



BOOKING CONDITIONS

VIKING RIVER CRUISES UK LIMITED

THESE BOOKING CONDITIONS APPLY TO ALL BOOKINGS WHICH ARE CONFIRMED AS ACCEPTED BY US ON OR AFTER 11 MAY 2021. In respect of any bookings accepted by us prior to this date please contact us for the booking conditions that apply to your particular booking.

INTRODUCTION

Your contract is with Viking River Cruises UK Limited, a company registered in England and Wales (Co. No.01283655) whose registered office is at Nelsons House, 83 Wimbledon Park Side, London, SW19 5LP.

Your contract incorporates these Booking Conditions and by making a booking with us you confirm your acceptance of these Booking Conditions.

'Viking', 'Viking Cruises', 'Viking River Cruises', 'Viking Ocean Cruises' and "Viking Expedition Cruises" are trading names of Viking River Cruises UK Limited.

Your contract will constitute a package under the Package Travel and Linked Travel Arrangements Regulations 2018 ("Regulations") and set out at the end of these Booking Conditions is a summary of your key rights under the Regulations. In the unlikely event of any conflict between these Booking Conditions and the provisions of the Regulations, the provisions of the Regulations shall take precedence.

By making a booking with us, you (on behalf of yourself and all members of your party) agree to the terms of our Privacy Policy details of which are available on our website at www.vikingcruises.co.uk or which can otherwise be provided to you in writing upon written request to data.protection@vikingcruises.com or via our offices at Viking, Nelsons House, 83 Wimbledon Park Side London SW19 5LP.

A. BOOKING AND PAYMENT

A1. YOUR RESERVATION

A1.1 When you make a booking and pay your deposit or full payment (as applicable), we will reserve your travel arrangements on the basis of these Booking Conditions. Your booking will be taken as confirmed in respect of all persons named on your booking and a binding contract between us will come into existence only upon the earlier of (a) our sending our Confirmation Invoice and/or ATOL Certificate to you or your Travel Agent or (b) the issue of tickets in your name. Prior to doing so, we or your Travel Agent may send you an acknowledgement of your booking. Any such acknowledgement simply indicates that we are dealing with your booking request and is not a confirmation of it.

A1.2 Please check your Confirmation Invoice and/ or any ATOL Certificate together with all other documents we or your Travel Agent send you as soon as you receive them. Contact us or your Travel Agent immediately if any information which appears on the Confirmation Invoice and/or ATOL Certificate or elsewhere appears to be incorrect or incomplete, as it may not be possible to make changes later. We regret we cannot accept any responsibility if we are not notified of any inaccuracies in any document within ten days of our sending it out (five days for tickets). Whilst we will do our best to rectify any inaccuracies notified outside these time limits, you will be responsible for any costs and expenses involved in doing so except where we made the mistake and there is good reason why you did not contact us within the above time limits.

A1.3 Normally your cabin number will be advised at the time of booking or on the Confirmation Invoice but this is not guaranteed and may be altered at any time.

A1.4 At the time of booking we may not be able to confirm your exact air or rail arrangements due to airline and rail operator booking restrictions. However your Confirmation Invoice and/or ATOL Certificate will detail those arrangements reserved for you and/or those arrangements provisionally reserved for you and/or those arrangements we intend to reserve for you. Please note flights may be indirect and that some airlines charge for luggage separately. In addition your arrangements may be subject to change by the relevant airline or train operator. Please also note we cannot confirm or guarantee specific airline or rail seat numbers.

A1.5 Any contract is with the "Lead Name" as shown on the Booking Form. We can only accept a booking if the Lead Name is at least 18 years old on or before the date of departure. Please note that you must be aged 21 or over in order to purchase or consume alcoholic beverages whilst on board our vessels

A1.6 The Lead Name is responsible for ensuring that other members of his/her party are aware of these Booking Conditions and that they consent to him/ her acting on their behalf in dealings with us.

A1.7 If for any reason you did not see a copy of these Booking Conditions when you made your booking and, having now seen them, you now wish to cancel your booking then you may do so by returning all documentation to us or your Travel Agent within 7 days of receipt of these Booking Conditions and all monies provided by you shall be returned provided that travel has not commenced. Cancellation under this sub-clause is not permitted if your booking was made less than 10 weeks prior to travel commencing.

A2. OUR PRICE POLICY AND PAYMENT TERMS

A2.1 We reserve the right to alter prices shown in any of our brochures or in any website and we will inform you of any price changes prior to the issue of our Confirmation Invoice and/or ATOL Certificate. Once our Confirmation Invoice and/or ATOL Certificate has been issued then, save in the case of manifest error, any price changes may only be made in accordance with the remaining provisions of these Booking Conditions.

A2.2 When you make your booking you are required to pay a deposit of 25% of the total price. If your travel is due to commence within 10 weeks of your booking then the total price shall be payable at the time of booking. In any event the balance of the total price of your travel arrangements must be paid at least 10 weeks prior to travel commencing. Your booking will not be confirmed until we receive your deposit and if the balance is not paid by the due date then we shall cancel your booking and may levy Cancellation Charges as provided in clause D1. Any monies paid to any Travel Agent in relation to your booking are held by such Travel Agent on our behalf at all times.

A2.3 Once you have paid your deposit and our Confirmation Invoice and/or ATOL Certificate is issued the price of your travel arrangements is fully guaranteed and will not be subject to any surcharges or alteration (save in the case of manifest error or changes requested by you to travel arrangements are made and where additional costs are incurred).

However if we do not receive the balance of the total price of your travel arrangements when due, your booking may be cancelled pursuant to clause A2.2 (and levy Cancellation Charges as provided in clause D1) and any re-booking may well be at a higher price.

A2.4 Please note that from time to time airlines alter their baggage allowance policies and this may occur after we issue our Confirmation Invoice and/ or the ATOL certificate. We have no control over any such changes and you will be responsible for any additional charges that the relevant airline may levy in respect of checked-in luggage that exceeds any limits in such altered baggage allowance policy.

A3. WHAT IS INCLUDED AND EXCLUDED IN THE COST OF YOUR HOLIDAY

A3.1 The details of what is included in the cost of your holiday is set out in the individual tour package details in our brochure or on our website.

A3.2 Any further items or services purchased on board or through our online booking management system are not included in the costs of your holiday.

B. CHANGES AND CANCELLATION BY US

B1. IF WE CHANGE YOUR TRAVEL ARRANGEMENTS BEFORE DEPARTURE

B1.1 We hope and expect to be able to provide you with all the services we have confirmed to you in our Confirmation Invoice and/or ATOL Certificate. On occasions changes do have to be made (for example due to river conditions such as high or low water levels, lock closures, local mooring restrictions or adverse weather conditions) and we reserve the right to make these. Most of these changes are minor.

However, if we consider them a "Significant Change" we will endeavour to advise you or your Travel Agent as soon as reasonably possible. A Significant Change includes, purely by way of example, a change of accommodation to that of a lower category and/or price, a change of flight or rail times of more than 12 hours, a change of UK departure location, or a significant change of destination or cruise itinerary. Where, due to circumstances beyond our reasonable control, any vessel is unable to dock at a particular port detailed in any itinerary but an alternative port of call is provided, we will not ordinarily treat this as a Significant Change and the provisions of this clause B1 will not apply. In accordance with EU regulations we are required to advise you of the actual air carrier operating your flight/ connecting flight/transfer. We do this by listing carriers to be used or likely to be used on the relevant brochure pages and/or on our website and/ or on your Confirmation Invoice and/or your ATOL Certificate. Where your Confirmation Invoice or ATOL Certificate indicates that flight tickets have not yet been assigned, we will notify you of the actual flights and carrier as soon as the flights have been assigned. Any changes to the actual airline after you have received your tickets will be notified to you as soon as possible and in all cases at check-in or at the boarding gate. Such a change is deemed to be a minor change.

B1.2 Save where clause H1 applies, if we have to make a Significant Change before your departure we will endeavour to contact you as soon as possible to advise you of any change and we will, if possible, provide you with three alternatives:

B1.2.1 alternative travel arrangements of equivalent or of very closely similar standard and price, if available; or

B1.2.2 alternative travel arrangements of a lower standard together with a refund of the difference in price; or

B1.2.3 cancel your travel arrangements with a full refund of all monies paid.

In all 3 cases, compensation will be paid as detailed in clause D1 below unless the change occurs as a result of circumstances beyond our control where clauses E1 and H1 will apply.

B2. IF WE CANCEL YOUR TRAVEL ARRANGEMENTS

B2.1 In the unlikely event we need to cancel your travel arrangements we will tell you or your Travel Agent as soon as possible. However we will not cancel your travel arrangements less than 14 days before departure unless it is for a reason outside our control as provided in clause H1. If we have to cancel your travel arrangements we will provide you with three alternatives:

B2.1.1 alternative travel arrangements of equivalent or of very closely similar standard and price, if available; or

B2.1.2 alternative travel arrangements of a lower standard together with a refund of the difference in price; or

B2.1.3 cancel your travel arrangements with a full refund of all monies paid.

In all 3 cases, compensation will be paid as detailed in clause D1 below unless the change occurs as a result of circumstances beyond our control (in which case clauses E1 and H1 will apply) or we cancel as a result of your failure to pay your deposit or the balance or any other sum when due or where clause B2.2 applies.

B2.2 We regret that some travel packages shown on our website or in our brochures can only be operated if a sufficient number of people book them. We will advise you at the time of booking if any travel

arrangements are dependent on there being sufficient demand. If there is insufficient demand, we have the right to cancel the travel arrangements in question. If we have to do so, we promise we will tell you no later than 20 days prior to departure. In this situation, you will then have the choice of the options shown in clause B2.1 together with the option, if possible, of the same package departing on a different date. Where we cancel for lack of numbers in accordance with this clause B2.2, no compensation or other amounts (for example, the cost of any connected travel arrangements you have made independently) will be payable.

B3. EXERCISE OF OPTIONS

Where, following a Significant Change or a cancellation by us, the options set out in either clause B1.2 or B2.1 are offered, you are expected to advise us within 7 days of being notified (or such longer period as we may specify in such notification) which proposal you wish to accept. If you have not notified us within 7 days (or such longer period as we may have specified) then we will write to you to obtain confirmation of your choice of the options available. If you fail to respond within a further 7 days, we will cancel your travel arrangements and refund all payments made by or on behalf of you.

C. CHANGES AND CANCELLATION BY YOU

C1. IF YOU CHANGE YOUR BOOKING

C1.1 If you want to change your travel arrangements in any way you or your Travel Agent must inform us in writing as soon as possible. We will try to help you, although we cannot guarantee that we will always be able to do this as changes are subject to availability at the time. Please note that typically changes to scheduled flight tickets are very restrictive and may not be possible without having to cancel the original flight and rebooking.

C1.2 Where we can make a change, we will charge for any additional services, facilities, or other items changed, at the price which applies on the day the change is made. In addition, we reserve the right to apply an administration charge of £100 for each person on the booking together with any further costs we incur, for example with our suppliers, in making any change.

C1.3 Any booking discount you may have received at the time your original booking was made may be altered or reduced whenever changes are made if such discount has since been altered, reduced or withdrawn.

C1.4 If you have paid supplements for accommodation and the number of people in your accommodation changes, you may have to pay extra. In addition you may lose any free group places.

C1.5 Any change to your departure date, airport, transport, destination, accommodation, or length of travel has to apply to all members of your booking.

C1.6 You may not change travel arrangements chosen from our brochures or websites to special offer packages such as those featured in any promotional publications, without incurring cancellation charges. Such a change would necessitate the cancellation of your existing arrangements (and be subject to our cancellation charges shown in clause D1) and the re-booking of new arrangements at the price applying on the day the booking is made.

C1.7 Any special offers, savings or promotions may not be combined with other special offers, savings or promotions.

C1.8 It is not usually possible to alter or cancel any travel insurance you may have obtained and your premium will not be refunded, as cover under the policy will already have begun once the policy has been purchased.

C2. IF YOU CANCEL YOUR BOOKING

C2.1 If you wish to cancel all or part of your booking, you or your Travel Agent must write to us. If some or all of your party cancel their booking, we are entitled to treat your booking as cancelled in accordance with these Booking Conditions, we will levy a cancellation charge as provided in clause D1. These charges are

based on the estimated cost of cancelling your arrangements and the reasonable expenses and losses we are likely to suffer if we cannot resell the package.

C2.2 If the reason for your cancellation falls within your insurance cover, you may be able to claim a refund of your cancellation charges from the insurance company less any applicable excess.

C2.3 If you or anyone included within your booking is unable to go for any reason or decides that he/she does not want to travel, you may transfer the whole booking or the place on the booking of the person(s) concerned to someone else/other people suggested by you and acceptable to us subject to the following:

C2.3.1 You must write to us with full details of who cannot or does not want to travel and who you would like to go instead. We must receive this information at least 7 days before departure;

C2.3.2 If the change can be made, you will have to pay any reasonable costs we incur or are asked to pay in order to make the change;

C2.3.3 Anyone who travels in place of anyone who was originally due to travel must agree to these Booking Conditions and any other requirements which apply to the booking before the change can be finalised. If the full cost of the travel arrangements should have been paid when the change is requested but has not been, this must also be paid before the change can be finalised;

C2.3.4 Scheduled airlines often do not allow any name changes within a certain period prior to departure and generally not at all after flight tickets have been issued. If you want or need to make a name change when an airline will not allow it, you will have to cancel the original flight (which means you will lose all the money you have paid for that flight) and pay the full cost of another flight (which may not be the original flight or at the same cost as the original flight as the airline is entitled to offer the cancelled flight to anyone on a waiting list for it). This is the airline's decision and we have no control over it;

C2.3.5 It will not normally be possible to transfer bookings or places on bookings within the period of 7 days immediately prior to departure without cancelling the original booking (and thereby incurring cancellation charges pursuant to clause D1) and rebooking.

C2.4 The cost of your travel arrangements (provided that it includes a flight) includes an amount (currently £2.50 per person) which we are required to pay to the Air Travel Trust Fund as part of the ATOL Protection Contribution ("the APC Sum"). If you cancel your travel arrangements the APC Sum is not refundable in any circumstances.

C2.5 If any person on the booking cancels and you cannot fill that person's place, you may have to pay additional supplements for your accommodation. For example, you may have to pay single or under-occupancy supplements.

C2.6 If you do cancel, you must still pay any amendment charges, which arose before the cancellation, and any deposits paid for any pre-booked items or services.

C2.7 Subject to clause 2.8, you have the right to cancel your holiday before departure without paying a cancellation charge in the event of unavoidable and extraordinary circumstances occurring at your holiday destination or its immediate vicinity which significantly affects the performance of the holiday or which significantly affects transport arrangements to the destination. In these circumstances we shall provide you with a full refund of the monies you have paid but we will not be liable to pay you any compensation. For the purposes of this clause, examples of "unavoidable and extraordinary circumstances" include warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to your destination.

C2.8 The right to cancel in clause C2.7 applies where the relevant unavoidable and extraordinary circumstances are or are reasonably likely to commence or continue during the period of your booked holiday. In the circumstances Viking's standard policy is that the right to cancel may not be exercised more than 30 days prior to your booked holiday commencing.

D. CHANGES, COMPENSATION AND DELAYS

D1. CHANGES AND CANCELLATION CHARGES

The following table sets out the sums payable to us or you in the event of Significant Changes or cancellation. These sums are not payable where we have to make a Significant Change or cancel your travel arrangements as a result of:

- (a) matters outside of our control when clauses E1 and H1 shall apply; or
- (b) where your booking was accepted "subject to availability" or similar and the travel arrangements are not available.

In addition they do not apply where compensation is available under the provisions of clause D2

Period before departure in which notice of cancellation or Significant Change is received	Amount you will receive from us if we make a Significant Change	Amount you will receive from us if we cancel	Maximum Cancellation Charge if you cancel
More than 70 days	£10 per person	Return of all monies paid	Deposit only
69–30 days	£20 per person	Return of all monies paid	50% of Total Price
Less than 30 days	£30 per person	Return of all monies paid plus £30 per person	100% of Total Price

The Cancellation Charges payable by you as set out above represent the maximum charges that we are contractually entitled to charge. We consider the reasons for cancellations and the likely level of loss that we are likely to incur on an individual basis. In the circumstances Cancellation Charges that are levied on you (if any) will vary from case to case and be based on our actual financial loss suffered, or likely to be suffered, having first made reasonable attempts to mitigate the same. The nearer the cancellation is to the date of departure, the higher the Cancellation Charges are likely to be as it will be more difficult to resell the cancelled package and any such resale may not be at the original price payable by you.

NOTE: "Total Price" means the total price payable by you for the travel arrangements excluding insurance premiums, flight upgrade charges and any fees payable for any changes made by you to your booking ("Additional Charges"). If you cancel (otherwise than pursuant to clause B) you will continue to be liable for the Additional Charges in addition to the Cancellation Charges set out above.

D2. DENIED BOARDING REGULATIONS & TRANSPORTATION DELAYS

D2.1 If any flight you have booked is cancelled or delayed, your flight ticket is downgraded or boarding is denied by your airline in circumstances which would entitle you to claim compensation against the airline under EC Regulation No 261/2004 – the Denied Boarding Regulations 2004, you must pursue the airline for the compensation due to you. All sums you receive or are entitled to receive from the airline concerned by virtue of these Regulations represent the full amount of your entitlement to compensation or any other payment arising from such cancellation, delay, downgrading or denied boarding. The fact a delay may entitle you to cancel your flight does not automatically entitle you to cancel any other arrangements even where those arrangements have been made in conjunction with your flight. We have no liability to make any payment to you in relation to the Denied Boarding Regulations or in respect of any flight cancellation or delay, downgrading of any flight ticket or denial of any boarding as the full amount of your entitlement to any compensation or other payment (as dealt with above) is covered by the airline's obligations under the Denied Boarding Regulations. If your airline does not comply with these rules you should complain to the Civil Aviation Authority on 0330 022 1500 www.caa.co.uk.

D2.2 Unfortunately, flight or other transport delays sometimes occur. Depending on the length of the delay and surrounding circumstances, the carrier concerned should provide refreshments when and where appropriate. We are generally not in a position to provide any assistance in the event of flight or other transportation delays and cannot accept any liability except where expressly stated in these Booking Conditions or as otherwise provided in the Package Travel and Linked Travel Arrangements Regulations 2018.

D3. RIGHTS UNDER PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

D3.1 In accordance with the Regulations, where it is impossible for you to return to your departure point on the return date of your "package" (as defined in the said Regulations) due to "unavoidable and extraordinary circumstances", we shall provide you with the necessary accommodation for a period not exceeding 3 nights per person. Where possible, this accommodation shall be of comparable standard to the accommodation booked by you under the package. For the purposes of this clause, examples of "unavoidable and extraordinary circumstances" include warfare, acts of terrorism, significant risks to human health such as the outbreak of serious disease at the travel destination or natural disasters such as floods, earthquakes or weather conditions which make it impossible to travel safely to the destination.

D3.2 The limitation of costs for 3 nights accommodation referred to above does not apply to persons with reduced mobility as defined by Article 2 of Regulation (EC) 1107/2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air and any other person accompanying them and pregnant women as well as persons in need of specific medical assistance, provided you have notified us of their needs at least 48 hours prior to start of the package.

E. LIMITATION OF OUR LIABILITY TO YOU

E1. If the contract we have with you is not performed or is improperly performed by us or our suppliers we will pay you appropriate compensation if this has affected the enjoyment of your travel arrangements. However we will not be liable (and clause H1 will apply) where any failure in the performance of the contract is due to:

E1.1 you; or

E1.2 a third party unconnected with the provision of the travel arrangements and where the failure is unforeseeable or unavoidable; or

E1.3 unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised; or

E1.4 an event which we or our suppliers, even with all due care, could not foresee or forestall.

E2. In addition to the provisions of clause H1, our liability, except in cases involving death, injury or illness, shall be limited to a maximum of 3 times the cost of your travel arrangements.

E3. Should you or any member of your party suffer illness, personal injury or death attributable to a third party unconnected with the provision of the services, or as a result of failures due to unusual and unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even if all due care had been exercised, or an event which we or our suppliers, even with all due care, could not foresee or forestall, we will offer you such advice, guidance and assistance as is reasonable in the circumstances.

E4. Our liability will also be limited in accordance with and/or in an identical manner to:

E4.1 the contractual terms of the companies that provide the transportation for your travel arrangements which are incorporated into and form part of your contract with us; and

E4.2 any relevant international convention, for example the Montreal Convention in respect of travel by air, the Athens Convention in respect of travel by sea, the Berne Convention in respect of travel by rail and the Paris Convention in respect of the provision of accommodation, which limit the amount of compensation that you can claim for death, injury, delay to passengers and loss, damage and delay to luggage which are incorporated into and form part of your contract with us and we are to be regarded as having all the benefit of any limitation of compensation contained in these or any other such conventions.

E5. Unless otherwise expressly indicated by us in writing, excursions or other tours that you may choose to book or pay for whilst you are away are not part of the travel arrangements provided by us. For any excursion or other tour that you book, your contract will be with the operator of the excursion or tour and not with us. We are not responsible for the provision of the excursion or tour or for anything that happens during the

course of its provision by the operator. Where an excursion or other tour is booked through us no refund will be available in the event of you subsequently being unable or choosing not to take part. This clause E5 applies even where a Viking representative accompanies the tour or excursion.

E6. Where you have booked a "Cruise Only" holiday, we cannot accept any liability for the costs of flights or other travel arrangements in the event of changes being made to the scheduled departure or arrival times or locations of the cruise vessel.

E7. The provisions of clauses E1 to E6 inclusive are in addition to any other limitation of liability contained in these Booking Conditions.

E8. Nothing in these Booking Conditions affect any statutory rights that you may have under the relevant jurisdiction applicable pursuant to clause H8 (including any rights under the Package Travel and Linked Travel Arrangements Regulations 2018).

F. YOUR RESPONSIBILITIES

F1. SPECIAL REQUESTS

If you have a special request, we will do our best to help, but we cannot guarantee it except as set out below. Please advise your Travel Agent or us (if booking direct) of your request at the time of booking and make sure that we are given as much detail as possible. If your special request is vital to your travel arrangements, it must be specifically agreed with us before or at the time you book. We promise to comply with any special request which we have specifically agreed and confirmed in writing. General confirmation that a special request has been noted or passed on to the supplier or the inclusion of a special request on your Confirmation Invoice or on the acknowledgement of your booking or any other documentation is not confirmation that the request will be met. Unless and until specifically confirmed in writing all special requests are subject to availability. If any additional cost is applicable, it will either be invoiced to you prior to your departure or should be paid for locally.

F2. YOUR DOCUMENTATION

F2.1 You are responsible for ensuring that you and all other persons included in the booking satisfy all passport, visa, travel insurance and health certificate requirements and we accept no responsibility for any refusal of travel or entry into any destination or for any liabilities, losses, delays or expenses incurred through any irregularity in such documentation. If you have any queries with regard to documentation and insurance requirements you must raise them with us or your Travel Agent well in advance of travel commencing. In the event we are asked to re-issue tickets that have been lost, destroyed or stolen and we agree to do so, any charges incurred as a result of this will be payable by you.

F2.2 Many of the airlines that provide the flight element of the arrangements we sell impose fines and costs on us if any passengers who have booked with us do not have the necessary travel or other documents for the countries they are visiting or passing through, even where this occurs through no fault of ours. In this situation we have no choice but to pass on to you all fines, costs, surcharges, financial penalties and other sums of any description which are imposed on or incurred by us. You will be responsible for reimbursing us accordingly in full.

F3. HEALTH PRECAUTIONS, PREGNANCY, DISABILITIES & FCDO ADVICE

F3.1 You are solely responsible for checking what vaccinations and other health precautions are required or are advisable for your chosen destination and journey with your doctor in good time before departure. You and each member of your group are responsible for ensuring that you have had all relevant vaccinations and are otherwise fit to travel. If you have any doubts or require any information then you must contact well in advance of travel commencing. Please note that whilst we will endeavour to assist anyone who becomes ill whilst on board any vessel, any health care facilities are limited and we cannot be expected to provide any inoculations or specialist health care whilst on board.

F3.2 Individual airline policies differ in respect of air travel when pregnant. In addition, given the nature of our ocean cruises and the facilities available on board, we do not allow passengers to embark the vessel where they are more than six months pregnant. If you or any member of your group is or becomes pregnant prior to the start of your travel arrangements, then you must inform us immediately so that we can advise whether or not travel will be possible and, if so, what arrangements may need to be put in place and/or what medical confirmation of fitness to travel may be required. We cannot be responsible for any losses suffered where we are not informed of any pregnancy well in advance of departure and/or if any airline refuses to accept you or any member of your party as a passenger for reasons of pregnancy.

F3.3 You must provide us with full details of any existing dietary requirements, medical problem or disability or other special needs (including impaired mobility or the need to use any wheelchair, mobility scooter or walking frame) that may affect your travel arrangements (including, in particular, any accommodation requirements) at the time of booking. If in our reasonable opinion, your chosen travel arrangements are not suitable for your medical problem or disability or other special need or you are not travelling with someone who can provide all assistance you may reasonably require, we have the right to refuse to accept the booking. If you do not give us full details of your medical problem or disability or other special need at the time of booking, we can also cancel the booking when we find out the full details if in our reasonable opinion the travel arrangements are not suitable or you are not travelling with someone who can provide all assistance reasonably required. If we cancel in this situation, cancellation charges as set out in clause D1 must be paid by the person concerned. Please also note the additional requirements and information set out in clause H10 that apply in respect of our Expedition Cruises. For further information please also see our advice section for Passengers with Health Issues, Disabilities, Impaired Mobility or Other Special Needs at the end of these Booking Conditions and/or contact our Guest Services team on 020 8780 7900 or 0800 319 66 60.

F3.4 We reserve the right to deny embarkation or remove any person from a vessel or optional shore excursion who in our reasonable opinion or in the opinion of the vessel's Master is not fit to travel, and/or has not received written confirmation from us that reasonable adjustments can be made to cater for any particular requirements. In such cases, all related expenses, (including those incurred by the relevant person, or anyone travelling with him or her, in returning home) will be borne by the relevant passengers and they shall not be entitled to any refund or any other compensation whatsoever and we shall have no further liability to them. In addition, we may disembark at any port any passenger who may be suffering from any contagious or infectious disease or whose presence, in the opinion of the vessel Master, may be detrimental to the comfort or safety of other passengers or the crew, or who, in the vessel Master's opinion, might be excluded from landing at any destination by Immigration or other Governmental Authorities.

F3.5 The Foreign, Commonwealth & Development Office ("FCDO") produces a wide range of material about overseas countries including details of political unrest, crime and health issues. If you have any particular concerns then you should refer to the FCDO website at <https://www.gov.uk/government/organisations/foreign-commonwealth-development-office>.

F4. INSURANCE

F4.1 You must take out insurance suitable for your needs before you travel. We cannot be held responsible for any costs you incur as a result of failing to do so.

F4.2 If you participate in sports and activities whilst travelling that have been organised and arranged independently of us, it should be understood that participation is at the individual's own risk and it is your responsibility to obtain the relevant insurance.

F4.3 UK residents or citizens must be aware that following the UK's departure from the EU, the European Health Insurance Card (EHIC) will, or may, no longer cover UK residents or citizens whilst travelling within the EU. In the circumstances, if UK residents or citizens travel without separate travel insurance (as required by F4.1), they will be responsible for all associated medical, hospitalisation, repatriation and other costs incurred as a result of illness or accident whilst travelling in the EU.

F4.4 In respect of our additional insurance requirements relating to Expedition Cruises, please see clause H10.

F5. BEHAVIOUR

F5.1 You must be responsible for the behaviour of yourself and your party and must at all times ensure that you and your party comply with the vessel's rules and regulations, any orders and directions of the vessel's Master, officers and medical staff (as applicable) and that your conduct will not impair the safety of the vessel or jeopardise or inconvenience other passengers. We can refuse to accept you as a customer or refuse to continue dealing with you and/or any other member of your party by terminating your travel arrangements if behaviour is, or is likely to be, in our reasonable opinion, or in the opinion of any airline pilot, vessel Master or other person in authority, disruptive, upsetting or dangerous to yourself or anyone else or if you or any member of your party have caused or are likely to cause damage to property. We will not pay any refund, compensation or other sum whatsoever or any costs or expenses incurred by you if we have to terminate your travel arrangements due to such unacceptable behaviour. In this situation we will then have no further responsibility for you or any other member of your party (including any return travel arrangements). If your unacceptable behaviour means you are not allowed to board your outward flight we will treat your booking as cancelled from that moment and you will have to pay cancellation charges (see clause D1).

F5.2 With regard to any flights and/or cruises that form part of your travel arrangements the airline captain or vessel Master (as applicable) has authority over the aircraft/vessel and passengers at all times when they are boarding or on board. He/she may prevent you or any member of your party from travelling if you or such member are considered unfit to do so, or if you or such member pose a danger to the aircraft/vessel or passengers. In such circumstances we shall seek compensation from you for any losses caused by your behaviour or by the behaviour of any member of your party (e.g. the cost of diverting an aircraft or vessel). Disruption on board an aircraft or vessel is a criminal offence, and you may be prosecuted. If you are refused carriage on an aircraft because of your disruptive behaviour, or you are under the influence of alcohol or drugs, your airline may pass on your details and the date of the refusal of carriage to other airlines for their information. This in turn may make it difficult for you or others in your party to book other airline tickets.

F6. ASSISTANCE IF YOU GET INTO DIFFICULTIES

If you or any member of your party suffers during the course of your holiday any difficulty as a result of any activity which does or does not form part of your contracted travel arrangements, we will offer you prompt assistance without undue delay. Such assistance may include assisting you in making communications and helping you find alternative travel arrangements. If the difficulty is caused intentionally by you or as a result of your negligence, we may charge a reasonable fee for that assistance which will not exceed the actual cost incurred by us. All assistance (financial or otherwise) is subject to our reasonable discretion and subject to you notifying us promptly of your need. If you are entitled to have any costs and expenses arising from such an incident met by or from an insurance policy or if you recover any costs and expenses relating to the incident from a third party you must repay us for costs and expenses we have incurred in assisting you.

F7. ALCOHOL POLICY

Please note that you must be aged 21 or over in order to purchase or consume alcoholic beverages whilst on board our vessels. Silver Spirit packages (or similar arrangements for the supply of alcohol on board) can only be purchased where both occupants of the relevant cabin or stateroom are over the age of 21 and each occupant must purchase the relevant package for the full duration of the cruise. Proof of age may be required at any time and breach of this policy may result in persons involved (whether in the purchase, supply or consumption) being removed from the vessel pursuant to the provisions of clause F5.

G. IF YOU HAVE A COMPLAINT

G1. If you have cause for complaint whilst travelling, you must bring it to the attention of the Viking representative on board the cruise vessel or at your hotel. If your complaint is not resolved locally, please follow this up within 28 days of your return home by writing to our Guest Services team at Viking, Nelsons House, 83 Wimbledon Park Side London SW19 5LP or by email to customerservices@vikingcruises.com giving your booking reference and all other relevant information. Please keep your letter/email concise and to the point. This will assist us to quickly identify your concerns and speed up our response to you. It is

strongly recommended that you communicate any complaint to the supplier of the services in question as well as to our representative without delay and complete a report whilst on board or at the relevant hotel. If you fail to follow this simple procedure we will have been deprived of the opportunity to investigate and rectify your complaint whilst you are on board and this may affect your rights under this contract.

G2. We are a member of ABTA, membership number V924X and are obliged to maintain a high standard of service by ABTA's Code of Conduct. We certainly hope that we can settle any complaints amicably. However, should this prove not to be the case you may refer any dispute to arbitration through ABTA's arbitration scheme. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability for you in respect of costs. The scheme is subject to certain financial limits on the amount that can be claimed as determined from time to time by ABTA. Please note that the scheme does not apply to claims which are solely in respect of physical injury or illness or their consequences, although claims which include an element of minor injury or illness can be considered subject to a limit as set from time to time by ABTA on the amount the arbitrator can award per person, in respect of this element.

G3. Any application for arbitration under clause G2, together with any related statement of claim, must be received by ABTA within eighteen months of the date of return. Outside this time limit arbitration under the scheme may still be available if we agree, but the ABTA Code does not require such agreement. For injury and illness claims, you may like to use the ABTA/ Chartered Institute of Arbitrators Mediation Procedure. This is a voluntary scheme and requires us to agree for mediation to go ahead. The aim is to help you resolve your dispute in a quick and cost effective way. Details are available on request or from www.abta.com.

H. MISCELLANEOUS

H1. CHANGES DUE TO CIRCUMSTANCES BEYOND OUR CONTROL

We will not be liable to pay any compensation if we are forced to cancel or in any way change your travel arrangements as a result of unusual or unforeseeable circumstances beyond our control, the consequences of which could not have been avoided even with all due care. These include unavoidable technical problems with transport, changes imposed by rescheduling or cancellation of flights by an airline or main charterer, the alteration of the airline or aircraft type, changes imposed by rescheduling or cancellation of rail travel by the relevant operator, war or threat of war, civil strife, industrial disputes, natural disaster, adverse weather, epidemic or terrorist activity.

H2. YOUR FINANCIAL PROTECTION

H2.1 When you buy an ATOL protected flight or flight inclusive holiday from us you will receive an ATOL Certificate. This lists the flight accommodation car hire and/or other services that are financially protected, where you can get information on what this means for you and who to contact if things go wrong.

H2.2 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 due to reasons of insolvency, an alternative ATOL holder may provide you with the 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).

H2.3 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.

H2.4 We are also a member of ABTA (ABTA number V924X). If your travel arrangements do not include flights, ABTA will financially protect your travel arrangements in the same way except that, if already abroad, you will be returned to the point where your contracted arrangements with us commenced. Please go to www.abta.com for a copy of the guide to ABTA's scheme of Financial Protection.

For further information about ABTA, the Code of Conduct and the arbitration scheme available to you if you have a complaint (see clause G), contact

Consumer Affairs, ABTA, 30 Park Street, London SE1 9EQ tel 0203 117 0599 or www.abta.com.

H3. DATA PROTECTION

Information about you and members of your party, including your names, contact details and any special needs, disabilities or dietary requirements is collected by us when you request information or make a booking with us. We may disclose this information to our service providers (who may be located outside the UK/EEA) for the purpose of providing you with your travel arrangements. Only information necessary for this purpose will be disclosed to them.

In the case of air travel, it may be mandatory for us to disclose information for security and anti-terrorism purposes and any other purpose imposed on us by governments or airlines. We may use your information for the purposes set out in our data protection registration with the Office of the Information Commissioner. We may disclose the same to companies who act as data processors on our behalf. Some information, for example relating to your religion or health, may be "special category data" within the meaning of the Data Protection Act 2018. We need this information to cater for your needs, but it is collected on condition that we have your positive consent. If you do not agree to our use of your information, we cannot accept your booking. By making a booking with us, you agree to allow your insurers, their agents and medical staff to disclose relevant information to us in circumstances where we may need to act in the interests of everyone in the group with whom you are travelling. For example, if you contract an infectious illness whilst travelling, we may need to make special arrangements for you and ensure that you do not return with the group immediately.

As part of our response to the COVID-19 pandemic, we have implemented a robust COVID-19 Health and Safety Programme (<http://www.vikingcruises.co.uk/oceans/my-trip/health-and-safety/health-and-safety-program.html>), as well as specific COVID-19 Policies and Procedures (<https://www.vikingcruises.co.uk/healthandsafetyprogramme>) (collectively, the "Programme"). For information about how your data may be collected, used, and shared by us and our partners in the context of the Programme, please review our COVID-19 Privacy Notice (<https://www.vikingcruises.co.uk/COVID19privacynotice>). We need your agreement to abide by the guidelines of the Programme and to our use of your information as described in the COVID-19 Privacy Notice in order to confirm any booking.

For further information about how we process and protect your data please see our Privacy Notice which is available on our website or which can be obtained by contacting our Guest Services team at Viking, Nelsons House, 83 Wimbledon Park Side London SW19 5LP or by telephone on 020 8780 7900. Please note that we reserve the right to change the terms of our Privacy Notice from time to time and that the Privacy Notice does not form part of these Booking Condition.

H4. CHILDREN/MINORS

Due to the nature of our cruises, we do not maintain specific facilities or services for children aboard cruise vessels. In the circumstances you and all members of your party must be aged 18 or over on or before the day you are scheduled to embark on the cruise vessel.

H5. SUN DECK ACCESS

During passage through locks or under low bridges or in the case of adverse weather, it may be necessary to close the sun deck for passenger use. In the interest of safety, sun deck closures are rigidly enforced.

H6. MOORING AND DOCKING FACILITIES

In some ports, it is likely that ships will be docked alongside each other. This will result in your view being blocked. You may also need to pass through other vessels when going ashore.

H7. USE DISPLAY OF IMAGES & LIKENESSES

Viking shall have the exclusive right to include photographic, video and other visual portrayals of our guests in any pictorial medium of any nature whatsoever for the purpose of trade, advertising, sales, publicity or otherwise, without compensation to you, and all rights, title and interest therein (including all worldwide copyrights therein) shall be the sole property of Viking, free from any claims by you or any person deriving any rights or interest from you. By boarding the vessel you agree that Viking having the right to use your image in all promotional materials.

Without our express prior written consent, you expressly agree not to use, post, share or upload any photograph, video recording or other visual or audio portrayals (i) of you and/or any other passenger in combination with crew or our vessels, or (ii) that depict any of our vessels, their design or equipment or any part thereof whatsoever, in either case for any commercial purpose or in any media broadcast or for any other non-private use. For the avoidance of doubt, you are permitted to use, portrayals of you and/or any other Passenger in combination with crew or the Ship for your private noncommercial use.

H8. JURISDICTION/GOVERNING LAW

We both agree that any dispute, claim or other matter of any description (and whether involving personal injury or not) which arises out of or in connection with your booking or travel must be dealt with under the ABTA Arbitration Scheme or brought in the Courts of England and Wales only (unless you are a resident of Scotland or Northern Ireland in which case any proceedings must be brought in either the Courts of your own country or those of England and Wales). We both also agree that English law (and no other) will apply to your contract (unless proceedings are brought in Scotland or Northern Ireland, in which case Scottish or Northern Irish law, as applicable, will apply instead). If this provision is not acceptable to you, you must tell us at the time of booking.

H9. CONDITIONS OF CARRIAGE

When you travel by air, rail or by sea, your journey may be subject to certain international conventions such as the Warsaw Convention, Montreal Convention the Berne Convention or Athens convention. You agree that the transport company's own Conditions of Carriage will apply to you on that journey. When arranging this transportation for you, we rely on the terms and conditions contained within these international conventions and those 'Conditions of Carriage'. You acknowledge that all of these terms and conditions form part of your contract with us as well as the transport company. You can ask us to provide you with a copy of any of the conditions applicable to your journey. These may limit or exclude liability, especially in respect of lost or delayed baggage.

H10. ADDITIONAL PROVISION RELATING TO CRUISES MARKETED AS "EXPEDITION CRUISES"

In this clause H10, the terms:

"Expedition Cruise" means those cruises marketed by us as "Viking Expedition Cruises" which cruises may involve travel to remote locales, including, but not limited to, the Arctic or Antarctic regions.

"Fit to Travel Letter" means a personal medical questionnaire to be completed by both the Passenger and a qualified medical advisor in a form as prescribed by us and which will be required to be submitted to us (including any updates in respect of the same) prior to you be permitted to travel.

H10.1 INSURANCE

10.1.1 Save where clause 10.1.3 applies, we require all passengers to provide written evidence, prior to departure, that they have in place suitable insurance cover that will cover emergency medical treatment, evacuation and repatriation from the areas to be visited by the relevant cruise. Such cover for emergency medical treatment, evacuation and repatriation must have a limit of indemnity of not less than £250,000. or such alternative level as we may reasonably require. Proof that such insurance cover is on risk will normally be required to be produced to us not less than 12 months prior to the date of departure or, if departure is due less than 12 months after booking, then prior to your booking being confirmed. If you advise us at least 12 months prior to departure that insurance cannot be obtained for you or any member of your group purely

on medical or disability grounds, then, unless clause 10.1.3 applies, you may cancel your booking (but unless otherwise agreed by us so far only as it relates to the relevant individual who is unable to obtain cover) and receive a refund of monies paid in respect of such individual.

10.1.2 You must advise us without delay of any withdrawal of insurance cover (or any circumstances that can reasonably be expected to result in such withdrawal or the policy otherwise being avoided by the insurers) that occurs prior to departure. Immediately prior to departure we may require evidence that insurance cover as required under clause 10.1.1 remains in force and if evidence cannot be produced then, unless clause 10.1.3 applies, we may cancel the booking (whether in total or just in respect of the relevant individual) in which case Cancellation Charges may be levied under clause D1.

10.1.3 We may, in our reasonable discretion, waive the requirements in clauses 10.1.1 and 10.1.2 but such waiver is only likely to be given where an individual who is unable to obtain the required insurance cover is able to provide evidence of alternative financial security that will cover, in full, the reasonably foreseeable costs of emergency medical treatment, evacuation and repatriation. Instances of a waiver of the above conditions are likely to be rare and passengers should discuss individual circumstances with us as soon as they become aware of the same as, if insurance cover is unavailable, it is likely that the relevant passenger should not be travelling on an Expedition Cruise.

10.1.4 Where we intend to cancel an individual's booking under this clause 10 you will be given the opportunity to transfer that individual's place on the booking to someone else suggested by you and clause C2.3 shall apply in respect of any such transfer. Please note where an individual's booking is cancelled under this clause 10 and you cannot fill that person's place, you may have to pay additional monies by way of single or under-occupancy supplements.

H10.2 ACKNOWLEDGMENT OF INCREASED RISKS

By making a booking with us for an Expedition Cruise you and all members of your group acknowledge that:-

(1) the nature of the cruise is such that it comes with additional risks and dangers above and beyond those of other more mainstream cruises, such as, by way of example only, a greater likelihood that you will be exposed to extreme weather conditions or other unpredictable forces of nature (including the behaviour of animals), a greater likelihood that you will be required to exert yourself physically or psychologically, that you will travel to remote regions far from medical services (including regions where it is difficult or even impossible to carry out medical evacuations by helicopter or other means), and that equipment may malfunction in remote locations;

(2) you recognise the increased risks of travelling on an Expedition Cruise and the increased possibility of injury to yourself or your property, and the resulting consequences;

(3) the reason, at least in part, of your travel on an Expedition Cruise is because of the excitement and enjoyment provided on Expedition Cruises resulting from, at least in part, the increased risks inherent in an Expedition Cruise;

(4) Expedition Cruises may not be able to offer the same services and accommodation standards as other more mainstream cruises and that you may be subject to greater restrictions on what you may bring on board; and

(5) the pricing of your ticket for an Expedition Cruise is based on your assumption of the inherent increased risks of an Expedition Cruise.

H10.3 FITNESS TO TRAVEL

By making a booking with us for an Expedition Cruise you and all members of your group acknowledge that:-

(1) embarkation on the vessel will constitute a warranty from each passenger that, save as may have already been disclosed to us in writing, he or she has no physical or psychological condition which entails an unreasonable increased risk to the health or safety of persons on board or to the conduct of the Expedition Cruise;

(2) if we become aware of any such condition, we may cancel the booking or deny boarding (whether in total or just in respect of the relevant individual and including denial of boarding at any port) in which case Cancellation Charges may be levied under clause D1;

(3) in order to travel on an Expedition Cruise, you and all members of your group will be required to (i) provide to us a Fit to Travel Letter approximately 6 months prior to departure (or immediately after booking if you book travel on an Expedition Cruise within 6 months prior to departure); (ii) inform us in writing of any changes to the answers to any items on the Fit to Travel Letter at least 30 days before departure and also at the point of embarkation, and (iii) alert us immediately after you become aware of any changes to any answers to any items on the Fit to Travel Letter after embarkation;

(4) we are not medical advisors and that, notwithstanding the provision to us of any medical information relevant to an Expedition Cruise and/ or you being allowed to embark, such does not constitute any medical advice from us as to the advisability or safety of you participating in an Expedition Cruise or any activities related to an Expedition Cruise; and

(5) you and each member of your group must rely solely on the advice of his or her medical practitioner as to the advisability or safety of participating in an Expedition Cruise or any activities related to an Expedition Cruise.

YOUR KEY RIGHTS UNDER THE PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018

General

The combination of travel services offered to you is a package within the meaning of the Package Travel and Linked Travel Arrangements Regulations 2018.

Therefore you will benefit from all EU rights applying to the packages. Viking River Cruises UK Limited will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Viking River Cruises UK Limited has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key Rights

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, has changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.

- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction or compensation for damages or both where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Viking River Cruises UK Limited has taken out insolvency protection with the following entities:

For flight inclusive holidays: Civil Aviation Authority of 45-59 Kingsway, London WC2B 6TE, www.caa.co.uk, telephone: 0330 103 6350, email: claims@caa.co.uk

For package holidays that do not include a flight: ABTA – the Travel Association at 30 Park Street, London SE1 9EQ, www.abta.com, telephone: 0203 7588779, email: customerprotection@abta.co.uk

THE PACKAGE TRAVEL AND LINKED TRAVEL ARRANGEMENTS REGULATIONS 2018:

Can be found at: www.legislation.gov.uk/uksi/2018/634/contents/made

ADVICE FOR PASSENGERS WITH HEALTH ISSUE, DISABILITIES, IMPAIRED MOBILITY OR OTHER SPECIAL NEEDS

At Viking we want all our passengers to have a safe and enjoyable cruise. Whilst we will always look to make reasonable adjustments for those with specific dietary requirements, health issues, disabilities, impaired mobility or other special needs that may affect their fitness to travel, or ability to make full use of our on board facilities or undertake shore excursions, we are reliant on passengers informing us well in advance of any such matters.

We must be provided with full details of any such issues, including details of those travelling with the relevant passenger who can provide assistance, prior to booking so that we can advise the relevant passenger whether or not the relevant cruise will be suitable and/or whether reasonable adjustments can be made.

Where such issues arise after your booking has been made we must be advised immediately so that we can establish whether or not any reasonable adjustments are required and can be made such that the relevant booking can proceed.

Please note we cannot guarantee that we will always be able to accommodate any required adjustments as any adjustments will be dependent on the particular cruise vessel and the proposed destinations.

Passengers need to be aware that there are inherent risks associated with travelling aboard ships that are unique to cruise tour travel.

For people who are ill, or have a disability or impairment, the risks can be more significant. Guests must normally be able to independently move around the ship in case of an emergency, rough seas, deal with the lack of immediate access to medical services in certain parts of the world, and acknowledge that access to some areas of the ship and ports of call may be limited or impossible. We must reserve the right to determine whether a guest is fit to travel, and to deny boarding or require disembarkation in the event that a guest represents a risk to themselves or to the safety and wellbeing of those on board the ship. The decision of the ship's Master shall be final in respect of such decisions.

Accessibility and Special Needs

Where passengers have any mobility or other special needs please contact our Guest Services team on 020 8780 7900. We may require the completion of a medical or accessibility form by you and/or your doctor to establish the full extent of your likely needs and the extent to which you may require medical or other assistance during the cruise.

If a passenger requires the use of a wheelchair or other mobility equipment, normally this must not exceed 22" in width. Passenger must bring and be solely responsible for all necessary items related to any medical condition or mobility challenge.

Airport, Port & Excursion Accessibility and Limitation

Some ports of call may have physical conditions which may preclude certain passengers from going ashore. Additionally, for cruise tours in China, on the Mekong River, in Egypt, in Ukraine and for other destinations not specifically noted, certain additional conditions, restrictions and limitations exist on board, at the ports, during excursions and on land that are beyond Viking's control.

Ship and airport access in these and other regions, including lack of wheelchair, walker or scooter accessibility, extended periods of standing and steps, are inherently present in tours that may not be appropriate for guests with certain medical conditions and/or physical impairments.

Airports in certain regions typically do not have ramps or elevators.

Excursions sometimes visit ancient sites with uneven terrain and stairs and may include extended periods of walking over uneven surfaces. Guests using wheelchairs, scooters, walkers, crutches, or other mobility aids or who may need physical assistance throughout the trip should consider these needs when making a booking as our onboard personnel are not required to perform personal tasks or assist with eating, dressing, toileting, lifting or pushing a wheelchair.

Motorized scooters typically cannot be taken on board planes in certain regions because authorities such as the China Aviation Administration forbid any battery of capacity greater than 160Wh (most scooter batteries) on board an aircraft. Additionally, lithium batteries cannot be placed in checked baggage and must be hand-carried as on board carry-on. All batteries must have the capacity clearly printed on the outside or they will not be allowed to be on board. To calculate your battery capacity if it is only marked in mAh, divide the mAh number by 1000 and multiply by 3.7. For example, a capacity of 10400mAh./1000=10.4Ah× 3.7v=28.48 Wh (under the limit of 160Wh).

Ship Access

Due to the nature of some ships (including cabin sizes), certain cruise tours are not appropriate for travellers who use wheelchairs, walkers or scooters. To embark/disembark from the ship, guests may have to walk down/up steps and ramps without a walker or wheelchair, as gangways/ramps may not be wide enough to accommodate these items.

Not all ships have elevators, and some have split-level decks and/or significant thresholds. Please note that personnel are not required to lift guests or push wheelchairs.

Potential guests with any mobility or other special needs should review their proposed ship's layout on our website and consider their needs when making a booking.

Denial of Embarkation and Right to Require Removal

Please note that in accordance with our Booking Conditions, we reserve the right to deny embarkation or remove any person from a ship or optional shore excursion who in our reasonable opinion or in the opinion of the ship's Master is not fit to travel and/or has not received written confirmation from us that reasonable adjustments can be made to cater for any particular accessibility requirements.

In such cases, all related expenses, (including those incurred whether by the relevant person or anyone travelling with him or her in returning home) will be borne by the relevant passengers and they shall not be entitled to any refund or any other compensation whatsoever and we shall have no further liability to them.



ADDITIONAL COVID-19 TERMS AND CONDITIONS

VIKING RIVER CRUISES UK LIMITED ("Viking") A company registered in England and Wales (Co.No.01283655) whose registered office is at Nelsons House, 83 Wimbledon Park Side, London, SW19 5LP.

IMPORTANT INFORMATION FOR ALL PASSENGERS: The terms of the below are mandatory for all passengers. By arriving at the relevant port of initial embarkation, Viking are entitled to regard the below as accepted by each such passenger. If any passenger does not accept the provisions of the below they will not be entitled to embark and their booking will be regarded as having been cancelled by them. Please note that the information contained herein is subject to regulations and guidance issued by government (both in the UK and in any other countries that any cruise may visit or pass through) on travel during the COVID-19 pandemic. Such regulations and guidance are subject to change potentially with no or very short notice. In the UK, the Department of Transport and The Foreign and Commonwealth Office have also issued, and will continue to issue, advice which applies to cruises. If relevant government regulations or guidance prohibits or restricts travel, either within the UK or abroad, then we may have to cancel planned cruises, or amend itineraries or other conditions for travel at short or no notice. In such circumstances clause H.1 in our Booking Conditions will apply to such cancellation or amendment and you will be provided with the options set out in clause B.2.1 in our Booking Conditions but no other compensation will be payable. Our Booking Conditions are available to view on our website at www.vikingcruises.co.uk/terms-conditions and contain further information as to our cancellation policies in these circumstances.

INTRODUCTION

The safety of Viking's passengers, staff and contractors is of paramount importance to Viking. In the circumstances, the policy and procedures set out in this document ("Policy") have been developed to assist us in ensuring that we do all that we reasonably can to mitigate the potential for any outbreak of COVID-19 on board and to detail how we would deal with any potential outbreak. Whilst the Policy relates primarily to COVID-19, the Policy does, where applicable, apply equally to any other communicable illness.

The Policy is subject to change at any time by Viking and we will give passengers as much notice as reasonably possible of any changes (whether they come in to force prior to departure or whilst on board).

In particular, as provided in our Booking Conditions, the day-to-day management and control of any Viking vessel remains with the vessel Master and nothing in this Policy shall affect the ultimate authority of any Master to vary the Policy from time to time or require additional policies and/or procedures to be adopted.

BY ARRIVING AT THE RELEVANT PORT OF INITIAL EMBARKATION, ALL PASSENGERS ACCEPT THAT THEY ARE REQUIRED TO COMPLY AT ALL TIMES WITH THE POLICY (INCLUDING ANY UPDATES OR VARIATIONS TO THE SAME AND ANY VARIED OR ADDITIONAL POLICIES DETERMINED BY THE MASTER). FAILURE TO COMPLY IS LIKELY TO RESULT IN THE RELEVANT PASSENGER OR CREW MEMBER BEING REQUIRED TO DISEMBARK THE VESSEL WITHOUT COMPENSATION OR OTHER LIABILITY ON THE PART OF VIKING.

1. Medical Advice and Acknowledgement of Health Risks

All passengers are encouraged to discuss the advisability of travel with their doctor in advance of departure and to keep abreast of all World Health Organization and Governmental information and guidance (whether in the UK or in any country to be visited as part of any cruise itinerary and including travel advice, vaccination requirements and quarantine requirements on return home).

If passengers have any concerns or require any further information or guidance then contact should be made as early as possible with Viking by email or telephone to customerservices@vikingcruises.com or +44 208 780 7900 and we will do our best to assist.

By embarking on any vessel, passengers acknowledge, understand and accept that, whilst aboard the vessel, in terminals and boarding areas, or during activities ashore and/or while travelling to or from the vessel, they may be exposed to communicable illnesses, including but not limited to COVID-19, influenza, colds and norovirus and other communicable illnesses. All passengers must understand and accept that the risk of exposure to such communicable illnesses is inherent in most activities where people interact or share common facilities, are largely beyond Viking's control, and that risk cannot be completely eliminated.

2. Right to Refuse Booking or Passage, to Disembark or Quarantine

Unless otherwise prohibited by applicable law, Viking reserves the right to refuse a booking, deny embarkation, disembark passengers, confine passengers to a stateroom or other quarantine facility (which may or may not be on board) or remove any person from a vessel or prevent them from taking part in any shore excursion where such passengers may be suffering from (or may reasonably be regarded as having potentially been infected with) a contagious or infectious disease (including but not limited to COVID-19), or who, in Viking's sole opinion, is not fit to travel, or whose presence, in the opinion of the Master or any doctor, may be detrimental to the comfort, safety or wellbeing of the person or any other person, or in the Master's opinion, might be excluded from landing at any destination by immigration or other local governmental authorities. By arriving at the relevant port of embarkation all passengers must accept that such decisions are final and binding.

3. Agreement to Comply with Policies

In developing this Policy, Viking has taken account, and will continue to take account, of the guidance and directives of relevant governments and health authorities and such guidance and directives may change from time to time. In the circumstances, this Policy may change as a result (potentially at short notice).

All passengers must agree to comply, not only with this Policy, but also such further health and safety policies as Viking may have in place at any time (including those set out on our website at www.vikingcruises.co.uk or as may be detailed in any communication, message or instructions delivered in writing or orally by Viking's personnel) at all times including pre-embarkation, during embarkation procedures, whilst on board, during port calls and shore excursions and/or final disembarkation.

4. COVID-19 Policies and Procedures

By arriving at the relevant port of embarkation, all passengers acknowledge that Viking's COVID-19 Policies and Procedures may include (but are not be limited to):

- (1) Completion of accurate, truthful and complete health questionnaires containing any health or travel-related questions as determined by Viking in its sole discretion based on advice from relevant government or health authorities or medical experts for each passenger prior to leaving home (relevant questionnaires will be made available at www.MyVikingJourney.com). Such questionnaires will be required for completion prior to boarding, during pre-embarkation procedures, and daily (or otherwise periodically) onboard during the cruise.
- (2) Pre-embarkation COVID-19 testing (such as but not limited to Polymerase Chain Reaction ("PCR") testing) which may be followed by a period of isolation until test results are available.
- (3) COVID-19 testing (such as but not limited to PCR testing) daily (or otherwise periodically) during the cruise.
- (4) Temperature checks of each passenger prior to boarding (including at hotels and during embarkation procedures) and daily (or otherwise periodically) during the cruise (which may include the use of facial recognition technology).

- (5) Modified capacity rules for activities (including but not limited to restaurants, lounges, gyms, and entertainment events onboard and for shore excursions) which may limit or eliminate the ability of passengers to participate in particular activities or use particular facilities.
- (6) Mandatory use by each passenger of face masks meeting such guidelines as Viking may from time to time require or which are otherwise acceptable to Viking in its sole discretion), prior to embarkation (including at airports, during ground transportation or during hotel stays), during embarkation procedures, whilst on board and during disembarkation and shore excursions. Face masks will not normally be required when a passenger is in his or her own cabin, while eating or drinking, where social distancing is possible, or when on open passenger decks or stateroom verandas.
- (7) Mandatory social distancing and/or limited numbers for groups of passengers at any/all times prior to embarkation (including at airports, during ground transportation or during hotel stays), during embarkation procedures, while onboard and during disembarkation and shore excursions.
- (8) Additional restrictions during shore excursions depending on local conditions, including but not limited to denial of disembarkation at destinations unless participating in only Viking approved shore excursions.
- (9) Mandatory hand-sanitising by passengers upon entry or exit of any public areas.
- (10) The confinement of passengers to cabins (both passengers' own cabins and cabins specially used for isolation), quarantine or emergency disembarkation of passengers if, in Viking's sole discretion, such steps are necessary to prevent or slow the spread of COVID-19.
- (11) The required completion by passengers, in a timely manner, of any written authorisations or consent forms required for Viking to comply with and monitor its COVID-19 Policies and Procedures (including but not limited to medical information, medical privacy, or personal data privacy consent forms).
- (12) The timely submission by passengers of any medical samples required for Viking to comply with and monitor its COVID-19 Policies and Procedures.
- (13) The full cooperation by passengers during any initial or follow-up medical evaluations (including by telephone, in-person, or in writing and including prior to travel, any time prior to embarkation and during the cruise) of any passenger whose responses to questionnaires, test results, or other information leads Viking to believe a passenger may have or have been exposed to COVID-19
- (14) The timely submission by passengers of contact tracing information which passengers acknowledge Viking and its testing providers have the right and/or legal obligation to share with relevant governmental or health authorities along with the results of any tests.

5. Consequences of Noncompliance

Notwithstanding any other provision contained in this Policy, any noncompliance by a passenger or members of his or her travelling party with this Policy or the provision of false information shall be grounds for refusal to board, refusal to re-board after going ashore, quarantine onboard the vessel, disembarkation, reporting to governmental or health authorities, or other steps deemed necessary in Viking's sole discretion under the circumstances to protect the health and well-being of others.

In such circumstances, passengers shall not be entitled to a refund or compensation of any kind and will be responsible for all related costs and fines (including without limitation travel expenses, lodging and medical expenses, cost incurred in the provision of proper travel documentation for any port, or for departure from or arrival to any relevant country. Under no circumstances shall Viking be liable for any damages or expenses whatsoever incurred by any passenger as a result of such denial of boarding, refusal to re-board, quarantine, disembarkation, or other steps taken by Viking in accordance with this Policy

6. Confirmed or Suspected COVID-19 Case before Embarkation

All passengers must understand and agree that if, at any time within 14 days prior to scheduled embarkation or during embarkation procedures, they test positive for COVID-19, exhibit signs or symptoms of COVID-19,

or Viking otherwise determines in its sole discretion that a passenger is unfit to embark due to COVID-19 or any other communicable disease, Viking will deny embarkation to that passenger and any other passenger in his or her party who has been in close contact with him or her. All passengers must agree that if, within 14 days prior to scheduled embarkation, they and/or any persons travelling with them have had contact with or helped care for anyone suspected or diagnosed as having, or anyone subject to health monitoring for possible exposure to, COVID-19 or other communicable disease, may be subject to medical evaluation and denied embarkation.

If passengers are denied initial embarkation at the port of initial departure because of an infection, confirmed by a medical test, with COVID-19 or other communicable disease, then, unless Viking determines that the relevant passenger has failed to comply with its COVID-19 Policies and Procedures, they will be entitled to a future cruise credit (subject to such terms and conditions that apply to the relevant future cruise credit at the relevant time) equal in value to not less than the amount paid as by them to Viking for the relevant cruise (in all cases subject to the provision of satisfactory verification of results of any tests administered by providers other than those retained by Viking).

The above will also apply If passengers are denied initial embarkation at the port of initial departure because Viking, in its sole discretion, suspects they may be infected with COVID-19 or other communicable disease, unless Viking determines that the relevant passenger has failed to comply with its COVID-19 Policies and Procedures.

Save as set out above and to the extent that the law permits, where the above applies, no other compensation shall be payable by Viking to passengers affected by denial of embarkation at the port of initial departure and Viking shall have no further liability to the affected passengers.

7. Confirmed or Suspected COVID-19 Case after Embarkation

All passengers must understand and agree that if, after embarkation, and even if they have fully complied with all COVID-19 Policies and Procedures, they test positive for, or exhibits signs or symptoms of, COVID-19 or other communicable disease, Viking may disembark them, refuse to re-board them after a shore excursion, or quarantine them (whether on board or in an alternative facility) along with members of their travelling party, or take other steps which Viking determines, in its sole discretion, are necessary under the circumstances to protect the health and well-being of others.

If a passenger has a case of COVID-19 or other communicable disease which is confirmed by a medical test and he or she (or any other member of his or her travelling party) is disembarked, refused re-boarding, or quarantined otherwise than on board the vessel as a result, then, unless Viking determines that he or she has failed to comply with its COVID-19 Policies and Procedures (and subject to the provision of verification satisfactory to Viking of results of any tests administered by providers other than those retained by Viking) affected passengers will be entitled to a refund of a pro rata amount (based on the proportion of the cruise affected) of the amount paid as by them to Viking for the relevant cruise or, at the passenger's election, a future cruise credit (subject to such terms and conditions that apply to the relevant future cruise credit at the relevant time) equal in value to not less than such pro rata amount.

The above will also apply If passengers are disembarked, refused re-boarding or quarantined otherwise than on board the vessel because Viking, in its sole discretion, suspects they may be infected with COVID-19 or other communicable disease, unless Viking determines that the relevant passenger has failed to comply with its COVID-19 Policies and Procedures.

Save as set out above and to the extent that the law permits, where the above applies, no other compensation shall be payable by Viking to passengers affected by disembarkation, refusal or reboarding or quarantining and Viking shall have no further liability to the affected passengers.