

## TERMS AND CONDITIONS

### IMPORTANT NOTICE

Terms and Conditions apply to all vessels under Viet Princess Cruises operation unless otherwise noted. Any and all information contained herein is in effect at the time of printing and is subject to change at any time. Information contained in this brochure does not form part of any offer or contract. The transportation of guests and baggage on Viet Princess Cruises vessels is provided solely by Viet Princess Cruises and is governed by the terms and conditions printed on the Passage Contract. The Passage Contract will be included with your travel documents and contains complete and important information regarding cancellations, itineraries, Viet Princess Cruises's liability, health and immigration requirements, and other relevant terms and conditions. The terms and conditions of the Passage Contract will apply to persons who have booked a cruise regardless of whether or not they have embarked the vessel. Please read your Passage Contract carefully. To the extent that any of the information in the brochure conflicts with the terms of the Passage Contract, the terms and conditions contained in the Passage Contract shall control. Itinerary arrival and departure times are always subject to change without notice. Viet Princess Cruises reserves the right to cancel, alter, advance, postpone or substitute any scheduled sailing or itinerary, substitute another vessel for the scheduled ship, or substitute or cancel scheduled ports of call, which, in its sole judgment and discretion, is justified for any reason, and to do so without liability for any loss whatsoever to guests as a result of said change(s). Additionally, Viet Princess Cruises reserves the right to cancel reservations and bookings in the event of a full- ship charter, whether or not a deposit or full payment has been received, and in such event, Viet Princess Cruises's only liability will be to refund to the guest the amount it has received. Viet Princess Cruises makes arrangements for transportation, other than cruise passage, only as a booking agent. Viet Princess Cruises's responsibility does not extend beyond the vessel. In arranging for the transportation of guests to and from the ship, Viet Princess Cruises does so with independent contractors. Viet Princess Cruises is not responsible for incidents such as airline cancellations, re- routings or any disruption of scheduled services or accommodation, or lost luggage. All schedules, fares, and terms and conditions listed in this brochure are effective as of May 2016 and supersede any schedules, prices, and terms and conditions previously published. All fares indicated in this brochure including land and hotel, are capacity controlled, subject to change at anytime without notice and do not guarantee availability. All are subject to change and/or cancellation without notice.

Travel documents will not be dispatched until full and final payment and passenger Contact Information has been received by Viet Princess Cruises and cleared. For purposes of this Agreement, Contact Information shall mean a passenger's full name, passport number, address, telephone number (land and mobile), electronic mail address and emergency contact information and any other information as requested by Viet Princess Cruises. Viet Princess Cruises must be able to reach each passenger's emergency contact at any time of day. Viet Princess Cruises must, therefore, be provided with all information to allow

Viet Princess Cruises to do so (such information should include the name, address, electronic mail address (if available) and phone number (including a cell phone number if available) of a parent, guardian, spouse, domestic partner, or other person to contact in the event of an emergency. No passenger will be allowed to embark a Viet Princess Cruises vessel unless Viet Princess Cruises has received all information.

## CRUISE TARIFF

Cruise fares cover certain shipboard services including: suite accommodations, onboard meals and entertainment, complimentary beverages aboard ship (including select Free-flow house wines for dinner, and locally produced spirits, soda, water, coffee and tea throughout the cruise).

All fares are quoted in US dollars, are per guest and based on double occupancy. Not included in your cruise tariff are: airfare, hotel accommodations, optional shore excursions, meals ashore, fuel surcharges, Laundry, purchases from the ship boutique or any item or service of a personal nature such as medical care, massages, spa treatments, Champagne, premium wine and spirit selections are not included in your fare and may not be available at all times.

## TRAVEL PROFESSIONALS

Travel agents are considered to be the agent of Passenger and not of Carrier. Carrier is not liable for any representation, act or omission of Passenger's travel agent. Passenger's cruise fare is not considered paid until Carrier receives full payment, and the amount thereof is subject to change at any time prior to Carrier's receipt of payment. Passenger shall at all times remain liable to Carrier for the price of passage. Carrier reserves the right to refuse embarkation if all charges and surcharges have not been paid in advance of departure.

## DEPOSIT/FINAL PAYMENT

To reserve your cruise, a 25% deposit of the total cruise fare is required at the time of booking depending. Full payment is due no later than 120 days prior to departure. Guests will not be permitted to change travel agents once final payment has been received by Viet Princess Cruises. Final documentation will be issued after receipt of final payment and approximately 30 days prior to sailing. All reservations are subject to cancellation if payments are not received by the due date, and are guaranteed only when paid in full 120 days prior to sailing. Reservations made within 120 days of sailing require full payment within seven days of booking or sooner, as specified by Viet Princess Cruises. Payments may be made by personal check (USD funds), or by VISA®/ MasterCard®.

## CANCELLATIONS/REFUNDS

Should you find it necessary to cancel your reservation or any component thereof, you and your travel professional are required to contact your Travel Professional or Viet Princess Cruises directly by telephone as well as submit your cancellation in writing.

If your cancellation request is received more than 120 days prior to your initial sailing date, a \$500 non-refundable administrative fee will be charged per booking. This administrative fee may be not converted to a future cruise credit.

Cruise cancellation requests received within 120 days of the initial sailing date will be subject to the following charges, regardless of suite resale: 120 – 91 days prior to the initial sailing date: 50% of the total cruise fare per person 90 – 0 days prior to the initial sailing date or non-appearance at the time of sailing: 100% of the total cruise fare per person. Cruise tickets must be returned to Viet Princess Cruises before refunds (if owed) can be processed.

## PRE/POST EXTENSION PROGRAM CANCELLATIONS

90 – 61 days prior to the initial sailing date: US\$250 per person

60 – 0 days prior to the initial sailing date: 100% of the extension program per person cost.

## HEALTH AND MEDICAL REQUIREMENTS

All guests are required to report in writing to Viet Princess Cruises at the time their reservation is made:

Any physical or mental condition that may require medical or professional treatment or attention during the voyage

Any condition that may render the guest unfit for travel, or that may require special care or assistance

Any condition that may pose a risk or danger to the guest or anyone else onboard the ship

Any condition that may require oxygen for medical reasons

Any intention or need to use a wheelchair cart, other mobility device

By booking passage and by boarding the ship, the guest represents and warrants that he/she is physically and otherwise fit to travel, and that the guest will comply at all times with applicable rules and regulations of the ship and orders and instructions of the ship's officers.

Viet Princess Cruises reserves the right without liability to require a guest to disembark and/or to refuse to board and transport a guest who, in the judgment of Viet Princess Cruises or the ship's Captain, is unfit to travel or may require care beyond that which Viet Princess Cruises is reasonably able to provide.

Viet Princess Cruises strongly recommends that guests are able to navigate the stairs on-board without assistance. Should guests require assistance, they must travel with someone who is able to assist them both ashore and at Onboard. Viet Princess Cruises is unable to offer special assistance. Please note that wheel-on and/or wheel-off access is not available at ports-of-call.

## BAGGAGE

You may bring aboard the ship a reasonable amount of clothing and personal effects without charge. Baggage for Viet Princess Cruises guests or guests on our land extension programs must be handled in accordance with regulations of our ground operators. Baggage exceeding these limitations is subject to the charges as set forth by the individual operators. Airlines are strict with baggage limitations. Guests are encouraged to contact individual airlines for weight limitations.

All baggage must be securely packed, and properly and clearly labeled. Liquid, fragile, perishable and other articles not suitably packed are transported at your own risk. Viet Princess Cruises is not responsible for loss or damage to baggage or any other personal item during air travel or land extension programs. Baggage and personal belongings will be taken off the ship upon guest disembarkation. Under no circumstances will baggage be stored onboard without the owner of such baggage being on the vessel. Viet Princess Cruises is not responsible for baggage stored in shore side facilities.

Under no circumstances may dangerous items (including but not limited to: explosives, firearms, combustible or illegal substances) be taken aboard the ship. We recommend that you hand-carry travel documents (passport, visa, cruise tickets), medications and valuables. These items are the full responsibility of the guest at all times. Viet Princess Cruises shall not be responsible for the loss of, or damage to, such personal items.

## LOST PROPERTY

Viet Princess Cruises may levy a charge for the return of personal items left onboard or lost and subsequently found.

## TRAVEL DOCUMENTS

All travel documents (air and cruise tickets, passport and medical insurance information) are the guest's responsibility. It is also the guest's responsibility to obtain any necessary visas and public health documents for all applicable ports and to comply with all customs requirements. Without the required documents, a guest may be denied boarding and accommodation by Viet Princess Cruises or the guest may be disembarked during the voyage and Viet Princess Cruises will not make a refund or be otherwise liable to any guest for such denial of boarding or disembarkation.

Requirements on visas and on passport validity vary by country, and may change at any time. It is the responsibility of the guest to be certain they have complied with all current requirements. Guests may obtain visas directly through a country's embassy, through G3 Visas (our preferred provider), or through another visa service. The processing of passports and visas is sometimes a lengthy process, and guests are encouraged to research the requirements for your chosen destination as soon as possible to be sure sufficient processing time is allowed.

#### TAXES, GOVERNMENT FEES/QUASI GOVERNMENT FEES AND FUEL SUPPLEMENTS

Viet Princess Cruises reserves the right to pass through to its guests (including fully paid and deposited guests) any taxes and government fees/quasi-government fees that relate specifically to a guest's itinerary. "Taxes and Government fees/quasi- government fees" include any and all fees, charges, surcharges, tolls and taxes imposed by governmental or quasi- governmental authorities including, but not limited to, customs fees, per person berth taxes or fees, embarkation and/or disembarkation fees at ports, airline transportation fees, dockage fees, and wharfage fees.

Viet Princess Cruises reserves the right to charge a per person fuel supplement in the event that the price of increases up to and including the day of embarkation. Viet Princess Cruises may collect any taxes, government fees/quasi government fees and fuel supplement (the "Surcharges") at the time of booking, prior to sailing or on board the vessel, even if the cruise fare has been paid in full. Surcharges will be invoiced accordingly.

All fares, and itineraries are subject to change without notice. Additional restrictions may apply. Viet Princess Cruises reserves the right to correct any errors or omissions.

This brochure may contain inadvertent technical or factual inaccuracies and typographical errors. Viet Princess Cruises reserves the right to correct errors and omissions at any time without prior notice, and to cancel any offered product, service, amenity, etc. in the event of any error or omission in the description, including pricing and availability.