

TERMS & CONDITIONS

TRAVEL PROTECTION & INSURANCE

Aegean Mediterranean Cruises & Tours recommends the purchase of trip insurance. For more information, check with one of our agents.

RESERVATIONS AND PAYMENTS

A deposit of \$200 per person is required within five business days after a reservation is made. No reservation is considered confirmed until the \$200 deposit is received by **Aegean Mediterranean Cruises & Tours**. Final payment must reach **Aegean Mediterranean Cruises & Tours** no later than sixty days prior to departure date from New York. If payment is made by credit card (AMEX, VISA, MC), **Aegean Mediterranean Cruises & Tours** requires a completion of **Aegean Mediterranean Cruises & Tours** authorization form, accompanied with copies of front and back of card. Instant purchase specials require full payment at time of booking.

LATE BOOKINGS AND PAYMENTS

Booking made within twenty-one days of departure must be paid in full by certified check or cashier's check and will be charged a **late fee** of \$50 per person to cover communications expenses and express shipping of travel documents.

RETURNED CHECKS \$25 fee.

LAND ONLY BOOKINGS & TOUR DEVIATIONS

All **Aegean Mediterranean Cruises & Tours** packages include airfare from New York. Land only bookings and any other deviation from the tour, requested by the client, will be assessed a charge of \$50 per person, plus any additional costs the change may incur. **Arrival and departure transfers are not provided for land only bookings.**

CHANGES IN BOOKINGS

Any changes made in a booking after the deposit of final payment has been received by **Aegean Mediterranean Cruises & Tours**, up to sixty days prior to departure, will incur a fee of \$50 per change. Changes made within fifty-nine days of departure and before tour documents are issued will incur a \$100 fee plus any additional costs the change may incur. Changes made after tour documents are issued are subject to applicable cancellation fees. A change of destination constitutes a cancellation and will be subject to full cancellation fees.

CANCELLATIONS BEFORE DEPARTURE:

Cancellations and refund requests must be received in writing by **Aegean Mediterranean Cruises & Tours**. The following cancellation fees will be charged per person:

- Sixty days or more before departure: \$75
- Fifty-nine to Forty-five days before departure: \$150
- Forty-four to thirty-six days before departure: \$250
- Thirty-five to twenty-one days before departure: 50% of Total Charges
- Twenty to eight days before departure: 80% of Total Charges
- Seven days or less before departure: 100% of Total Charges

Once cruise and/or air tickets are issued, additional penalties will apply.

TERMS & CONDITIONS CONTINUED

CANCELLATIONS FOR CRUISE-INCLUSIVE ITINERARIES

- Seventy days or more before departure: \$200
- Sixty-nine to forty-five days before departure: 25% of total charges
- Forty-four to twenty-one days before departure: 50% of total charges
- Twenty to eight days before departure: 80% of total charges
- Seven days or less before departure: 100% of total charges

INSURANCE

Aegean Mediterranean Cruises & Tours is not responsible or liable for loss, damage or theft of luggage or personal belongings, or for personal injury, accidents or illness while on tour nor is **Aegean Mediterranean Cruises & Tours** responsible for any type of trip interruption.

REFUNDS AND CANCELLATIONS AFTER DEPARTURE

Once the tour commences **no refund** will be made for unused features or voluntary modifications made by the tour participant.

REFUNDS

Applications for refunds must be submitted in writing to **Aegean Mediterranean Cruises & Tours**, within fifteen days of tour termination. Processing will take from six to eight weeks from the date **Aegean Mediterranean Cruises & Tours** receives relevant documents. There will be no refunds for unused package tour services or features, including missed transfers due to airline changes and/or missed flights, unused meals, missed sightseeing tours, unused entrance fees and accommodations.

PASSENGER NAME

Passengers are responsible to ensure that the names printed on the invoice exactly match the first and last name written in their passport. Any name change may require airline reservations to be canceled and rebooked. Reservations are subject to availability at the time of rebooking. Passengers will be required to pay airlines rebooking fee of up to \$200 per ticket. A carrier due to any name discrepancy will not hold **Aegean Mediterranean Cruises & Tours** responsible for the denial of services.

SPECIAL REQUESTS

We will be happy to advise hotels, airlines and cruises lines of any special requests, provided we receive the request at time of booking. However, we cannot guarantee all requests.

AIRLINES

Once issued, tickets are nonrefundable. Airline schedules and flights are subject to change without notice. **Aegean Mediterranean Cruises & Tours** is not responsible for penalties incurred for tickets not issued by **Aegean Mediterranean Cruises & Tours** due to schedule or flight changes. Airlines reserve the right to demand immediate issuance of tickets whenever they determine that necessary. In that case, **Aegean Mediterranean Cruises & Tours** will require immediate full payment of the airfare portion and taxes. This situation overrides invoice terms and conditions and payment due dates. If full payment is not received, seats will be cancelled by the airline and may not be available to be rebooked on the same flights or at the same airfare. Any replacement air arrangements and airfare will be the sole responsibility of the passenger.

TERMS & CONDITIONS CONTINUED

HOTELS

Hotels accommodations will be provided in accordance with the itinerary or similar. We reserve the right substitute hotels of equal category. All rooms are twin-bedded rooms with private facilities, unless an upgrade was requested. Room selection is at the discretion of the hotel. Triple rooms consist of a standard twin bedded room plus a sofa, folding bed or cot for the third person.

BAGGAGE

The less you bring with you, the better; we recommend that you take along one suitcase per person, plus a small overnight bag. On land, due to limited motorcoach capacity, we request that only one bag per person be carried on motor coaches. If additional baggage is carried (other than overnight bag) a supplementary charge of \$4.00 per additional suitcase per "lift" will be levied according to the number of lifts. For those tours that include a domestic flight(s) in your destination, only one suitcase per person will be allowed. Additional baggage charges will be applied upon check-in, according to airline tariff. For international flights there will be no additional charges for two checked bags per person (unless they exceed the dimensions & weight limit of each particular airline). Baggage is carried at owner's risk and baggage insurance is strongly recommended.

PORTERAGE

Porterage of only one suitcase per person is provided in our tours. However you should know that strict security precautions, especially going through Customs inspections, on entry or exit points, demand that you carry your personal piece of luggage for the Customs official. This procedure is seriously enforced and there are no exceptions to the rule. We ask that you bring with you only a small carry on piece and one suitcase. Both pieces you should be able to carry on your own, where necessary, when the law, for your own protection, demands it. This will only be in Customs and security areas such as at ports and airports. Our own people will be there beyond these areas to assist you.

PASSPORTS AND VISAS

United States citizens require a valid passport only. It is suggested that **all** participants check with the appropriate consulates to determine if any visas are required. Those taking one of our Russian, Egypt and/or Turkey tours require a visa and should obtain one prior to departure.

PRICES ON THIS WEBSITE

All prices quoted on this website are based on air fares, land/cruise rates and exchange rates in effect at this time and include the cost of Tour Operator planning, operation and mark-up. Tour prices do **not** include: **airport taxes, port taxes, tips to guides and drivers, laundry charges, room service charges and items of a personal nature.**

RESPONSIBILITY

Aegean Mediterranean Cruises & Tours, Brooklyn, New York, 11229 and/or their cooperating selling agents and/or their suppliers of services offer these tours for sale only on the express understanding that they themselves do not perform or in any way assume liability for the performance of the individual components transfers, hotels, flights, car, motor coaches, etc.) of these tours and act only to combine these components into a single unit of sale for the convenience of the general public, and are not responsible therefore, either directly or indirectly, for any loss, accident, or injury which may result from any act, omission, negligence in or responsible for performing or providing these component services. The transportation companies concerned take no responsibility for any act, omission or event during the time the passengers are not aboard their conveyances. The passage contract issued by the transportation company shall constitute the sole contract between the transportation company and the passenger. **Additional expenses incurred as a result of delay, change of schedules, illness, weather, strikes, hostilities, quarantine, government requisition of hotel space or any other reasons beyond the control of the tour operator or travel agent, shall be borne by the passenger.** Tour operator reserves the right to substitute hotels of similar category if necessary and to alter itineraries.

BROCHURE/WEB SITE PRINTING DISCLAIMER

The tour operator is not responsible for typographical or printing errors.

TERMS & CONDITIONS CONTINUED

HOLIDAYS

During local or national holidays abroad, certain facilities such as museums, sightseeing tours and shopping may be limited.

SUBSTITUTIONS

We reserve the right in our discretion, to substitute carrier, aircraft, charter flight for scheduled flight, cruise line, entertainment, hosts, entertainers, hotels, restaurants, party & banquet locations, or other accommodations. We also reserve the right for good faith reasons to cancel any scheduled tour. In such event, we cannot take responsibility for your having chosen to purchase a non-refundable airfare.

CRUISES

Cruise cabins are assigned within a general cabin category on run-of-ship basis. **Aegean Mediterranean Cruises & Tours** cannot guarantee a specific assignment. Dining room seating will be done by the maitre d'hotel on board. **Aegean Mediterranean Cruises & Tours** will accept requests for dining time preferences.

SHIP SUBSTITUTIONS AND ITINERARY CHANGES

Cruise Lines reserve the right to substitute ships on any cruise, even at the last minute, based on decisions made by their senior management staff. Itinerary changes on any cruise are the sole responsibility of the cruise line and they may be implemented at the last minute based on factors determined by existing weather or traffic conditions. **Aegean Mediterranean Cruises & Tours** as the tour operator cannot take any responsibility for ship substitutions or itinerary changes decided by a cruise line.

HANDICAPPED/ELDERLY PASSENGERS

Tour participants who require any form of assistance must be accompanied by a helper who is capable of and totally responsible for providing such assistance. Because of space limitations, wheelchairs and walkers cannot be carried on motor coaches. Please note that some of our tours require a lot of walking and moving around.

TIPPING

On land, tips are not included in any of the tour packages and are left at the discretion of each participant. While cruising, passengers wishing to express their appreciation should give their gratuities to the Chief Steward at the end of the cruise that in turn are distributed to the service personnel in accordance with established practice. Recommendations from the cruise lines are \$7-\$8 per person per day.

TOUR DOCUMENTS

Final documents are mailed, provided we have full payment and a signed contract, two weeks prior to departure date. One set of documents will be mailed per reservation. Documents may be sent to additional addresses for a \$20 fee per address. Should final payment be received fewer than sixty days prior to departure, a \$12 overnight mail fee will be applied to your invoice. This amount must be paid in full before documents can be released.

AIR CONDITIONING

Please be advised that foreign air conditioning systems in public places, hotel and motor coaches are not up to USA standards.

ACCEPTANCE

Payment of deposit or full payment shall be deemed as consent by the passenger to the above conditions.

WHEN AND HOW TO BOOK

Make your reservations as early as possible in order to avoid disappointment. Reservations can be made through your local travel agent or by calling: **Aegean Mediterranean Cruises & Tours @ 1 888-968-0335.**