalconsular.itamaraty.gov.br>
- Argentina – National Directorate of Migration: <https://www.migraciones.gov.ar>
- Chile – Department of Immigration and Migration: <https://servicios.extranjeria.gob.cl>
- Mexico – National Institute of Migration (INM): <https://www.gob.mx/inm>
- Canada Immigration & Citizenship: <https://www.canada.ca/en/services/immigration-citizenship.html>
- UK Visas & Immigration: <https://www.gov.uk/check-uk-visa> · Schengen Visa Info (EU): <https://www.schengenvisainfo.com>
- Turkey – E-Visa Portal: <https://www.evisa.gov.tr/en/>
- Australia Visa & Entry: <https://immi.homeaffairs.gov.au> · New Zealand Immigration: <https://www.immigration.govt.nz>
- Cambodia – e-Visa System: <https://www.evisa.gov.kh>
- Vietnam – Immigration Portal: <https://evisa.xuatnhapcanh.gov.vn>
- Thailand – Immigration Bureau: <https://www.immigration.go.th>
- Indonesia – Directorate General of Immigration: <https://www.imigrasi.go.id>
- Malaysia – Immigration Department: <https://www.imi.gov.my>
- Singapore – Immigration & Checkpoints Authority: <https://www.ica.gov.sg>
- Philippines – Bureau of Immigration: <https://immigration.gov.ph>
- South Korea – K-ETA (Korea Electronic Travel Authorization): <https://www.k-eta.go.kr>
- Japan Ministry of Foreign Affairs – Visa

Requirements: https://www.mofa.go.jp/j_info/visit/visa/index.html

- India Visa Information: <https://indianvisaonline.gov.in>
- China Visa Application Service Center: <https://www.visaforchina.org>
- South Africa Department of Home Affairs – Visas and Permits: <http://www.dha.gov.za>
- Morocco – Ministry of Foreign Affairs & International Cooperation: <https://www.consulat.ma/en>
- Egypt – Visa Portal: <https://www.visa2egypt.gov.eg>
- Kenya – eCitizen Visa Portal: <https://evisa.go.ke>
- Tanzania – Immigration Services Department: <https://visa.immigration.go.tz>
- Seychelles – Travel Authorization: <https://seychelles.govtas.com>
- United Arab Emirates Immigration & Visas: <https://www.gdrfad.gov.ae/en>

U.S. Visa Waiver Program (ESTA) (Effective now)

Non-U.S. citizens from eligible Visa Waiver Program (VWP) countries must:

- Hold a valid, biometric passport
- Obtain an approved Electronic System for Travel Authorization (ESTA) prior to travel

ESTA applications can be submitted online via the official U.S. Customs and Border Protection site: <https://esta.cbp.dhs.gov>

An ESTA must be completed and approved for each individual traveler, including minors. Guests must print and carry proof of their approved ESTA at check-in. It is recommended that applications be submitted well in advance of travel.

More details are available at: <https://www.cbp.gov/travel/international-visitors/esta>

UK Electronic Travel Authorization (ETA) (Effective now)

The United Kingdom has introduced its own Electronic Travel Authorization (ETA) system, separate from the EU's ETIAS program. The ETA is being rolled out in phases and will eventually be required for non-UK nationals who do not need a visa to visit the UK for short stays, including tourism, business, transit, or study.

Key details:

- The UK ETA is not a visa; it is a pre-travel digital authorization.
- Travelers must apply before boarding any transport to the UK.
- An ETA is required per person, including for children.
- The application requires a valid biometric passport and personal details.
- Approved ETAs are digitally linked to the traveler's passport.
- The ETA will be valid for multiple visits over two years, or until the passport expires.

Travelers should apply online through the official UK government website: <https://www.gov.uk/guidance/electronic-travel-authorisation-eta>

As this program is rolling out in stages, travelers are strongly advised to check their eligibility and requirements well in advance of travel.

Failure to obtain a required UK ETA will result in denied boarding for flights, ships, or trains bound for the UK. Carrier is not responsible for any denied entry, delays, or additional costs resulting from the guest's failure to secure proper travel authorization.

ETIAS – European Travel Authorization (Effective 2026)

Beginning in 2026, the European Union will implement the European Travel Information and Authorization System (ETIAS). This system requires travelers from visa-exempt countries (including the U.S., Canada, Australia, and others) to apply for a mandatory travel authorization before visiting most EU countries.

Key details:

- ETIAS is not a visa, but a pre-travel authorization · Guests must apply online at <https://etias.com>
- Application requires a valid passport, personal information, and a nominal fee
- It is recommended that applications be submitted at least 96 hours prior to departure
- Approved ETIAS authorizations are valid for three (3) years, or until the passport expires

Guests without an approved ETIAS will be denied boarding, entry at the port of embarkation, or access to the EU. Guests awaiting approval will not be permitted to travel. Carrier is not responsible for any costs, delays, or missed travel due to failure to obtain ETIAS or other required authorizations. ETIAS approvals are considered official

NON-TRANSFERABILITY/BINDING EFFECT/GUESTS OBLIGATIONS

The Ticket is valid only for Guest or Guests named on the Ticket for the cruise embarking on the date specified (the “**Sailing Date**”) and only Guest or Guests named on the Ticket will be allowed to embark on the cruise. The Ticket may not be sold, assigned, or transferred. The Terms and Conditions of this Ticket are binding on, and confer benefits to, Guest, Guest's spouse, heirs, executors, administrators, personal representatives, dependents and next of kin. Guest represents and warrants that they are duly authorized by, and on behalf of, all Guests (including accompanying minors) named on the Ticket to agree to all of the terms and conditions of the Contract and to bind all such Guests to such terms and conditions.

Guests must comply with all pre-embarkation, on board and shore excursion rules and policies including, but not limited to, all environmental and public health policies and procedures, and as well as CARRIER's COVID-19 protocols.

In addition to any Guest obligations set forth in this Ticket, Guests are required to complete a “**Guest Information Form**” prior to the Sailing Date. Guests may not be permitted to board the Vessel or embark on the cruise or may be asked to disembark

after boarding if complete information has not been provided. CARRIER shall have no liability for any refund, payment, compensation, or credit of any kind if a Guest is disembarked or denied boarding due to an incomplete Guest Information Form. Included in the Guest Information Form is a request for contact information of family members or others in the event of an emergency as CARRIER must be able to reach each passenger's emergency contact at any time of day. Neither CARRIER ENTITIES NOR THE CARRIER ENTITIES' AFFILIATES, shall be liable for any damages, losses, costs, expenses, or other claims, including without limitation claims for emotional distress, in the event CARRIER is unable to reach an emergency contact for any reason, including the Passenger's failure to provide accurate contact information throughout the cruise.

Visa Guidance for All Nationalities

There may be a visa requirement for your Cruise particularly if you are visiting countries in the U.S.A, Canada, Asia, Middle East, China, India and/or Australia. Based on your nationality, You may require an entry visa to board your Cruise or enter certain countries your Cruise visits. It is the Guests' responsibility to identify and obtain all the necessary visas before commencing their Cruise. Guests of all nationalities should contact the Embassy (Consular Services) of each country on your Cruise for specific visa requirements, information, forms, and fees for your nationality. We do not accept any responsibility if You cannot travel because You have not complied with any passport, visa, or immigration requirements. **You will be denied boarding, without a refund, and/or subject to fines if You do not have the necessary travel documentation.**

Visa Waiver Program

Non-U.S. citizens that are eligible to apply for admission under the Visa Waiver Program must have a valid, unexpired machine-readable passport that includes specified security features (biometric identifiers). In addition, travelers are required to have an electronic travel authorization via the Electronic System for Travel Authorization (ESTA). Electronic System for Travel Authorization is an automated system that determines the eligibility of visitors to travel to the United States under the Visa Waiver Program. ESTA applications may be submitted any time prior to travel. However, it is recommended that guests apply when they begin preparing their travel plans. We suggest that guests visit www.cbp.gov/travel/international-visitors/esta for additional information regarding ESTA. Guests will need to print and carry their Electronic System for Travel Authorization as it will need to be presented at cruise check-in along with their passport. An ESTA needs to be completed for each family member traveling on the cruise.

ETIAS for Non-EU Citizens: Starting Mid-2025, the European Commission will roll out a U.S. style electronic travel authorization system required for visitors from countries that

are currently not part of the E.U. ETIAS stands for the European Travel Information and Authorization System. American citizens can apply for ETIAS online at <https://etias.com/>. Guests will fill out an application form, requiring a valid passport, the system will check the security credentials and charge a nominal fee (7 Euros if 18-70 years of age) to travelers visiting E.U. member countries for business, tourism, medical or transit purposes. Guests are responsible for covering the cost of the ETIAS. ETIAS is valid for arrival to Europe by air, sea or overland. ETIAS is not a visa and is more accurately referred to as a visa-waiver. It is advised that travelers complete their ETIAS application ninety-six (96) hours prior to their departure date. For more information, and ETIAS application requirements, visit <https://etias.com/etias-requirements/>. An ETIAS authorization will be valid for three (3) years or until the Guest's passport used for the application expires, whichever comes first.

Once enacted, Guests are solely responsible for filling out their own ETIAS application and receiving approval prior to their travel and Cruise. All non-E.U. Guests without an approved ETIAS will be turned away at the border or prior to boarding a plane or vehicle bound for an E.U. country. Guests who are still waiting for a decision on their ETIAS application will not be allowed to enter the E.U. Carrier and Carrier Entities are not liable or responsible in any way for Guests that fail to receive the proper authorizations or approvals or incur difficulties entering the country or traveling to the embarkation port due to their failure to get an approved ETIAS. All costs or delays incurred by the Guest or the Carrier and Carrier Entities due to the Guest's failure to receive their ETIAS authorization are the sole responsibility of the Guest. ETIAS authorizations are considered Travel Documents under this Ticket Contract.

NON-TRANSFERABILITY/BINDING EFFECT/GUESTS OBLIGATIONS

The Ticket is valid only for Guest or Guests named on the Ticket for the cruise embarking on the date specified (the "Sailing Date") and only Guest or Guests named on the Ticket will be allowed to embark on the cruise. The Ticket may not be sold, assigned, or transferred. The Terms and Conditions of this Ticket are binding on, and confer benefits to, Guest, Guest's spouse, heirs, executors, administrators, personal representatives, dependents and next of kin. Guest represents and warrants that they are duly authorized by, and on behalf of, all Guests (including accompanying minors) named on the Ticket to agree to all of the terms and conditions of the Contract and to bind all such Guests to such terms and conditions.

Guests must comply with all pre-embarkation, on board and shore excursion rules and policies including, but not limited to, all environmental and public health policies and procedures, and as well as CARRIER's COVID-19 protocols.

In addition to any Guest obligations set forth in this Ticket, Guests are required to complete a "Guest Information Form" prior to the Sailing Date. Guests may not be

permitted to board the Vessel or embark on the cruise or may be asked to disembark after boarding if complete information has not been provided. CARRIER shall have no liability for any refund, payment, compensation, or credit of any kind if a Guest is disembarked or denied boarding due to an incomplete Guest Information Form. Included in the Guest Information Form is a request for contact information of family members or others in the event of an emergency as CARRIER must be able to reach each passenger's emergency contact at any time of day. Neither CARRIER ENTITIES NOR THE CARRIER ENTITIES' AFFILIATES, shall be liable for any damages, losses, costs, expenses, or other claims, including without limitation claims for emotional distress, in the event CARRIER is unable to reach an emergency contact for any reason, including the Passenger's failure to provide accurate contact information throughout the cruise.

CRUISE FARE

For bookings made on or after July 1, 2025, Cruise Fare includes suite accommodations, onboard meals and entertainment, non-alcoholic beverages, a curated selection of beers, wines, and liquors chosen by the Carrier, standard Starlink™ Wi-Fi, onboard gratuities, and all port fees associated with the itinerary. Unless otherwise stated, Cruise Fare does not include air fare, transfers, hotel accommodations, meals in specialty restaurants, baggage handling and storage charges, credit card fees, surcharges*, fees or charges imposed by governmental or quasi-governmental authorities, shore excursions, sightseeing, on board or on shore purchases, or meals ashore, private reserve list purchases, caviar, visa fees, laundry or dry cleaning, applicable corkage fees or any item or service whatsoever of a personal nature, such as boutique purchases, medical charges incurred on board or ashore in connection with medical treatment, medical conditions, or medical disembarkation, spa services, salon services, for all of which separate charges may be imposed.

*While fares are set based on cost projections in effect at the time of publication, Carrier does not routinely adjust fares once a booking is confirmed. However, in the event of extraordinary and unforeseen increases in external costs beyond Carrier's control, including, but not limited to, government-imposed taxes or levies, security costs, or significant fuel price increases, Carrier reserves the right to implement a surcharge to address such increases. Any such surcharge will be disclosed to guests as soon as practicable and no later than the time final payment is due. Guests may cancel without penalty in the event a surcharge materially increases the total fare and they do not wish to proceed.

No surcharge will be applied after the Guest has made final payment, and Carrier will not refuse transport based on a failure to pay a surcharge introduced after that point.

**Except for Wine and Champagne, Guests are prohibited from bringing alcohol on board our Vessels. If you purchase any alcohol at one of our ports-of-call or in our onboard shops, we will safely store your purchase(s) and either on the final night of the voyage or the morning of debarkation, it will be available for pick up in a designated area. Guests may bring bottles of wine and champagne on board.

*Under normal conditions the cruise fare is guaranteed at the time of booking. However, the fare paid is determined far in advance of the initial departure based on then-existing projections of fuel and other costs. Surcharges may be imposed in the event of any significant change in costs beyond Carrier's control, including but not limited, increases in the price of fuel, currency fluctuations, increases in government taxes or levies or increased security costs. Carrier has the right to refuse to transport Guests unless the additional surcharge is paid in advance of initial departure.

**Except for Wine and Champagne, Guests are prohibited from bringing alcohol on board our Vessels. If you purchase any alcohol at one of our ports-of-call or in our onboard shops, we will safely store your purchase(s) and either on the final night of the voyage or the morning of debarkation it will be available for pick up in a designated area. Guests may bring bottles of wine and champagne on board.

SINGLE, THIRD, AND FOURTH GUESTS

Solo Guests and additional berth guests are subject to variable pricing that may vary without notice at Carrier's discretion, as well as being subject to capacity controls that also vary without notice.

CANCELLATIONS BY GUESTS

Guest is not entitled to any refund, payment, compensation of any kind or credit for cancellation except as provided in this section or as otherwise provided by law. Cancellation penalties will apply when the entire Cruise booking is cancelled and applies to all travel products and /or services purchased, including Cruise, airfare, and land arrangements. Cancellation charges are imposed regardless of resale of the Cruise, hotel, or air components.

Guest hereby agrees that losses sustained by Carrier in the event of a cancellation would be very difficult or impossible to quantify, and that the fees set forth below represent a fair and reasonable assessment as liquidated damages. Cancellations may be made by telephone or in writing. Requests by Guest to change to their Sailing Date will be treated as a cancellation. For cancellations, any amounts paid by Guest less applicable cancellation fees will be refunded as set forth herein. No refunds will be made in the event of cancellation or curtailment by Guest after the Sailing Date. All refunds will be made to the individual or entity who made the payments being refunded. Carrier Entities are not responsible to Guest for the receipt of monies refunded by

Carrier directly to travel professionals. All Tickets and any airline tickets issued by Carrier must be returned by Guest before refunds will be processed. Carrier Entities will not be responsible in the event that travel professionals charge an agency cancellation fee. Carrier reserves the right to restrict changes to a booking once a deposit has been received. All requested changes are at Carrier's sole discretion and subject to availability.

CRUISE CANCELLATIONS:

Cruise cancellation requests received within 365 days of the Sailing Date will be subject to the following cancellation fees:

365 to 181 prior to Sailing Date a cancellation fee equal to 10% of the Cruise Fare broken-down as set forth below: 5% Non-Refundable , 5% Future Cruise Credit (valid for 12 months)

180 to 121 days prior to Sailing Date a cancellation fee equal to 25% of the Cruise Fare

120 to 61 days prior to Sailing Date a cancellation fee equal to 50% of the Cruise Fare

60 or less prior to Sailing Date a cancellation fee equal to 100% of the Cruise Fare

If a cancellation request is received more than 365 days prior to the Sailing Date, and a deposit has already been paid on the booking, Guest will receive a full refund of the Cruise Fare less an administrative fee of €250EUR or £200 GBP or \$250USD or \$380AUD (or equivalents at time of purchase) per person (the "Administrative Fee"). The Administrative Fee is non-refundable but may be applied towards a new booking made within twelve (12) months of the cancellation date. The Administrative Fee may only be applied to one (1) new booking. The Administrative Fee will be forfeited if not applied to a new booking within twelve (12) months of the cancellation date or if the new booking is subsequently cancelled. All refunds will be made to the individual or entity who made the payments being refunded. Refunds will be made in the same form of payment in which payment was originally received. Guest requested downgrades of suite categories will be treated as a cancellation subject to the cancellation fees as set forth above and at Carrier's discretion and based on availability

Changes to a booking after the deposit and/or full payment has been received, and prior to the issuance of travel documents, may also result in an assessment of administrative fees and service charges which are beyond the control of Carrier. Administrative fees and service charges may vary based on the type of change made to Guest's cruise and/or tour package, itinerary, hotel, land, or air arrangements. Guest will be responsible for any additional costs which are incurred as a result of requested changes. Any changes to a reservation that result in imposition of airline or other cancellation fees are the responsibility of Guest. No refund, payment, compensation, or

credit of any kind will be made for lost tickets, unused or partially used portions of the cruise, air, or land programs, including Shore Experiences, except as specifically outlined in this Contract or other applicable terms and conditions.

For the most current Special Offers, please go to: <https://www.ritzcarltonyachtcollection.com/specialoffers>.

AIR CANCELLATIONS:

Once issued, air tickets are subject to all applicable airline charges and fees for changes. Any change made within sixty (60) days of the Sailing Date will be subject to a non-refundable, non-transferable air administrative fee of €150EUR or £100GBP or \$150USD or €230AUD per person (the “**Air Administrative Fee**”).

PRE- & POST-HOTEL PROGRAMS CANCELLATIONS:

For hotel bookings made via Marriott STARS, please see Marriott’s terms and conditions. Pre- & Post-Hotel Programs cancellation requests received within 120 days of the Sailing Date will be subject to the following cancellation fees:

120 to 91 days prior to Sailing Date 25% cancellation fee equal to 25% of the total hotel cost

90 to 61 days prior to Sailing Date 50% cancellation fee equal to 50% of the total hotel cost

60 days or less prior to Sailing Date 100% cancellation fee equal to 100% of the total hotel cost

If a hotel cancellation request is received more than 120 days prior to the Sailing Date and a deposit has already been paid on the booking Guest will receive a full refund.

PRE- & POST-TRANSFERS CANCELLATIONS:

Pre- & Post-Transfers cancellation requests received within fifteen (15) days of the Sailing Date will be subject to the following cancellation fees:

14 to 7 days prior to Sailing Date 50% cancellation fee equal to 50% of the total transfer cost

6 days or less prior to Sailing Date 100% cancellation fee equal to 100% of the total transfer cost

If a transfer cancellation request is received more than fourteen (14) days prior to the Sailing Date and a deposit has already been paid on the booking Guest will receive a full refund.

SHORE EXCURSIONS/EXPERIENCES CANCELLATIONS:

Depending on the category of the Excursion, a different Cancellation Fee will apply:

FOR SELECT GROUP EXCURSIONS:

Unless otherwise noted within the cancellation terms provided at the time of booking within Guest's on-line portal, My Yacht Account, cancellation requests must be received at least 48 hours prior to the scheduled tour departure to avoid cancellation fees.

FOR PRE-DESIGNED PRIVATE EXCURSIONS:

This excursion requires full payment upon booking. Cancellation requests will result in a 100% cancellation fee.

FOR CUSTOM PRIVATE EXCURSIONS:

All Custom Private Excursions are payable upon booking and shall be subject to a 100% cancellation fee regardless of suite category and/or opportunity of cancellation.

Be aware that all guests wishing to create custom excursions through Carrier's Custom Private Excursions are subject to a non-refundable, non-transferable administrative fee of USD/GBP/EUR/AUD \$/£/€/200 per person (the "**Custom Excursion Administrative Fee**") for each custom excursion created. The Custom Excursion Administrative Fee will be credited toward the price of the excursion(s) booked through the Custom Private Excursion. Certain Suite Categories will not be subject to this fee (See schedule below for reference):

SUITE CATEGORY CUSTOM PRIVATE EXCURSION ADMINISTRATIVE FEE

EVRIMA

Terrace USD/GBP/EUR/AUD \$/£/€/200 per person

Signature USD/GBP/EUR/AUD \$/£/€/200 per person

Grand USD/GBP/EUR/AUD \$/£/€/200 per person

Loft USD/GBP/EUR/AUD \$/£/€/200 per person

Owners No Custom Excursion Fee

Views No Custom Excursion Fee

ILMA

Terrace USD/GBP/EUR/AUD \$/£/€/200 per person

Signature USD/GBP/EUR/AUD \$/£/€/200 per person

Grand USD/GBP/EUR/AUD \$/£/€/200 per person

Ilma USD/GBP/EUR/AUD \$/£/€/200 per person

Views USD/GBP/EUR/AUD \$/£/€/200 per person

Owners No Custom Excursion Fee

Concierge No Custom Excursion Fee

LUMINARA

Terrace USD/GBP/EUR/AUD \$/£/€/200 per person

Signature USD/GBP/EUR/AUD \$/£/€/200 per person

Grand USD/GBP/EUR/AUD \$/£/€/€/\$200 per person
Luminara USD/GBP/EUR/AUD \$/£/€/€/\$200 per person
Residential USD/GBP/EUR/AUD \$/£/€/€/\$200 per person
Views USD/GBP/EUR/AUD \$/£/€/€/\$200 per person
Concierge No Custom Excursion Fee
Owners No Custom Excursion Fee

SPECIALY TICKED EVENTS

The name of these events may change at any time with or without notice. The booking of any of Carrier's Specially Ticketed Events requires full payment at the time of reservation. Guests may cancel their booking for the Specially Ticketed Events up to sixty (60) days prior to the Sailing and receive a full refund. Cancellation requests after this time frame will result in a 100% cancellation fee. Bookings made after embarkation while on board the Sailing for Specially Ticketed Events occurring during the Sailing are non-refundable.

THE RITZ-CARLTON SPA SERVICES CANCELLATIONS:

Unless otherwise noted within the cancellation terms provided at the time of booking a specific spa service, Spa service cancellation requests must be received at least twenty-four (24) hours to the scheduled service. A 100% cancellation fee will be applied if canceled within twenty-four (24) hours of the scheduled appointment.

TRAVEL PROTECTION:

Carrier strongly recommends that Guest(s) obtain their own insurance and/or travel protection against loss or damage to baggage and personal effects, trip cancellation and emergency evacuations, accidental death or injury, and illness and medical expenses sustained or incurred in connection with the Cruise.

United States Residents: United States residents may purchase travel protection (insurance) ("**Travel Protection Program**"). Learn more at <https://www.ritzcarltonyachtcollection.com/insurance>.

EU Citizens: European Member State: On International Cruises which neither embark, disembark nor call at any U.S. Port and where the Guest commences the Cruise by embarking or disembarking at the end of the Cruise in a port of a European Member State, Carrier provides full financial protection for all cruises sold to Guests. This financial protection provides financial security for all of the services included with your Cruise booking. It ensures that you are refunded for any part of the Cruise not provided and repatriated in the unlikely event of Carrier's insolvency. Unless you booked additional travel services with Carrier when you booked your Cruise, the insolvency protection will be limited to the items listed in Section 5, Cruise Fare. However, if at the time of booking your Cruise, you requested additional travel services to be included,

these will also be financially protected. Carrier's financial protection is provided through Malta's Insolvency Fund Managing Board.

Medical Insurance: Guest acknowledges that their own health insurance will not cover or be applicable to any medical services received on board and that such charges may not be eligible for reimbursement from Guest's own insurance. Carrier strongly encourages all Guests to obtain travel insurance prior to the Cruise that can help offset such medical expenses.

Cruise Coverage: Some countries included in our itineraries have a mandatory requirement that Guests hold international travel insurance that has cruise coverage. If this applies to your itinerary, you must bring printed or digital proof of your travel insurance policy when you check-in for your cruise or You will be denied boarding. You are responsible for all travel insurance requirements for your cruise.

AIR, HOTEL AND TRANSFERS:

All arrangements made for or by Guest for transportation (other than on the Vessel) before, during or after the Cruise of any kind whatsoever, as well as air arrangements, shore excursions, tours, hotels, restaurants, attractions and other similar activities or services, including all related conveyances, products, or facilities, are made solely for Guest's convenience.

AIR

Carrier's air program is offered as a convenience for guests from select gateways. Carrier is merely facilitating the air arrangements on the Guest's behalf. Carrier does not operate, control, or supervise any airline and will not be held responsible for any airline failing to meet schedules, whether or not air tickets were issued by Carrier. Air arrangements are made at Carrier's sole discretion and are limited to airline scheduling and the availability of negotiated airfares with various air carriers. Carrier's responsibility does not extend beyond the Vessel.

The identity of the air carriers, which may include the air carrier's code-share partner, will be assigned, and disclosed when flights are confirmed. Name changes are not permitted after initial confirmation. Payment of additional costs incurred for changing a name on an airline reservation will be the sole responsibility of Guest. Air ticket pricing is not guaranteed until the air tickets are issued. Airline tickets will not be released until required information, details including but not limited to, passport number, expiration date, gender, date of birth, nationality, and Guest's name as it appears on their passport, and payment for the air tickets has been received. Air ticket pricing does not include fees for baggage, seat assignments or meals. Once air tickets are issued, they are subject to all applicable airline charges and fees for changes and cancellations. Discrepancies brought to Carrier's attention after ticket issuance will result in full

forfeiture of the original airfare paid and Guest(s) will be required to pay applicable penalties prior to issuing replacement ticket(s).

Some sailings may require a pre or post hotel stay. Costs associated with overnight stays are at Guest's expense. Guests are at all times responsible for additional costs incurred when purchasing additional hotel nights, early check-in, late check-out, room upgrades, meals, additional ground transportation, etc.

HOTELS

Carrier offers guests the ability to purchase and reserve accommodations, when possible, at Ritz-Carlton Hotels, Marriott Luxury and Premium brands or at other deluxe hotels unless otherwise noted. Hotel nights purchased through Carrier include room accommodation, and applicable taxes and fees. Amenities include daily breakfast in a restaurant but are subject to availability of the applicable hotel program.

All rates listed for the hotel stays are per guest and are subject to change until payment is received in full by Carrier. Carrier reserves the right to substitute hotel selection. Any incidental or extra charges incurred by Guest at a Hotel are the responsibility of Guest. Carrier's responsibility does not extend beyond the Vessel.

TRANSFERS

For an additional fee and based on availability, group and private transfers can be arranged as early as 300 days prior to sailing or on board the Vessel. Transfers between the airport and the pier, or between the pier and the hotel are available on embarkation and debarkation days for an additional fee. Carrier's responsibility does not extend beyond the Vessel.

MARRIOTT BONVOY™

See <https://www.ritzcarltonyachtcollection.com/loyalty-terms-conditions> for the terms and conditions governing CARRIER's participation in the Marriott Group's loyalty program known as Marriott Bonvoy.

TICKET CONTRACT CONTROLS YOUR BOOKING

YOUR BOOKING AND SUBSEQUENT SAILING ON CARRIER'S VESSEL IS CONTROLLED BY THE TICKET CONTRACT AVAILABLE AT:

<https://www.ritzcarltonyachtcollection.com/legal/ticket-contract>.

IN THE EVENT OF CONFLICT BETWEEN THE TERMS AND CONDITIONS CONTAINED IN THE TICKET CONTRACT, THE BOOKING TERMS AND CONDITIONS, THE TERMS OF ANY CARRIER ADVERTISEMENT OR OFFER, AND THE ORAL OR WRITTEN REPRESENTATIONS OF ANY CARRIER REPRESENTATIVE OR CARRIER ENTITY THE TERMS AND CONDITIONS CONTAINED IN THE TICKET CONTRACT SHALL CONTROL.

ADDITIONAL INFORMATION:

Insolvency Fund Managing Board

c/o Building SCM01

SmartCity Malta

Ricasoli, SCM1007

Kalkara - MALTA

Tel. No: +356 2291 5000

Email Address: info.insolvencyfund@visitmalta.com

Alternative Dispute Resolution Complaint and Conciliation

Directorate Online Form: <https://mccaa.org.mt/home/complaint>

Email: fair.trading@mccaa.org.mt

Tel. No: +356 8007 4400 / +356 2395 2000

15.10.2025