

BOOK YOUR CRUISE WITH CONFIDENCE

SPECIAL TERMS AND CONDITIONS OF BOOKING PONANT – DEPARTURES FROM JULY 2020 TO DECEMBER 2022

Updated 01/10/2021

Importante notice :

« CDP » : Compagnie du Ponant

The present particular and special terms and conditions of sales (Particular and Special T&Cs) are an integral part of the contract between CDP and the Traveller and prevail over the General terms and conditions of sales PONANT (General T&Cs) and over the provisions of the Cruise Ticket and Passenger Ticket. This set of contractual documents constitutes the Contract between CDP and the Traveller. The below-mentioned terms and conditions apply to all our clients, partners, travel agencies, and to any new booking made after 01 June 2020 and for a departure date between 1st July 2020 and 31 October 2022. These conditions do not apply to a booking transfer (The Traveller is informed that the provisions of the General T&Cs, the Cruise Ticket and the Passenger Ticket which have not been amended by the present Particular and Special T&Cs shall remain in force. These Special Terms and Conditions have no retroactive effect.

1. SPECIAL PAYMENT FACILITIES

In the light of the current context, PONANT specially and temporarily eases its payment conditions:

For any reservation confirmed after 1 June 2020, and for a departure between 1 July 2020 and 30 October 2020:

- ✓ To confirm your booking: **only 10 % deposit** is required
- ✓ Payment of the balance: **only 7 days before your departure**

For any reservation confirmed between 1 June 2020 & 24 November 2020, and for a departure between 1 November 2020 and 31 October 2021:

- ✓ To confirm your booking: **only 10 % deposit** is required
- ✓ Payment of the balance: **only 30 days before your departure**

For any reservation confirmed between 25 November 2020 & 30 June 2021, and for a departure until 30 April 2023:

- ✓ To confirm your booking: **25% deposit** is required
- ✓ Payment of the balance: **only 30 days before your departure**

For any reservation confirmed between 1st July 2021 & 30 September 2021, and for a departure until 31 March 2022:

- ✓ To confirm your booking: **25% deposit** is required
- ✓ Payment of the balance: **only 30 days before your departure**



For any reservation confirmed between 1st October 2021 & 31 December 2021, and for a departure until 31 December 2022:

- ✓ To confirm your booking: **25% deposit** is required
- ✓ Payment of the balance: **only 30 days before your departure**

2. SPECIAL CONDITIONS OF CANCELLATION AND MODIFICATION

2.1. For any cancellation by the Traveller:

For any reservation confirmed after 1st June 2020, and for a departure between 1 July 2020 and 31 October 2020:

You may cancel your booking without any justification and free of charge up to 72 hours before departure and receive a credit of 100% of the amounts paid, valid on a new booking.

Cancellation up to 72h before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare)

OR

- ✓ A full refund of the amounts paid (save for air fare).

Cancellation less than 72h before departure: cancellation fees of 100% of the amounts paid will be applied.

For any reservation confirmed between 1st June 2020 and 14 September 2020, and for a departure between 1st November 2020 and 30 April 2021:

You may cancel your booking without any justification and free of charge up to 30 days before departure and receive a credit of 100% of the amounts paid, valid on a new booking.

Cancellation up to 30 days before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare).

Cancellation less than 30 days before departure: cancellation fees of 100% of the amounts paid will be applied.

For any reservation confirmed between 15 September & 24 November 2020, and for a departure between 1st November 2020 and 31 October 2021:

You may cancel your booking without any justification and free of charge up to 30 days before departure and receive a credit of 100% of the amounts paid, valid on a new booking.

Cancellation up to 30 days before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare).

OR

- ✓ A full refund of the amounts paid (save for air fare).

For any reservation confirmed between 24 November 2020 & 30 June 2021, and for a departure until 30 April 2023:

You may cancel your booking without any justification and free of charge up to 30 days before departure and receive a credit of 100% of the amounts paid, valid on a new booking.





Cancellation up to 30 days before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare).

Cancellation less than 30 days before departure: cancellation fees of 100% of the amounts paid will be applied.

For any reservation confirmed between 1st July 2021 & 30 September 2021, and for a departure until 31 March 2022:

You may cancel your booking without any justification and free of charge up to 30 days before departure and receive a credit of 100% of the amounts paid, valid on a new booking.

Cancellation up to 30 days before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare).

Cancellation less than 30 days before departure: cancellation fees of 100% of the amounts paid will be applied.

For any reservation confirmed between 1st October 2021 & 30 December 2021, and for a departure until 31 December 2022:

You may cancel your booking without any justification and free of charge up to 30 days before departure and receive a credit of 100% of the amounts paid, valid on a new booking.

Cancellation up to 30 days before departure:

- ✓ Credit of 100% of the amounts paid valid on a new booking made in the next 24 months following the initial departure (save for air fare).

Cancellation less than 30 days before departure: cancellation fees of 100% of the amounts paid will be applied.

Any cancellation request has to be notified by e-mail at the address reservation@ponant.com.

The above cancellation conditions are valid for the cruise service only. The actual costs of flights & ground programs will be retained.

2.2. For any cancellation/deferral by PONANT:

PONANT will issue either a **refund of 100% of the amounts paid for the cruise** or a **future cruise credit of 100% of the amounts paid**.

2.3. In case of embarkation refusal from PONANT:

If the ship Captain or Doctor denies the embarkation to the Traveller, repatriation costs will be borne by PONANT on the basis of the actual costs incurred and up to maximum 1000 € per Traveller. If PONANT refuses access on board on departure for medical reason, including linked to the Covid-19, PONANT will, at the Traveller's option, refund the Traveller or issue a credit.

