



Particular Terms and Conditions of Sale – WINTER 2021/2022

Updated 23/11/2020

Given the particularly changing international sanitary context, this itinerary as well as the land programmes and shore excursions may have to evolve according to port authorisations and governmental regulations in force at the time of your trip.

Therefore, for even greater peace of mind, we strongly recommend that you book your land programmes and flights before and after your cruise with PONANT.

Health formalities related to COVID-19 will be confirmed to you before your departure.

In this exceptional context, your safety remains our first priority. The effectiveness of our procedures, our cutting-edge medical equipment and the smaller scale of our ships means we can offer maximum safety so that you can relax and enjoy your cruise. The revised passenger circuit and our enhanced hygiene measures can be found on this page: <https://en.ponant.com/sail-with-confidence>.

1.- The rates of our cruises are per person and include the following:

- All meals while on board the ship (from dinner on the day of embarkation to breakfast on the day of disembarkation)
- Captain's welcome cocktail and gala dinner
- "Open Bar" (pouring wines, house champagne, alcohol except premium brands... list available upon request)
- Evening entertainment and events
- Room service 24h (special selection)
- Highly qualified bilingual French/English expedition team on all cruises identified by "Expedition" logo
- English speaking lecturer on selected sailings identified by "lecturer on board" logo
- English speaking golf escort on selected sailings identified by "golf cruise" logo
- English speaking dive master on selected sailings identified by "diver on board" logo
- Water sports activities (except scuba diving) using the ship's equipment, when permitted by local authorities and confirmed by ship Master according to safety and sea conditions onsite
- Park entry fees into protected areas
- Free unlimited WIFI onboard
- On all our Antarctica cruises: complimentary parka for you to keep (no children sizes available) and complimentary boot rental.
- Activities** offered onboard *Commandant-Charcot* such as: participatory science, snowshoeing, hovercraft outings, kayak outings, guided hikes and air balloon ride

**activities are subject to availability and weather conditions

1.1-The rates of our cruises onboard *Paul Gauguin* also include :

- Onboard entertainment including performances from Polynesian artists and live music
- On selected cruises, access to a private beach in Bora Bora, where you can enjoy activities including volleyball, snorkelling, kayaking and stand up paddleboarding



- On selected cruises, a day on an island: Motu Mahana off Taha'a. Here, you can enjoy snorkelling, stand up paddleboarding, kayaking, a Polynesian barbecue, a bar, meeting the locals and more

1.2-Our Antarctica “Hotel, flights*, cruise and transfers” program rates onboard *Commandant-Charcot* are per person and also include:

Ushuaia/Ushuaia cruises:

1-night stay in a 5*-star hotel in Santiago (Chile) (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport.

Flight Santiago / Ushuaia.

Transfer to the port in time for embarkation.

On disembarkation day, transfer to the airport, flight Ushuaia/Santiago.

Puerto Montt/Ushuaia cruise:

1-night stay in a 5*-star hotel in Santiago (Chile) (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport.

Flight Santiago / Puerto Montt.

Transfer to the port in time for embarkation.

On disembarkation day, transfer to the airport, flight Ushuaia/Santiago.

Ushuaia/Montevideo cruise:

1-night stay in a 5*-star hotel in Santiago (Chile) (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport.

Flight Santiago / Ushuaia.

Transfer to the port in time for embarkation.

1.3-Our Antarctica “Hotel, flights*, cruise and transfers” program rates onboard *Boréal, Austral* and *Lyréal* are per person and also include:

Ushuaia/Ushuaia cruises:

1-night stay in a 4*-star hotel in Buenos Aires (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport

Flight Buenos Aires / Ushuaia

Lunch in Ushuaia and transfer to the port in time for embarkation

On disembarkation day, transfer to the airport, flight Ushuaia/Buenos Aires

Ushuaia/Montevideo and Ushuaia/Cape Town cruises:

1-night stay in a 4*-star hotel in Buenos Aires (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport

Flight Buenos Aires / Ushuaia

Lunch in Ushuaia and transfer to the port in time for embarkation

Montevideo/Ushuaia cruise:

On disembarkation day, transfer to the airport, flight Ushuaia/Buenos Aires

1-4 Our « Cruise, Flights and Transfers » program rates are per person and also include following flights*:



○ **Ushuaia - Talcahuano :**

- 1-night stay in a 4*-star hotel in Buenos Aires (rooms available from late morning), dinner including beverage package, breakfast and transfer to the airport
- Flight Buenos Aires / Ushuaia
- Lunch in Ushuaia and transfer to the port in time for embarkation
- On disembarkation day, transfer to the airport of Concepción, flight Concepción/Santiago

○ **Talcahuano – Guayaquil :**

- On embarkation day, flight Santiago (Chili)/Concepción, transfer to the port of Talcahuano in time for embarkation

In case of the Traveller's opposition, prior to the Signing of the Contract, to the Hotel, flights & transfers Service included in the Fixed-rate Package, a penalty fee of 30% of the Service amount excluding taxes will be charged to the Traveller.

* All flights indicated and included in the cruise package are in economy class.

1-5 Our « Cruise and Transfers* » program rates are per person and also include:

○ **Cozumel-Cozumel :**

On embarkation day :

Group transfer from the PONANT selected hotel located in Playa del carmen, to the jetty for onward ferry crossing to Cozumel Island and embarkation.

On disembarkation day :

Group transfer to the jetty for onward ferry crossing to Playa del Carmen

○ **Cozumel-Colon :**

On embarkation day :

Group transfer from the PONANT selected hotel located in Playa del carmen, to the jetty for onward ferry crossing to Cozumel Island and embarkation.

2- Our cruise rates do not include:

- The optional excursion "Tierra del Fuego National Park" on embarkation days in Ushuaia for cruises onboard *Boreal*, *Austral* and *Lyréal*. This excursion must be prebooked at time of booking.
- Any ground services before and/or after the cruise other than the ones mentioned in each "Hotel, flights, cruise and transfers" package and for which details are available upon request. Don't hesitate to contact your travel agent or consult www.ponant.com
- The optional pre and post cruise programs, overlands and excursions presented in the brochure and on www.ponant.com
- Visa expenses (which may include additional administrative charges imposed by the authorities of a country) and/or immigration reciprocity taxes if applicable.
- Gratuities to onboard crew, local guides and drivers
- Luggage handling
- Optional Spa package to be booked prior your departure
- Scuba and discover scuba diving
- Kayaking and snowshoeing outings when offered onboard *Boreal*, *Austral* and *Lyréal*
- Beverages other than the ones mentioned



- Laundry services, hair salon and à la carte Spa treatments
- Personal expenses, on board medical consultations and drug prescriptions
- Cancellation/luggage/assistance/repatriation/medical insurance(s)

3-Ground services

Ground services in the port of departure, transfers to the ship, including, as applicable, hotel room and restaurant bookings or guided tours, are performed by independent suppliers who are not employees of Compagnie du Ponant. In this respect, Compagnie du Ponant acts only as an agent and shall not be held liable for said services or for the acts or omissions of sub-contractors or other contractors. The passenger agrees that Compagnie du Ponant acts as agent and/or trustee for any person including ground and maritime agents and subcontractors, who provide any service forming, or in connection with, any part of the cruise.

Our Cruise and Flights package programs are made in connection with Compagnie du Ponant selected regular or private charter flights. Final timings and schedule of the day by day program will be communicated with the cruise ticket. All our programs are based on economy class air and according to number of seats available. If the class is not available anymore, we will suggest, depending on the availability, extra seats with a supplement.

On International flights, check-in luggage is limited to 23kg/50lbs and 8kg/11 to 17lbs per person for carry-on luggage (besides airlines frequent flyer advantages). On regular domestic or intercontinental flights, check-in luggage limits are between 15 and 20 kg/33 to 44lbs and 5 to 8kg/17lbs per person for carry-on. On Compagnie du Ponant Private charter flights, check-in luggage is limited to 23 kg/50lbs and 5kg/11lbs maximum per person as carry-on. We thank you for taking these restrictions into account. Airline carriers charge for extra weight and sometimes refuse, for strict security reasons, to check-in overweight and oversized luggage. Compagnie du Ponant and the airline carriers waive all liability for luggage with extra weight that is refused at the check-in.

3.1 Services included in “Cruise, flights and Transfers packages:

Packages “Cruise, Flights and Transfers” include ground services before and/or after the cruise as described in documents available 15 months prior departure of each cruise and available on www.ponant.com . However, the complete details will only be made available once the flight times have been confirmed (approximately 3 months prior to departure).

3.2 Ground activities included during expedition cruises itself:

By choosing an expedition cruise, passengers agree to follow the rules of good conduct presented by the expedition team during the cruise. We remind you that being properly equipped is essential (clothing, sunglasses, etc.) and we recommend bringing binoculars to enable you to observe the wildlife comfortably and respectfully during your excursions and shore visits.

3.3 Pre and post-cruise programs and pre bookable tours

Pre and Post-cruise programs (as detailed on www.ponant.com), pre bookable tours and shore excursions are performed by independent suppliers who are not employees of Compagnie du Ponant. In this respect, Compagnie du Ponant acts only as an agent and shall not be held liable for said services or for the acts or omissions of sub-contractors or other contractors. The passenger agrees that Compagnie du Ponant acts as agent and/or trustee for any person including ground and maritime agents and subcontractors, who provide any service forming, or in connection with, any part of the cruise.

Hotel accommodations are based on 4 and 5-star rated hotels. Official check-in time is 4pm, check-out time is 11am unless early check-in or late check-out supplement are paid.



Travellers are advised to check all the information with the authorities concerned prior to the departure date. CDP advises Travellers to consult the country factsheets relating to the chosen destinations. CDP specifically draws Travellers' attention to the fact that the information provided may change up until the departure date, and they are advised to consult that information up until the time of departure. CDP invites Travellers to adjust their behavior to the visited country, to exercise vigilance and to avoid carrying valuable objects during their travel.

3.4 Shore excursions

Unless otherwise noted, shore excursions are sold and charged on board and are ruled by general conditions that apply to the contract signed with the local tour operator and the relevant national regulations. The passenger agrees that CDP acts as agent and/or trustee for any person including ground and maritime agents and subcontractors, who provide any service in connection with any part of the cruise.

Excursions can involve activities that may not suit persons with disabilities. Prices are only given as an indication and may change. Before departure, you will receive a tour program detailing the excursions on offer with the latest rates. Five months before cruise departure, shore excursions can also be viewed on www.ponant.com. Shore excursions are currently only bookable onboard. In the event of an excursion being cancelled due to a technical reason, shortage of participants or a case of force majeure, the client will not be charged and will not be eligible for any compensation. Please note that you will not be reimbursed for excursions if you cancel after registration. Any meals offered during excursions are simple and should not be compared to the standards on board the ship.

3.5 Shore excursions pre-reservations:

On Yachting cruises, excursions and excursion packages can be pre-reserved starting 2 months prior to the cruise. You can pre-reserve 1 shore excursion per day or per half day call and this up to 7 days prior to cruise departure. Your tour selection will be automatically charged onboard and your tour tickets delivered to your cabin. You may cancel your pre-reservations up to 48h prior to the tour departure. After that, you will be charged 100% of tour ticket.

All tours are subject to minimum and maximum participation. PONANT thanks you in advance for your understanding should we have to cancel a tour due to lack of participation or if the maximum number of participants has been reached.

Onboard PONANT vessels, if your cruise is eligible, you will be notified by email and you can contact us for the pre-reservations.

Onboard *Paul Gauguin*, please contact us to pre-register on +33 (0)4 91 229 299 or by email: paulgauguin@ponant.com

3-6 Scuba diving :

Onboard PONANT vessels, the scuba dives and discover scuba dives when authorized by local authorities and feasible with ship's equipment and zodiacs are charged 80 € per person (price is not guaranteed when dive is organised via a local operator). On some cruises, dive packages are available, which must be pre-reserved at time of cruise booking. Any additional dive request made onboard will be subject to availability. You will find the dive programs on www.ponant.com under the « PONANT activities » section of your selected cruise.

Required certification:



The minimum level required for scuba diving on a “YACHTING” cruise is 1 star CMAS or the PADI Open Water Diver (or equivalent).

The minimum level required for scuba diving on a “EXPEDITION” cruise is 2 stars CMAS or the PADI Advanced Open Water Diver (or equivalent).

Onboard *Paul Gauguin* : you will find the detail and prices of the dives on <https://pgcruises.com/ms-paul-gauguin/diving/fap>

Polar diving

Onboard *Commandant-Charcot*, polar diving is optional and operated with the equipment and zodiacs of PONANT.

Required certification:

The minimum level required is 2 stars CMAS or the PADI Advanced Open Water Diver (or equivalent), with a dry-suit qualification. The diver must show proof of 50 cold-water dives of which 20 with dry-suit, these documents must be forwarded to PONANT before the cruise. There is no decompression chamber in the polar regions and diving can be risky. Keep in mind that medical facilities may be several hours or even several days away.

In order to participate to diving sessions, guests must have with them a medical certificate less than 1-year-old, a certificate of non-contraindication of diving and their up to date dive book.

4 Currency on board :

The official currency on board PONANT vessels is the Euro, and the US dollar on board *Paul Gauguin*. When you arrive on board, an imprint of your credit card will be required. The evening before disembarkation, an invoice detailing your on-board spending will be delivered to your cabin.