

## **CANCELLATION OF CRUISES OR DEPARTURES BY AIDA CRUISES – FOR CRUISES WITH PORTS OF EMBARKATION IN THE UNITED STATES OF AMERICA (REFUND INSTRUCTIONS FOR NONPERFORMANCE OF TRANSPORTATION)**

In case you purchased a cruise originally set to sail from US ports and AIDA Cruises cancelled your departure or delayed your departure by three or more days, AIDA Cruises may offer you alternatives such as voucher, postponement of the departures, new cruises.

If you do not appreciate the alternatives we offered, you are entitled to send a refund request of the price collected by AIDA Cruises for the travel package you bought to the following email address [info@aida.de](mailto:info@aida.de) providing us with (a) booking number, (b) personal data of booking holder, (c) evidence of the payment of the travel package, (d) bank details to which the refund will be made.

AIDA Cruises will refund the payment collected no later than 180 days after the request, should applicable law not stipulate a shorter period. By submitting the request by email, you declare that your refund request will be submitted also on behalf of your companions belonging to the same booking. No further compensation will be considered.

For additional information on our Term & Conditions please consult <https://aida.de/agb>. For our Privacy Policy, please refer to <https://aida.de/datenschutz>.

### **CANCELLATION, REFUNDS AND CHARGES**

Except as otherwise provided in this contract, or unless AIDA Cruises notifies the guest in writing that different terms apply, if the guest cancels this contract for any reason, he or she will be refunded the Cruise Fare paid and taxes, or a portion thereof, depending on the specific itinerary and when the Contract was canceled. Cancellations and requests for refunds must be communicated to AIDA Cruises by calling +49 381 20 27 07 22 prior to the cruise departure date. All documents (deposit receipts or passage tickets) issued by AIDA Cruises must be returned before a refund can be processed.

Name Change Fee applies to a change of name/person (excluding minor typographical/spelling changes) to one Guest only. A name change involving more than one Guest in a booking is considered a new booking and the charges as reflected in the cancellation policy shown on our website in the Terms and Conditions, Passage Ticket Contract, will apply. For restricted fares, if there is a name change of one or more Guests the applicable charge fee applies. A change of booking from an air/sea package to cruise only constitutes a cancellation of the air portion of the package and is subject to the cancellation charges indicated above. A change from a restricted fare to any other fare is considered a cancellation and is a new booking.

Failure to arrive at the port of embarkation is considered a "No Show". A "No Show" will result in a 95 % cancellation fee. If a guest anticipates a delay on the day of embarkation, the emergency number listed on the cruise itinerary must be contacted. If the guest, for any reason, does not present himself or herself on the sailing date or interrupts a voyage that has already started, the guest shall not be entitled to any refund.

Cancellation and administrative charges apply to both individual and group bookings. The above charges do not include cancellation or change fees that may be applied by air carriers, hotels, or other independent contractors, which will be assessed in accordance with each supplier's policies. Guests booked through a travel agent must contact their agent to cancel. Cancellation fees, per person, are based on when AIDA Cruises receives notice of cancellation.

Please find the details on the applicable cancellation fee for each scenario below:

**CRUISE ONLY:**

<b>Days before departure</b>	<b>COMFORT ALL IN / PREMIUM ALL IN / PREMIUM fare</b>	<b>CLASSIC ALL IN / CLASSIC / LIGHT fare / Special fares</b>
Up to 50 days	25% (min. 50.00 EUR per person)	30% (min. 50.00 EUR per person)
49-30 days	30%	40%
29-22 days	40%	50%
21-15 days	60%	70%
Less than 14 days	80 %	85 %
No Show, cancellation on departure day and retroactive cancellation	95 %	95 %

**FLAT RATE PAYMENTS FOR THE ARRIVAL AND DEPARTURE PACKAGE ONLY (FOR BOOKINGS WITH INCLUDED FLIGHTS):**

<b>Days before departure</b>	<b>Compensation</b>
Up to 50 days	30%
49-30 days	45%
29-15 days	70%
Less than 14 days	85%
No Show, cancellation on departure day and retroactive cancellation	95%

**Please mind: If you cancel a booking that includes an immediately bookable *Wunschflug*, cancellation fees of 100% of the price of the arrival and departure package, excluding refundable taxes and fees, will apply. It is not possible to cancel only the flight part of the package (arrival and departure package) while retaining the cruise part.**