

GENERAL INFORMATION AND TERMS & CONDITIONS

RESERVATIONS AND FINAL PAYMENT: A non-refundable deposit of \$200 per person is required at time of booking. Final payment is due no later than 90 days prior to departure, non payment may result in the reservation being cancelled.

PRICING: Unless indicated otherwise, all brochure prices are per person, based on double occupancy of a cabin, or standard hotel room. Single rates are available for cruise and land at a supplement of plus 50% to the category selected, except for suites which are plus 100%. Pricing is accurate at time of printing and expected to be in effect at the time of departure. In the event of an increase in any of the cost factors, including airfares, taxes or other surcharges, Amadeus Waterways reserves the right to increase the prices without notice. Airfares listed are estimates only from New York; they are exclusive of airport taxes, government fees and airline imposed fuel surcharges. Airfares from other cities are available upon request. Airfares and air taxes quoted on your invoice or by a reservation agent are only guaranteed once full payment is received by Amadeus Waterways.

NOT INCLUDED IN THE PRICE: Federal Inspection Fees for U.S. Customs and Immigration; International Air Transportation Tax; Agricultural Tax; Security Fee and any other governmental or local taxes/fees; airport taxes and fees; fuel surcharges, passports/visas, excess baggage fees; port charges/taxes, vaccinations; gratuities on cruise ships; laundry, beverages and food not on the regular table d'hôte menu; optional excursions; all other items of a personal nature; travel, health, personal items or accident protection plans.

CANCELLATION CHARGES: In the unfortunate event that you cannot travel and you need to cancel, please notify Amadeus Waterways in writing. No cancellation can be taken without written notification. Cancellations are effective from the date of receipt of the written notification. If Amadeus Waterways has already issued final documentation that includes air tickets, the unused air tickets must be returned to Amadeus Waterways before they can be cancelled. Please note that any name change/substitution of passenger is treated as a cancellation and any/all applicable cancellation charges will be applied. Cancellation charges, are per person and as follows: For cancellations received more than 95 days before departure: \$200 loss of deposit. For cancellations received 94-60 days before departure 35% of the land and cruise price. For cancellations received 59-30 days before departure 50% of the land and cruise price. For cancellations received 29-1 days before departure 80% of the land and cruise price. For cancellations received on departure day or later 100% of the land and cruise price. Additional fees will apply for any air tickets already issued. No refunds will be made for unused services, or unused portions of the cruise/tour once travel arrangements have commenced. If after returning from the cruise you wish to inquire about any cruise services provided, please ensure that all correspondence relating to those services is received by Amadeus Waterways within 60 days after the cruise completion.

PASSPORT AND VISAS: A valid passport is required of all travelers. Passports must be valid six months after the scheduled return date to the USA. USA citizens require visas for Russia. Non-US citizens must consult with the appropriate consulates if any visas are needed. Any visas, or travel documentation required to travel is the sole responsibility of the passenger to obtain. Amadeus Waterways is not responsible for delays or missed portions of your cruise/tour, relating to incorrect travel documents or visas.

TRAVEL DOCUMENTS: Upon full payment only, travel documents, including air tickets, are sent regular ground delivery 3-4 weeks prior to departure. If you would like your documents sent earlier there is a \$25 charge per reservation or if you would like a two-day delivery within the continental USA this can also be arranged for a \$25 charge per reservations.

AIRLINE TICKETS: Airlines require that your exact name, as it appears in your passport, be on your air ticket. Amadeus Waterways is not responsible for any issues resulting from an incorrect name on any air ticket issued. Airline and routing are selected by Amadeus Waterways, air tickets are economy class, unless, otherwise requested. Every effort is made to obtain direct flights but, your air schedule may require connections and overnight travel. Amadeus Waterways is not responsible for any costs resulting from delays, disruptions or cancelled flights; lost baggage or missed connections. Air tickets are issued under the terms and conditions of the relevant airline(s).

CHANGES: All tickets issued by Amadeus Waterways have certain restrictions; they cannot be reissued or exchanged. Any changes or refunds must be processed through Amadeus Waterways, we reserve the right to charge an administration fee of \$30, plus any appropriate airline fees for any changes made. Any cancellation is charged under the cancellation penalty of the airline. Airline fees vary depending on the airline. Some air tickets will be non-refundable.

SPECIAL REQUESTS: Requests for seat assignments, meal requirements and special services are at the sole discretion of the airline. Not all Amadeus Waterways flights will allow frequent flyer miles.

BAGGAGE: Please check with the appropriate airline regarding airline baggage allowances. In most cases, airlines allow 2 bags per person to be checked in. No responsibility is accepted for loss, theft, damage or delay to passenger's luggage. Baggage insurance is recommended.

TRANSFERS: Passengers purchasing air through Amadeus Waterways will receive a group transfer on both the scheduled arrival, between airport and ship/hotel, and departure day between hotel/ship and airport. Please note there may be some waiting time at the airport, every effort is made to transfer you promptly. For passengers purchasing their own air tickets, for convenience these transfers can be purchased. Please ask your reservation agent for details.

OWN AIR: For passengers making their own air arrangements, please note that you must make your own way to/from the ship on the scheduled embarkation and disembarkation day.

GENERAL INFORMATION

CRUISE ITINERARIES: Deviations to the planned cruise itineraries and hotels are possible, although every effort will be made to keep them as they are shown in the brochure and final documents. Should conditions render cruise routes unsafe for navigation, Amadeus Waterways reserves the right to provide alternative services, including but not limited to, accommodation on the docked ship and/or substitute ground arrangements. We will make the effort to ensure that the places visited, excursions operated and the hotels or ships offered are as similar as possible to the ones originally planned. Any resulting changes will not result in a refund for the original services; all cruise routes are subject to change without notice.

ACCOMMODATIONS: The hotels listed (if any) in this brochure will be used on almost all departures. If a change becomes necessary for any reason, hotels substituted will be the equivalent of those shown. Please note that it is standard policy that hotel rooms are not available for check-in before 3:00 p.m.

CANCELLATIONS: Amadeus Waterways reserves the right to cancel, change, postpone, any departure date and itinerary. In the event of a complete cancellation by Amadeus Waterways, we will issue a full refund of monies paid to Amadeus Waterways for the cruise/tour.

DISABLED PARTICIPANTS: Any disability requiring special attention must be reported to Amadeus Waterways at the time of booking. Amadeus Waterways will make reasonable efforts to accommodate the special needs of disabled cruise participants, but is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers. Tour busses are not equipped with wheelchair ramps and cabin doors are not wide enough to allow access by standard wheelchairs. Wheelchairs and walkers cannot be carried on tour busses, due to space limitations. Wheelchair passengers should be aware of these limitations. For safety reasons, passengers in wheelchairs cannot be carried on ramps in ports where the ship is at anchor. We regret that we cannot provide individual assistance to a tour member for walking, getting on/off tour busses and other transportation vehicles, or other personal needs. A qualified travel companion must accompany travelers who need assistance.

MEDICAL: Amadeus Waterways does not employ doctors or nurses on our vessels (except in Russia). Should you require medical attention, local medical services can be contacted immediately. You are responsible for any and all charges resulting in either visiting the medical services, or they visiting you. Amadeus Waterways is not responsible for the type or quality of the medical services you may receive.

SMOKING: Smoking is only allowed on the sun deck of all ships.

DIETS: Please advise the Amadeus Waterways reservation agent at time of booking of any special dietary requirements you may have and we will make every effort to accommodate your request. Please note not all diets are possible.

RESPONSIBILITY: Amadeus Waterways Inc., Chatsworth, California (hereinafter referred to as "Amadeus") is responsible to you in making arrangements for the services offered in this brochure. Transport on river cruise ships (hereinafter referred to as "ships") or any other form of transport (hereinafter referred to as "transport") is provided by the owners, operators and charterers (hereinafter referred to as the "supplier"). Airlines, hotels and other suppliers providing services are independent suppliers (hereinafter also referred to as "suppliers") and are not principals, agents, employees or partners of the Amadeus or its affiliates. Amadeus does not own or operate any ships/transport; the Suppliers are independent of Amadeus. You will not have the right to claim or recover against Amadeus as a consequence of any negligent or willful act or failure to act of any Suppliers of the conditions or operation of any ship/transport. Your and the Suppliers obligations and liabilities are subject to any and all terms and conditions of the Suppliers' contract of carriage and any and all of the governmental laws and regulations, including without limitation, choice of law, jurisdiction of disputes and limitations of liability and limitations on the time of claims. The cruise participant agrees that Amadeus shall not be liable for any damage, loss (including personal injury, death, and property loss) or expense occasioned by any act or omission of any supplier providing services, or any insurer or insurance administrator under the Travel Protection Plan, or of any other person. If the services of the Supplier cannot be delivered or there are changes in an itinerary for reasons beyond the control of the Amadeus, Amadeus will arrange for the provision of comparable services, where and when possible. Any resulting additional expense will be payable by the cruise participants and any resulting saving will be refunded by Amadeus to cruise participants.

CALIFORNIA SELLER OF TRAVEL LAW: Amadeus Waterways Inc. is a registered seller of travel in the State of California, CST #2065452-40. Amadeus Waterways Inc. is also a participant in the Travel Consumer Restitution Fund. Registration as a seller of travel does not constitute an approval by the State of California. California law requires that all payments are deposited into a trust account. Amadeus Waterways Inc. maintains a trust account with Citibank West.

AGREEMENT: Payment of deposit and/or issue of final documents shall be deemed your consent to the terms and conditions herein. The statements herein and the contract between cruise participants and Amadeus are made and entered into in Los Angeles County, California. In the event of any legal or equitable action is initiated concerning the interpretation, enforcement, or breach of any term, obligation, or duty as contained or related to these Terms and Conditions, shall be governed by the laws of California, at the State court in and for Los Angeles County, California. Amadeus and each cruise participant expressly waives the right to a jury trial and agrees that legal proceedings, if any, must be filed within 60 days following the date of cruise completion. Each cruise participant understands that Amadeus will be accepting that participant's booking in reliance upon such participant's acceptance of the terms and conditions as outlined in this brochure. Terms and Conditions listed are those in effect at time of printing and will remain until replaced. Any new or reissue of Terms and Conditions will replace all previous versions. No person, other than an authorized representative of the Amadeus by a document in writing, is authorized to vary, add or waive any term or condition in this brochure, including any term or condition set forth in the preceding provisions.

PASSENGER CONTRACT: All transport onboard ship is provided subject to the terms and conditions of the Passenger Contract that you will receive with your final documentation. The Passenger Contract is governed by the Law of Switzerland and is subject to the limits of liability and claims laid out under the Athens Convention Relating to the Carriage of Passengers and Their Luggage by Sea, 1974 and the International Convention on Limitation of Liability for Maritime Claims. Any disputes will be litigated exclusively in the courts of Basel, Switzerland.

