Booking Conditions – Riviera Travel

These booking conditions set out the terms of your contract with Riviera Tours Limited trading as Riviera Travel (Riviera). Please read them carefully as you will be bound by them. References to “you” and “your” and “passenger(s)” means all persons named on the booking (Booking Party) (including those added at a later date) “We”, “us”, “our” means Riviera. For cruises, we will be the contracting carrier.

1. Making your booking
Subject to availability, we will confirm your holiday by issuing a confirmation invoice to the party leader who confirms they have authority on behalf of the Booking Party including minors (under the age of 18) and are responsible for obtaining and providing all information and payments required by us in accordance with these booking conditions.

Please check your documents carefully and contact us immediately if any information on any document is incorrect. We cannot accept any liability if we are not notified of any inaccuracies in any document within 10 days of our sending it out (5 days for tickets). You may contact us by e-mail at info@rivieratravel.co.uk or call us on 01283 888 449.

2. Payment
The relevant deposit and insurance premium (if purchased) must be paid to confirm your booking. The balance of the holiday cost is due 8 weeks* prior to the departure. If full payment is not made on time, we will cancel your booking and keep all payments paid at that date and levy the cancellation charges shown in clause 7. If booking within 8 weeks* of departure, full payment must be made at the time of booking. *13 weeks for cruises aboard Queen Mary 2, and all European River Cruises, Yacht & Tall Ship Cruises and14 weeks for Oberammergau Passion Play, Salzburg & Lake Constance, Voyage to Antarctica: The Great White Continent and Voyage to the Arctic & Spitbergen. The Greenland Expedition Cruise for Solo Travellers will be due 121 days before departure.

3. Your contract
A binding contract comes into existence when we issue the confirmation invoice.

4. The cost of your holiday
Please note, advertised prices may have changed by the time you book your holiday and errors occasionally occur. You must check the price of your chosen holiday at the time of booking. We reserve the right to change prices and correct errors in advertised prices at any time before or after your holiday is confirmed. Subject to the correction of errors or amendment costs, once your booking is confirmed we guarantee the price will not change.

5. Special requests
Special requests, must be advised at the time of booking. Unless specifically confirmed by us in writing, all special requests are subject to availability.

'No flight' option
Tour or cruise-only options are offered subject to availability. Please call for details. Your tour or cruise will begin at the hotel or ship as stated in the itinerary. You must make your own travel arrangements, including any flight or rail travel, plus transfers to the first hotel or ship, and onwards from the final hotel or ship. Riviera Travel is not liable for the cost of any travel arrangements you put
in place if the tour or cruise is cancelled or the mooring point changed. You must send us details of your travel arrangements at least eight weeks prior to your departure.

6. Changes by you
Any amendments we agree after issue of the confirmation invoice will cost £15 per person plus any costs incurred by us and or charged by our suppliers. A change of holiday dates is a cancellation of the original booking and the cancellation charges in clause 7 apply. Name changes are allowed 7 days or more prior to travel. All costs must be paid before the amendment can be effected.

7. Cancellation by you
Cancellation of the booking must be requested in writing (letter or email) to us which will be effective when received by us. Where the cancellation charge below is shown as a percentage, this is the holiday cost. Insurance premiums and amendment charges are not included in the holiday cost below and are not refundable.

All QM2 Cruises. All European River Cruises, Yacht and Tall Ship Cruises:

<table>
<thead>
<tr>
<th>Period before departure within which written notification of cancellation is received by us</th>
<th>Cancellation charge per person cancelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 91 days</td>
<td>deposit</td>
</tr>
<tr>
<td>90 – 61 days</td>
<td>50%</td>
</tr>
<tr>
<td>60 – 31 days</td>
<td>75%</td>
</tr>
<tr>
<td>30 – 16 days</td>
<td>85%</td>
</tr>
<tr>
<td>15 days or less</td>
<td>100%</td>
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</table>

Oberammergau Passion Play, Salzburg & Lake Constance & Voyage to Antarctica: The Great White Continent:

<table>
<thead>
<tr>
<th>Period before departure within which written notification of cancellation is received by us</th>
<th>Cancellation charge per person cancelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 98 days</td>
<td>deposit</td>
</tr>
<tr>
<td>97 – 61 days</td>
<td>50%</td>
</tr>
<tr>
<td>60 – 31 days</td>
<td>75%</td>
</tr>
<tr>
<td>30 – 16 days</td>
<td>85%</td>
</tr>
<tr>
<td>15 days or less</td>
<td>100%</td>
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</table>

All other holidays and cruises:

<table>
<thead>
<tr>
<th>Period before departure within which written notification of cancellation is received by us</th>
<th>Cancellation charge per person cancelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 56 days</td>
<td>deposit</td>
</tr>
<tr>
<td>56 – 31 days</td>
<td>50%</td>
</tr>
<tr>
<td>30 - 15 days</td>
<td>95%</td>
</tr>
<tr>
<td>14 days or less</td>
<td>100%</td>
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</tbody>
</table>
Greenland Expedition Cruise onboard the MS Greg Mortimer

<table>
<thead>
<tr>
<th>Period before departure within which written notification of cancellation is received by us</th>
<th>Cancellation charge per person cancelling</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 121 days</td>
<td>deposit</td>
</tr>
<tr>
<td>121 days or less</td>
<td>100%</td>
</tr>
</tbody>
</table>

In addition, change or cancellation of flights and other transport costs can result in 100% cancellation charges irrespective of the date of cancellation. Part cancellation will require recalculation of the holiday price and we will re-invoice you accordingly. A single person supplement will be payable if a cabin or hotel room is occupied by only one person except where 100% cancellation charges have been paid by the person cancelling. See clause 6.

8. Insurance

It is a requirement of booking that you have valid and appropriate travel insurance for the full duration of your trip. You should ensure that your policy provides at least comparable cover to that provided by the policy we offer as shown on our website and brochures.

9. Changes or cancellations by us

(1) Changes to confirmed holiday arrangements sometimes have to be made and we reserve the right to do so in accordance with this clause 9. Most changes will be insignificant and we have the right to make these. Where an insignificant change is made before departure, we will notify you in writing. No compensation is payable for insignificant changes. Occasionally, before departure, we may be constrained by circumstances beyond our control to make a significant alteration to any of the main characteristics of the travel services which form part of your confirmed booking or to any special requirements which we have accepted as referred to in clause 5. Where we have to do so, clauses 9(4) and 9(5) will apply.

(2) All alterations which are not significant in accordance with Clause 9(1) will be treated as insignificant changes. A change of flight time of less than 12 hours, airline, departure airport between London airports (Gatwick, Heathrow, Luton, Stanstead or London City), type of aircraft (if advised) or destination airport will all be treated as insignificant changes.

(3) Our holidays require a minimum number of 35 passengers to enable us to operate them and we reserve the right to cancel any holiday where this minimum number is not achieved by notifying you not less than 20 days prior to departure. Failure to achieve this minimum number does not, however, oblige us to cancel.

(4) In the event we have to significantly alter any of the main characteristics of your confirmed arrangements or accepted special requirements, we will provide you with the following information in writing as soon as possible: (i) the proposed alteration and any impact this has on the price; (ii) in the event that you do not wish to accept the alteration, details of any substitute package we are able to offer (and any price reduction where this is of a lower quality or cost); (iii) your entitlement to cancel your booking and receive a full refund if you do not want to accept the alteration or any substitute package offered; and (iv) the period within which you must inform us of your decision and what will happen if you don’t do so.

(5) If you choose to cancel your booking in accordance with clause 9(4), we will refund all payments you have made to us within 14 days of the date we receive your written cancellation. If we don’t hear from you with your decision within the specified period (having provided you with the above mentioned information for a second time), we will cancel your booking and refund all payments.
made to us within 14 days of our doing so. No compensation will be payable or other liability accepted where a change results from unavoidable and extraordinary circumstances (see clause 10).

(6) Occasionally, it may be necessary to cancel confirmed holiday arrangements. We have the right to terminate your contract in the event (i) we are prevented from performing your contracted holiday arrangements as a result of unavoidable and extraordinary circumstances (see clause 10) and we notify you of this as soon as reasonably possible or (ii) we have to cancel because the minimum number of bookings necessary for us to operate your holiday has not been achieved and we notify you of cancellation for this reason as referred to in clause 9(3). Where we have to cancel your holiday in these circumstances, we will refund all monies you have paid to us within 14 days of the date we inform you of the cancellation but will have no further or other liability to you including in respect of compensation or any costs or expenses you incur or have incurred. We will of course endeavour to offer you comparable alternative arrangements where possible which you may choose to book in place of those cancelled. We also have the right to cancel if you fail to make payment in accordance with the terms of your contract in which case clause 2 will apply.

(7) We will, where appropriate, pay you the compensation in the table below. This compensation will not be payable where a change is not significant or we have to make a change or cancel as a result of unavoidable and extraordinary circumstances or we have to cancel because the minimum number of bookings has not been achieved as referred to in clause 9(6).

(8) In the event that unavoidable and extraordinary circumstances occur in the place of destination of your holiday or its immediate vicinity and significantly affect the performance of the contracted arrangements or the carriage of passengers to that destination, you will be entitled to cancel prior to departure without payment of cancellation charges. We will notify you as soon as practicable in the event of this situation occurring.

<table>
<thead>
<tr>
<th>Period before departure a significant change or cancellation is notified to you</th>
<th>Compensation per person</th>
</tr>
</thead>
<tbody>
<tr>
<td>More than 56 days</td>
<td>Nil</td>
</tr>
<tr>
<td>56 - 15 days</td>
<td>£10</td>
</tr>
<tr>
<td>14 days or less</td>
<td>£25</td>
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Please also see clause 20.

We cannot guarantee that cruises will call at every port on the itinerary. Cancellation of part of the itinerary, substitution of ports or unavailability of some services will not amount to a significant alteration.

10. Unavoidable and extraordinary circumstances
We cannot accept liability or pay any compensation where the performance of our obligations is prevented or affected, as a result of unavoidable and extraordinary circumstances. event. This means a situation which is beyond our control, the consequences of which could not have been avoided even if all reasonable measures had been taken. Such situations are likely to include (whether actual or threatened) war, riot, civil strife, terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, epidemics, fire, closure, restriction or congestion of airspace, airports and ports and all other events outside our control or the UK Foreign Office advice.
11. Our liability to you

(1) Subject to clauses 11(6), 11(7) and 11(8), we promise to make sure that the holiday arrangements we have agreed to provide as part of our contract with you are performed with reasonable skill and care.

(2) We are not responsible for any failure in performance which is wholly attributable to your fault or the unforeseeable or unavoidable act or omission of a third party unconnected with the supply of any service to be provided under the contract or by unavoidable and extraordinary circumstances.

(3) We are not responsible for any services which do not form part of our contract with you.

(4) The services we have agreed to provide or arrange as part of our contract will be subject to the laws and applicable standards of the country in which they are provided.

(5) Subject to clause 11(6), 11(7) and 11(8) or as permitted by English law, we do not limit the amount of damages you are entitled to claim in respect of personal injury or death which we or our employees have caused intentionally or negligently. The maximum amount we will pay is three times the holiday price.

(6) Our liability to you will never exceed that of any transport carrier or supplier and we shall have the benefit of all and any applicable international conventions, rules and regulations. In respect of carriage by air the Warsaw Convention as amended or unamended and the Montreal Convention for international travel by air and/or for airlines with an operating licence granted by an EU country, the EC Regulation on Air Carrier Liability No 889/2002 for national and international travel by air and COTIF, the Convention on International Travel by Rail as amended. Copies of the applicable international conventions and EU regulations are available from us on request.

(7) Where carriage is performed on inland waterways the liability of the carrier to all passengers shall be determined in accordance with the Convention on Limitation of Liability for Maritime Claims. The limit for claims involving death or personal injury is 175,000 SDR per passenger per carriage. The Strasbourg Convention as amended applies to vessels navigating on waterways located in the territory of a state party which limits passenger claims involving death or personal injury to 60,000 SDR per person subject to a maximum of 6,000,000 SDR.

(8) In the event of international carriage by sea the provisions of EC Regulation 392/2009 on the liability of carriers of passengers in the event of accidents (“Regulation”) will apply. The Regulation limits the liability of the carrier in respect of passengers and their luggage in the event of accidents. A summary of the Regulation may be found at http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=URISERV:tr0018&from=EN. This applies strict liability for shipping incidents as defined and requires compulsory insurance.

The Regulation limits the maximum amount we may have to pay if found liable in the event of death or personal injury occurring during the course of carriage to a maximum of 400,000 SDR or in the event of terrorism 250,000 SDR. Damages can be reduced for any contributory negligence of the passenger.

The maximum amount payable for loss or damage to luggage is 2,250 SDR subject to a deductible of 149 SDR per person. There is no liability for money or valuables except when deposited with the ship in which case the liability is limited to 3,375 SDR. Provision of safes in cabins is not a deposit with the ship whether a charge is levied or not.
The daily conversion rates for Special Drawing Rights (SDRs) can be found on the International Monetary Fund website at www.imf.org.

(9) We will not be liable for consequential losses including loss of profits.

12. Complaints and problems
All complaints and any problems must be made at the time in resort and confirmed in writing. If you remain dissatisfied you must write to us within 28 days of your return to the UK with booking reference and full details of your complaint.

In respect of cruises which commence in the EU complaints pursuant to EU Regulation 1177/2010 must be sent to us as soon as possible. We will respond within 28 days. If you are not happy with our final decision you can refer your complaint to the Cruise Line International Association which is the voluntary complaints body authorised by the Department of Transport to deal with complaints at Passengerrights@cruising.org.

13. Arbitration
We are a Member of ABTA, membership number V4744. We are obliged to maintain a high standard of service to you by ABTA’s Code of Conduct. We can also offer you ABTA’s scheme for the resolution of disputes which is approved by the Chartered Trading Standards Institute. If we can’t resolve your complaint, go to www.abta.com to use ABTA’s simple procedure. Further information on the Code and ABTA’s assistance in resolving disputes can be found on www.abta.com.

Disputes arising out of, or in connection with your booking which cannot be amicably settled may be referred to arbitration under a special independent scheme arranged by ABTA which provides for a simple arbitration on documents alone with restricted liability on the customer in respect of costs. Full details will be provided on request or obtained from www.abta.com. Your application for arbitration and other required documents must be received by ABTA within 18 months of your return from the holiday. For injury and illness claims, you can request the ABTA mediation procedure and we have the option to agree to this.

You can also access the European Commission Online Dispute (ODR) Resolution platform at http://ec.europa.eu/consumers/odr/. This ODR platform is a means of registering your complaint with us; it will not determine how your complaint should be resolved.

14. Behaviour and damage
You are responsible for any damage or loss caused by you. Full payment for any such damage or loss must be made on demand as soon as possible. If in our or in the reasonable opinion of any other person in authority, you behave in such a way as to cause or be likely to cause danger, upset or distress to any third party or damage to property, we are entitled to terminate the holiday of the person(s) concerned and or require you to leave the accommodation or other service. We will have no further responsibility to you. No refunds will be made. You must not solicit other persons for commercial purposes or advertise goods or services without our prior written permission.

15. Conditions of suppliers
You are bound by the terms and conditions and conditions of carriage of our suppliers and independent contractors which we incorporate into these booking conditions which may limit or exclude liability to you. Copies are available on request or online on www.rivieratravel.co.uk/conditionsofsuppliers.
16. Passports, visas and health requirements
For guidance we have details on our website of passport and visa requirements applicable to our holidays, together with details of any compulsory health requirements. It is, however, your responsibility to ensure you have and comply with passport and visa requirements, and you are aware of all recommended vaccinations and health precautions. We cannot accept any liability if you are refused entry onto any transport or into any country due to failure on your part to comply with these requirements.

17. Foreign Office advice
The Foreign and Commonwealth Office publishes regularly updated travel information on its website www.gov.uk/foreign-travel-advice which we recommend you consult before booking and in good time before departure.

18. Financial security and ABTA membership
Your contract is with Riviera Tours Limited, having its office at New Manor 328 Wetmore Road, Burton on Trent, Staffordshire, DE14 1SP.

We hold an Air Travel Organiser’s Licence issued by the UK Civil Aviation Authority (ATOL number 3430). All flights and flight inclusive holidays in this brochure are financially protected by the ATOL scheme. When you buy an ATOL protected flight or flight inclusive package from us, you will receive an ATOL Certificate. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong. We, or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or a suitable alternative). In some cases, where neither we nor the supplier are able to do so for reasons of insolvency, an alternative ATOL holder may provide you with services you have bought or a suitable alternative (at no extra cost to you). You agree to accept that in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable). If we, or the suppliers identified on your ATOL certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such a payment or benefit, you assign absolutely to those Trustees any claims which you have or may have arising out of or relating to the non-provision of the services, including any claim against us, the travel agent or your credit card issuer where applicable. You also agree that any such claims may be re-assigned to another body, if that other body has paid sums you have claimed under the ATOL scheme. The Civil Aviation Authority can be contacted at Gatwick Airport South, West Sussex, RH6 0YR, UK tel +44 (0)333 103 6350, e-mail claims@caa.co.uk www.caa.co.uk.

ABTA membership:
We are a member of ABTA (ABTA number V4744). If your holiday does not include flights, ABTA will financially protect your holiday by ensuring you receive a refund or, if your arrangements include return travel (other than flights) you are returned to your point of departure in the event that your holiday cannot be provided as a result of our insolvency. ABTA can be contacted at 30 Park Street, London SE1 9EQ, UK tel +44 (0)20 3117 0599 www.abta.com.
19. Flights
In accordance with EU Directive (EC) No 2111/2005, we are required to bring to your attention the existence of a “Community list” which contains details of air carriers who are subject to an operating ban within the EU. The Community list is available for inspection at https://ec.europa.eu/transport/modes/air/safety/air-ban/search_en . We are required to advise you of the actual carrier(s) (or, if the actual carrier(s) is not known, the likely carrier(s)) that will operate your flight(s) at the time of booking. Where we are only able to inform you of the likely carrier(s) at the time of booking, we shall inform you of the identity of the actual carrier(s) as soon as we become aware of this. Any change to the operating carrier(s) after your booking has been confirmed will be notified to you as soon as possible. If the carrier becomes subject to an operating ban as above as a result of which we/the carrier are unable to offer you a suitable alternative the provisions of clause 9 Changes and cancellation by us will apply. We are not always in a position at the time of booking to confirm the flight timings which will be used in connection with your flight. The flight timings shown in our brochure, website and/or on your confirmation invoice are for guidance only and are subject to alteration and confirmation. Flight timings are outside our control. They are set by airlines and are subject to various factors including air traffic control restrictions, weather conditions and the ability of passengers to check in on time.

Specific instructions relating to departure and travel arrangements will be sent with your travel documents approximately 2 weeks before departure. Please check your tickets very carefully to ensure you have the correct flight times. Flight times may be changed even after tickets have been despatched - we will contact you as soon as possible if this occurs. Any change in the identity of the carrier, flight timings, and/or aircraft type (if advised) will not entitle you to cancel or change to other arrangements.

20. Delay and Denied Boarding Regulations
For cruises which begin in the EU, EU Regulation 1177/2010 applies. Any liability we have for providing accommodation is limited to €80 per passenger for a maximum of 3 nights.

If your flight is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline, depending on the circumstances, the airline may be required to pay you compensation, refund the cost of your flight and/or provide you with accommodation and/or refreshments under EC Regulation No 261/2004 - the Denied Boarding Regulations 2004. Where applicable, you must pursue the airline for the compensation or other payment due to you. We are not the carrier and have no liability to you under this Regulation. If your airline does not comply with these rules you may use the CAA Passenger Advice and Complaints Service. See www.caa.co.uk

21. Brochure / website / advertising material accuracy
The information contained in our brochure, website and other advertising material is believed correct to the best of our knowledge at the time of publication. However, errors may occasionally occur and information may subsequently change. You must therefore ensure you check all details of your chosen holiday (including the price) with us at the time of booking.

22. Children
For holidays other than cruises, we are unable to accommodate children under 9 years old at the date of departure. For cruises, the minimum age limit is 12 years old at the date of departure. We reserve the right to limit the number of children on any particular cruise. Any minor must be accompanied by and share a cabin with an adult aged 21 or over. If the adult is not the minor’s parent, a “Parental Consent Guardianship Form” must be signed by a parent or legal guardian prior to sailing.
23. Health and safety
You must attend all mandatory safety briefings and drills at the commencement of the holiday and
any subsequent briefings or drills required during the holiday by any carrier or supplier.

You must at all times comply with rules and regulations and the orders and directions of carriers and
our suppliers and warrant that your conduct will not impair the safety of others.

We, carriers, our suppliers and/or the relevant authorities are entitled to administer a public health
questionnaire at any time. You must complete the questionnaire and supply accurate information
regarding any symptoms of illness. We may deny boarding to any passenger who has symptoms of
any viral or bacterial illness. You must report illness and you may be required to remain in your cabin
or hotel room as required by the ship’s captain or the hotel manager. Refusal to comply with any of
these procedures may result in your holiday being terminated. We have no liability to you in the
event that we cancel or curtail your holiday as referred to in this clause.

In respect of cruises which commence in an EU Member State and where necessary in order to meet
applicable international, European and national safety requirements and/or where the design or
structure of the ship or port infrastructure and equipment, including port terminals, makes it
impossible to carry out the embarkation, disembarkation or carriage of a passenger suffering from a
disability of reduced mobility in a safe or operationally feasible manner, we and the carrier are
entitled to refuse a booking from the person concerned. Passengers must be fully mobile to travel on
any cruise. We cannot provide individual assistance to any passenger for walking, embarking or
dismounting or travelling on other forms of transportation. In the event that you require assistance
with embarking or disembarking from the ship at the first or last port as a result of your reduced
mobility or disability, please advise us at the time of booking but in any event no later than 48 hours
before the assistance is required. Some ships may not have elevators. You must check at the time of
booking. Some excursions require a good level of physical fitness and do not have vehicles and/or
there are restrictions re access. Regulation 1177/2010 may be viewed at http://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32010R1177&from=EN and the DFT
Guidance at https://www.gov.uk/government/publications/draft-guidance-notes-relating-to-
regulation-eu-no-1177-2010.

The carrier, acting via the captain, reserves the right to refuse passage, disembark or confine to a
cabin any passenger whose physical or mental condition or behaviour is considered in the sole
opinion of the captain to constitute a risk to the passenger’s own well-being or that of any other
passenger or crew member. The carrier and the captain reserve the right to disembark any passenger
whose behaviour affects the comfort, enjoyment, safety or well-being of other passengers or of any
crew.

During passage through locks or under low bridges or in the event of adverse weather conditions, it
may be necessary to close the sundeck to passengers. Sundeck closures are rigidly enforced in the
interests of safety. Ships may be required to moor alongside one another in some ports. This may
result in your view being blocked. It may also result in your having to cross other ships in order to go
ashore.

While we take reasonable steps to minimise noise and vibrations on the cruise ships, you
acknowledge and accept that some noise and vibration may be experienced on vessels and that we
will not be liable to you in relation to such noise and vibration.
24. Food allergies
If you have any food allergies which may cause significant health issues, you must report this in writing at the time of booking or as soon as convenient. It is your responsibility to ensure that you actively avoid any food you are allergic to and make all appropriate enquiries to establish the ingredients of any food. The supplier is not under any obligation to prepare or provide special meals.

25. Smoking
Passengers must observe the non-smoking policy on board the ships, hotels and other transport provided. If smoke is detected in any accommodation, a cleaning fee of £165.00 per occurrence will be billed to the passenger's account. Smoking restrictions include e-cigarette smoking. If there is violation of the non-smoking policy, then passengers may be disembarked from the ship or asked to leave the hotel without refund.

26. Indemnity
You must indemnify us and the carrier for all penalties, fines, charges, losses or expenses incurred or imposed upon us, the carrier or our suppliers by virtue of an act or violation of law by you and or any breach of these terms and conditions or any carrier’s or suppliers terms and conditions of carriage.

27. Pregnancy
The river cruise ships, yachts and Star Clipper ships do not have doctors or facilities to deliver babies or provide-natal treatment. We recommend that women who are less than 12 weeks pregnant seek medical advice prior to travel.

For safety reasons women past their 24th week of pregnancy at any stage of the cruise cannot be carried on board. Airlines also have restrictions.

Pregnant women are required to produce a fitness to travel certificate based on the proposed holiday itinerary and transport provider’s requirements. The carrier expressly reserves the right to refuse passage to board to any passenger who appears to be in an advanced state of pregnancy and the carrier shall have no liability whatsoever in respect of either such refusal and/or the carriage.

28. Medical facilities/treatment on board and ashore
There are no doctors on board any of the river cruise ships, yachts and Star Clipper ships in our programme. Should you require medical attention during your holiday then local medical services can be contacted for emergency treatment. The cost of such treatment is your sole responsibility. We are not be liable for any aspect of medical treatment provided to you ashore or in resort.

If you have any medical condition which may need treatment during a cruise, this must be disclosed at the time of booking in order for a risk assessment to be undertaken as to whether you can be safely carried. You may be asked to provide medical evidence for this purpose. Carriage is dependent on the nature and extent of the medical condition, the itinerary and length of cruise.

In relation to other holidays please notify us in writing of any medical or reduced mobility needs at the resort or on transport provided by us. This includes adapted hotel rooms and assistance at airports.

In relation to your own medical equipment, there are limited storage facilities on board ships and in hotels. You must check prior to booking if the equipment is allowed on board aircraft, ships or hotels. Scooters cannot be carried on board ships due to space limitations and reasons of safety.
29. Disability/wheelchairs/service animals
During our holidays, we visit many historical sites and often enjoy walking tours of various places of interest. Some holidays, therefore, may not be suitable for clients of impaired mobility. Before you make your booking, we will advise you as to whether the proposed holiday arrangements are generally suitable for someone with reduced mobility. However, reduced mobility of course means different things to different individuals as we fully appreciate that individual capabilities, restrictions and requirements are likely to vary considerably. When we refer to reduced mobility, this means any material reduction in mobility whether this is permanent or temporary and whether caused by age or by physical or mental disability or impairment or other cause of disability.

Our priority is always the comfort and safety of passengers as well as complying with the strict legal requirements relating to safety of life at sea and inland waterways. In order to achieve these objectives, passengers with reduced mobility or disability or who need assistance dogs should at the time of booking provide as much detail as possible of the matters set out on our website at www.rivieratravel.co.uk/reducedmobilityinformation. Passengers may be required to be accompanied or may be refused carriage. You warrant that you have considered the INFORMATION TO PASSENGERS FOR REDUCED MOBILITY AND DISABILITIES and that you have made all relevant notifications to us.

Please be aware that there are no wheelchair accessible cabins on any of the river cruise ships, yachts and Star Clipper ships used on our cruises. Disabled rooms in hotels are limited in number and so must be prebooked and subject to availability.

30. Security
Weapons, ammunition, explosives, substances that are hazardous, disabling, or illegal, or any other article that in the sole opinion of the captain may be considered dangerous, are strictly prohibited aboard the ship or carried on any form of transport or hotels.

You consent to a reasonable search being made of your person, property, cabin, hotel room and to the removal and confiscation or destruction of any object which may, in our opinion or that of any carrier or supplier will impair the safety of others or of property or be illegal or inconvenience others.

31. Assistance whilst away
In the event you end up in difficulty (of any sort) during your holiday, we will provide you with appropriate assistance as soon as reasonably possible including by the provision of appropriate information on health services, local authorities and consular assistance and by assisting you to make distance communications and to find alternative travel arrangements as may be applicable. Where you are in difficulty as a result of your negligence, we may charge you a reasonable fee for this assistance which will not exceed the costs we actually incur.

32. Data Protection
We are a data controller for the purposes of the EU General Data Protection Regulation (GDPR) and Data Protection Act 2018 (data protection laws). Personal data will be collected, processed, stored and used securely and in accordance with our privacy policy and data protection laws. Please see our data protection privacy policy.

33. Law and Jurisdiction
Save as provided by law and subject to the provisions of the Regulation all claims must be brought in the English courts which shall have exclusive jurisdiction and shall be subject to English law.