



NONPERFORMANCE OF CRUISES BOARDING PASSENGERS AT A UNITED STATES PORT: REFUND POLICY AND INSTRUCTIONS

For cruises boarding passengers at a United States port, if Viking cancels your cruise, or delays your cruise for more than 3 calendar days, and you do not accept an alternative cruise or choose not to travel on a delayed cruise, you are entitled to a refund of cruise fare and charges for accommodations, services and facilities (including port fees, taxes and other ancillary charges paid to the carrier in relation to your cruise) for the cancelled or delayed cruise.

In order to claim such a refund, on or before the 90th calendar day after the original scheduled embarkation, please submit a copy of the boarding pass/documents, proof of payment (including amount), and a copy of the cancellation or delay notice by email to vikingguestservices@viking.com if you booked your cruise directly with Viking or the travel advisor you booked through. You may also contact us at 855-338-4546 (Monday through Sunday, from 5.a.m to 7 p.m. Pacific Time). Viking will review your refund request and respond by email within 180 days of the date the claim is made. If Viking finds that you are entitled to a refund, Viking's response may include an alternative offer, to a refund, such as a future cruise voucher, which you are free to decline.