

TERMS AND CONDITIONS (2024)

2024 Uniworld UK Terms & Conditions

We at Uniworld want to do everything we can to make sure your holiday is enjoyable and worry-free. As part of that commitment, we are including the following information about your trip. By confirming the reservation with payment, the guest/travel agent acknowledges that they are aware of and will comply with these terms and condition. For up to date terms and conditions, visit uniworld.com/terms-and-conditions for updates.

Your agreement is with Uniworld River Cruises Limited ("Uniworld"), Company Number 58915, a company registered in Guernsey whose registered office address is Travel House, Rue du Manoir, St Peter Port, Guernsey, Channel Islands GY1 2JH. A contract will come into existence between us when you make a reservation with us.

All contracts with Uniworld are made subject to the terms of these booking conditions and are governed by English law and the jurisdiction of the English Courts, you may however, choose the jurisdiction of Scotland or Northern Ireland if you wish to do so.

The invalidity of any provisions herein shall not affect the validity of any other provisions. The agreement shall be construed as though the invalid provision was not contained herein and was replaced with an enforceable provision as similar as possible to the original provision.

YOUR TRIP

All fares are per guest in Pound Sterling based on double occupancy unless otherwise noted. Fares are capacity controlled and are subject to change at any time without notice. All applicable discounts are applied sequentially. Fixed savings amounts are deducted prior to applying any percentage-based discounts. Availability of all stateroom categories cannot be guaranteed. Additional restrictions may apply. If you have purchased your air with Uniworld and/or you have purchased a cruise-tour package with Uniworld that includes air, your entire package price will be guaranteed at time of initial payment.

Reservations and Payments: A deposit of at least 15% of the cruise/tour fare (cruise/tour plus port charge plus pre and/or post land extensions, less applicable discounts), per person is required at time of booking. Final payment is due at least 120 days prior to departure. For new bookings, a courtesy hold of up to 72 hours is allowed but cannot extend past the final payment due date. For bookings made within 120 days of departure, full payment is due at time of booking. Reservations will be cancelled if payments are not received in a timely manner. Your airfare, tax, and fuel surcharges are final.

Items Not Included in the Published Price: These include, but are not limited to, airfares to and from your destination except where specified; airport/departure taxes; excess baggage charges; aircraft seat assignments; cost of passports and visas; taxes; laundry; phone calls; all items of a personal nature; items not included on regular menus; meals not detailed in the itinerary; expenses for additional sightseeing not specified in the itinerary; and health, accident, baggage, or travel protection plans.

COMPLIMENTARY BEVERAGES FOR UNIWORLD PROGRAMMES:

- Europe: Complimentary beverages onboard include wine, beer, spirits, specialty coffee, tea, soft drinks, and mineral water.
- Vietnam & Cambodia: Complimentary house wine, local spirits and beer, soft drinks, tea and coffee will be served throughout the cruise. Onshore lunches include complimentary soft drinks, coffee, and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee, and tea.
- India: Complimentary house wine, local spirits and beer, soft drinks, tea, and coffee will be served throughout the cruise. Onshore lunches include complimentary coffee and tea. Onshore dinners include complimentary house wine, local beer, soft drinks, coffee, and tea.
- Egypt: Complimentary house wine, local beer, soft drinks, tea, and coffee will be served during lunch and dinner onboard.
- Peru: Complimentary house wine and beer, spirits, soft drinks, tea, and coffee will be served on the *Aria Amazon*, between 6 AM and 11 PM throughout the cruise. Onboard meals include complimentary house wine and beer, soft drinks, coffee and tea. Onshore lunches and dinners include complimentary soft drinks, coffee, and tea.

GRATUITIES:

- Europe: Gratuities for onboard personnel (ship staff, crew, Cruise/Tour Manager) are included during the cruise/tour.
- Asia, Egypt, and Peru: Gratuities for onboard and onshore personnel are included during the cruise/tour and extensions.

Cancellation Policy: We hope nothing will come between you and your Uniworld holiday. Should you need to cancel your booking or any portion of it, your cancellation must be received in writing. It will be effective on the date of receipt. Cancellation charges, per person and based upon the date of cancellation, are as follows:

These cancellation fees are in addition to any cancellation fees that might be levied by your travel agent. There is no refund for unused services or for unused portions of the trip.

Cancellation charges, per person and based upon the date of cancellation, are as follows:

Cancellation Notice Received Before Cruise/Tour Start Date	Compensation If We Make A Major Change Which You Accept
120 days or more	£Nil
119 – 90 days	£15
89 – 60 days	£30
59 – 30 days	£45
Less than 30 days or no show	£50
Cancellation Notice Received Before Cruise/Tour Start Date	Compensation If We Make A Major Change And You Cancel Your Holiday
120 days or more	£Nil
119 – 90 days	100% of holiday price + £10
89 – 60 days	100% of holiday price + £15
59 – 30 days	100% of holiday price + £20
Less than 30 days or no show	100% of holiday price + £20
Cancellation Notice Received Before Cruise/Tour Start Date	If We Cancel Your Holiday, Amount You Will Receive From Us

120 days or more	Deposit only + any refundable prepayments
119 – 90 days	100% of holiday price + £15
89 – 60 days	100% of holiday price + £30
59 – 30 days	100% of holiday price + £45
Less than 30 days or no show	100% of holiday price + £50
Cancellation Notice Received Before Cruise/Tour Start Date	If You Cancel Your Holiday, Amount Of Cancellation Charges
120 days or more	£150 per person + air cancellation fees if applicable
119 – 90 days	20% of holiday price + air cancellation fees if applicable
89 – 60 days	35% of holiday price + air cancellation fees if applicable
59 – 30 days	50% of holiday price + air cancellation fees if applicable
Less than 30 days or no show	100% of holiday price + air cancellation fees if applicable
** Holiday price is defined as the cost of your reservation purchased from Uniworld.	

Cancellation Protection Programme — 5 Year Guarantee: Should your plans change, and you cancel your booking one hundred and twenty (120) days or more prior to your cruise-tour start date, you will receive a credit of £150 per person, valid for up to five years from date of cancellation. This credit is non-transferable, cannot be used as deposit for a future booking and can only be used as a credit (no cash value). Only one credit per person can be applied to each cruise or cruise/tour booked, and is combinable with all current Uniworld promotions.

Rivers Of The World bookings: For cancellation 120 days or more prior to departure the cancellation charge is £1,750 per person. For cancellations less than 120 days from departure please refer to the above schedule.

Revision Fee: A fee of £50 per person, per transaction, will be charged for any revision made to the reservation unless the change increased the value of the booking. A passenger name change and cruise-tour date change will be treated as a cancellation subject to our cancellation policy, and a new reservation must be made. Any revision to a booking may result in the loss of a confirmed airline reservation, Uniworld change fees (refer to the Air Travel change fees section for details), increased airfare, and any charges levied by the airlines, which will be payable by the passenger.

YOUR FLIGHT

Airfare: Uniworld wants to help make your entire holiday smooth sailing, so we offer a service to arrange UK flights at the time of booking. Clients booking their own flights need to check with their reservations specialist to ensure flights are booked into and out of the correct airports. Some cities have more than one airport and transfers operate out of a specific airport. As airfares and schedules are subject to availability, we encourage you to book early. Upon receipt of air deposit your airfare, tax and fuel surcharges are final. Once air is booked and deposited, we may issue your air ticket at any time.

Air Travel Change Fees: If you, as the Passenger, change your air travel itinerary before your ticket is issued, you may be charged a change fee by the Airline. This charge will apply each time you make a change. If you change your air travel plans after your ticket is issued, you can be charged a penalty of up to 100% of the airfare cost and you will be responsible for any increase in airfare and/or penalties levied by the airline.

Airline Cancellations: For airline arrangements made by Uniworld, cancellation charges will apply of £50 per person plus any airline-imposed penalties which may be up to 100% of the air ticket value.

Air Bookings and Restrictions: We are required to collect the full first, middle, and last name as it appears on your passport, as well as date of birth and gender. This information is required before we can book your air. Uniworld is not responsible for denied boarding or reissue costs due to an incorrect name, date of birth, or gender information supplied to Uniworld. Flight itineraries provided prior to ticketing are subject to change without notice. Uniworld is not responsible for any inconvenience or any costs or fees incurred by delays, lost luggage, or disruption of air service. Flight itineraries provided are subject to change by the Air Carrier(s). We recommend you contact the airline within seven (7) days of departure to reconfirm your flights.

Seat Assignments and Special Services: Requests for seat assignments, special meals, and special services must be made directly to the airline. Not all airlines offer pre assigned seats, some may charge for pre-assigned seats and any additional charge imposed by the airlines will be at the guest's expense. Seating is solely under the airlines' control, as are itinerary changes, flight delays, and schedule changes. Some airfares used by Uniworld are not eligible for frequent flyer mileage or seat upgrades.

ARRIVAL AND DEPARTURE TRANSFERS

Complimentary Group Transfers: Complimentary group transfers are available between the airport and the ship/hotel on the day the cruise or cruise-tour begins, and between the ship/hotel and the airport on the day the cruise or cruise-tour ends, when flight arrival and departure times meet our published Transfer Guidelines. Please note, there may be a waiting period of two hours or more unless private car transfers have been purchased.

Please note: Due to airport restrictions, group transfer motor coaches may not be allowed to park near the terminal exit. As a result, guests with group transfers should expect to walk up to 15 minutes or longer from the terminal to the motor coach. Our airport representatives have limited ability to carry luggage or assist guests with mobility needs. Guests who want or need assistance on arrival are advised to consider booking a private transfer, as private cars can usually stop in front of the terminal exit and provide guests with more assistance.

Private Car Transfers: Private car transfers for up to two guests per car are available between the airport and the ship/hotel on the day the cruise or cruise-tour begins, and between the ship/hotel and the airport on the day the cruise or cruise-tour ends, for guests whose flights fall within our published Transfer Guidelines.

Transfer Guidelines: Please visit our [Arrivals, Departures & Transfers](#) page to view the flight arrival and departure times that meet our transfer guidelines. If your flight arrangements arrive/depart outside of these parameters, you must make your own transfer arrangements. Guests making their own flight arrangements must provide their flight details to Uniworld no later than forty-five (45) days prior to departure to schedule their transfers. Uniworld will not be responsible for missed transfers due to delayed or cancelled flights, or for missed cruise/trip days, or for extra costs resulting from the foregoing.

ADDITIONAL CONSIDERATIONS

Baggage Fees, Baggage, and Personal Belongings: Uniworld allows one (1) suitcase, one (1) carry-on bag, and one (1) personal bag (handbag, computer case, etc.) per person onboard our ships and motor coaches. Airlines may have additional baggage restrictions and may impose additional fees for checked baggage and/or excess baggage. Additional taxes and surcharges may be collected by foreign government and non-government entities. Keep an eye on your baggage—it is your responsibility throughout the trip. Uniworld is not responsible for loss, theft, or damage to baggage and/or personal belongings at any time during the cruise, or on included transfers and other transportation.

Check-In and Check-Out Times: Please note that standard check-in and check-out times will apply regardless of flight schedules or transfer arrangements.

- **Arrivals:** On the day of embarkation your stateroom will be ready after 3:00pm. Guests who embark prior to 3:00pm can wait in one of the public areas onboard. For itineraries beginning at a hotel, your room will be ready after the hotel's standard check-in time. We are unable to request early check-ins.
- **Departures:** On the day of disembarkation you must vacate your stateroom by 8:00am. Guests with flights departing later in the day may wait onboard in one of the public areas until 1:00pm or later, depending on the sailing schedule. For itineraries ending at a hotel, you must vacate your room by the hotel's standard check-out time. We are unable to request late check-outs.

Flights included as part of the cruise-tour itinerary: Should your Uniworld itinerary include one or more flights within the region visited as part of your cruise-tour itinerary, such flights will be in economy class. Should passengers' baggage exceed the airline's limit, excess baggage fees may be levied and will be the passengers' responsibility to pay.

Mandatory Passenger Registration: Uniworld Guests are required to register for their cruise at [my.Uniworld.com](https://my.uniworld.com). There you can provide the following necessary information:

- Your personal details, including your email address and phone number.
- Your emergency contact info and travel insurance details, just in case we need it.
- Any dietary, medical or other special requirements you may have.

Documents: Provided full payment has been received on time and registration is completed, travel documents will be available to download in electronic format 21 days prior to travel from [my.Uniworld.com](https://my.uniworld.com). Here, you'll also find information about your cruise such as the point of embarkation, your accommodations, and answers to a host of FAQs.

Passports: A valid passport is required to travel on all Uniworld programmes. Passports must be valid for at least six (6) months after the scheduled return date of the trip. You should check with your travel agent or Consulate Service for information regarding necessary visas and other documentation.

- Check your passport to confirm it will be valid for your travel dates, and allow time to renew if needed.
- Passport validity rules vary from country to country, so check the FCDO travel advice to find out the rules for the country you're visiting.
- If you're travelling to any country in the EU (except Ireland), the rules for British passport holders are different now that the UK is no longer in the EU. Your passport must have been issued less than 10 years before the date you enter the EU and it must be valid for at least three months after the day you plan to leave. Airlines may have additional requirements.
- Children's passports are only valid for five years.
- Visit abta.com/passports for extra guidance.

Visas: Any Visa(s) or other documentation required for a particular itinerary is the sole responsibility of the guest. Due to government-imposed security/immigration measures, passport information and emergency contact information are required for all passengers prior to release of documentation.

As a courtesy, our website, www.uniworld.com in the **"Already Booked"** section, offers a link to a visa service company where you can obtain additional information. Obtaining and carrying these documents is your sole responsibility, Uniworld will not be responsible for advising and/or obtaining required travel documentation for any passenger, or for any delays, damages and/or losses, including missed portions of your trip, related to improper travel documentation.

Travel Insurance Recommendation: We strongly encourage you to purchase travel protection when travelling with Uniworld. Should you choose to travel on Uniworld without travel insurance coverage you will need to acknowledge your agreement to take full responsibility for all expenses (trip interruption, trip delay, medical expenses, quarantine expenses and emergency evacuation/repatriation) that may arise while travelling with Uniworld. Your cruise documents will not be released until the insurance acknowledgement section of the [Passenger Information Form](#) found on **"My Uniworld"** has been completed. If you do not currently have travel insurance, please contact Uniworld or your travel advisor as soon as possible to discuss your options.

Itinerary Changes: You can count on the value of Uniworld's experience and regional knowledge to make sure you enjoy your cruise-tour even when conditions beyond our control occur. The very nature of a river, its sources, and networks of bridges and locks, means that there will be times when weather or other conditions in a region require Uniworld to make adjustments and/or modifications to an itinerary. Although every effort will be made to keep itineraries, vessels, and hotels as they are shown in the brochure, Uniworld reserves the right to substitute itineraries, hotels or vessels. In such cases, we will do everything we can to make sure the locations visited, the excursions taken, and the hotels or vessels offered are similar to the ones originally planned.

Changes which are minor in nature will not result in eligibility for a refund or compensation, these include but are not limited to changing order of itineraries, arrival/departure times, providing alternative stops and experiences and provision of alternative accommodation.

Where Uniworld makes a major change unless the change arises for unusual or unforeseeable reasons outside of our control (also referred to as reasons of "force majeure", and includes war (and threat of war), riot, industrial dispute, actual or threatened terrorist activity and its

consequences, civil disturbances, natural or nuclear disaster, fire, adverse weather conditions, epidemics, pandemics, unavoidable technical problems with transportation and any other similar events):

Before the departure of the cruise-tour guests are entitled to cancel the cruise-tour, receive a full refund of monies paid and compensation as laid out in the table above.

After the departure of the cruise-tour guests are entitled to cancel the remaining portion of the cruise-tour, receive a refund of the unused portion of cruise-tour and compensation of £50 per person.

In the event of a major change and the guest wishes to remain on the cruise-tour the guest is entitled to a refund of any price difference where the price of the cruise-tour provided is less than the cruise-tour booked.

Extensions/Land Tours: Uniworld reserves the right to reschedule and/or cancel land extensions or land tours if the minimum number of participants (20 people) is not met or for safety reasons. If you, as the Passenger, choose to cancel your pre- or post-cruise extension one hundred and nineteen (119) days or less before departure, then please refer to the Cancellation Policy section for the applicable cancellation policy and penalties that will be applied.

Advanced, Cancelled, or Delayed Sailing: Uniworld reserves the right to cancel, advance, postpone or modify scheduled departure, return or itinerary dates, as well as locations, events and schedules, and may, but is not obligated to, substitute, vary, alter, reschedule, cancel and/or relocate any accommodations, vessels, modes of transportation and other aspects of the holiday. Uniworld is authorized to take these actions due to causes or circumstances of any kind or nature beyond Uniworld's control, or causes or circumstances within Uniworld's control that Uniworld deems to make such actions appropriate. Uniworld will not be liable for cancellation, delay, rescheduling or other adjustment or impact to a departure or itinerary, or other aspects of the holiday brought about due to force majeure or other circumstance beyond its control that prevents or interferes with any aspect of the cruise-tour, also including governmental and administrative actions. Uniworld is not responsible for other travel arrangements affected due to our cancellations or changes and is not liable for any cancellation or change costs or penalties incurred on other travel arrangements, including air tickets.

Security: Security is a major concern to all of us and the situation globally is constantly changing. Events around the world, coupled with the "Travel Advisories" put out by various governments, may at times necessitate changes to the accommodations and itinerary or even trip cancellation. Risks are involved in travel to any country that may experience security difficulties. You must accept these risks and assume responsibility for your own travel decisions.

Health and Mobility: The Company strives to provide a safe, enjoyable, and memorable travel experience for all passengers, and has therefore put the following policies in place:

- All guests must ensure they are medically and physically fit for travel.
- Passengers are required to advise the Company at time of booking of any physical, medical, or other special needs that require accommodation. After the time of booking, should a Passenger develop a physical or medical condition that requires accommodation, the Passenger is required to advise the Company.
- The Company may impose health and safety requirements necessary for the safe operation of the cruise-tour, and for the wellbeing of our Passengers and crew. The Company may also exclude an individual from participating in a tour or activity if that individual's participation poses a direct threat to health or safety. To stop the spread of contagious illnesses, the Company or local authorities may require the isolation or quarantine of Passengers. These measures will not result in the eligibility for a refund of unused features or services.
- The Company welcomes Passengers with special needs or disabilities, however please note that the Company does not provide personal medical or mobility devices (such as wheelchairs, hearing aids, or prescription eye glasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, toileting, or dressing). A companion capable of providing such assistance must accompany any Passenger who requires services of a personal nature.
- The Company does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. The Company is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or for the quality of the care or services received.
- Passengers should be aware some tours include rough terrain, extensive walking over cobblestone streets, uneven pavement, stairs, and locations which may not be easily accessible or accessible by wheelchair. During the tour, the Company may make arrangements with carriers, hotels, and other independent suppliers to provide travel services. These parties are independent entities over which the Company has no control. Accommodations on international tours may differ from those in your home country. The Company cannot guarantee disability access or accommodations for passengers travelling on international tours.
- The Company may, in its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with Company's Terms and Conditions.

Young Travellers:

Europe, Asia, India, and Egypt: Guests must be 4 years of age or older. Guests who are less than 18 years of age must be accompanied by a parent or guardian and booked in a cabin with someone who is 21 years of age or older.

Peru: Guests must be 7 years of age or older. Guests under 21 must be booked in a cabin with someone who is 25 years of age or older, or travelling with a parent or guardian who is booked in a connecting suite. Some excursions may not be suitable for young children.

Please note: Our [Generations](#) programme departures include programmes and services designed for families traveling with children. Adults accompanying children are responsible for their safety and behavior onboard and onshore.

Smoking Policy: For the comfort of all our Guests, smoking is only permitted on the sun decks of our ships. Smoking is not permitted on motor coaches. This policy applies to all forms of smoking materials including vapor e-cigarettes.

Diets: Please advise the Uniworld reservation agent of specific dietary considerations and we will do our best to accommodate your request. Please also indicate your needs when you complete the [Passenger Information Form](#) at uniworld.com.

Pets: Pets are not permitted on Uniworld trips.

LEGAL NOTES

International Treaties: Our liability is also limited by the contractual terms of the companies that provide the transportation for tour travel arrangements (which are incorporated into this contract) and international conventions which may apply to the services provided by us, our suppliers or agents with respect to any claim of any nature brought by you against us as a result of the provision of those services.

International conventions which apply may include: Warsaw Convention 1929, (as amended by Hague Protocol and Montreal Protocol) in relation to air travel or Montreal Convention; the Berne Convention for rail travel; Athens Convention 1974 for carriage by sea; The Geneva Convention for carriage by road and the Paris Convention 1962 for accommodation. We are to be regarded as having all the benefits of these conventions on limiting our liability in relation to any claim for death, injury, loss damage and delay to guests and luggage.

Other Conditions: It is your responsibility to comply with the terms, conditions or requirements of any service provider, or any country or governmental authorities, or to bear any costs or losses incurred as a consequence of you not complying with them.

Data Protection Statement: In order to process your tour booking, Uniworld will need to use personal information for you and other guests included in your booking. This personal information may include each guest's name, address, phone number, email address, passport number, credit/debit card number and sensitive information such as health, medical, dietary, mobility, religious or other special requirements. This personal information may be passed on to other suppliers of your travel arrangements in addition to public authorities (such as customs and immigration), security and credit checking organizations, and otherwise as required by law. Similarly, we may also need to provide personal information to contractors who provide services to or for us (e.g., sending mail, processing payments, providing marketing assistance). This may involve sending personal information (including sensitive information) to other countries that may not afford the same level of protection of personal information.

We may also use the personal information you provide us to review and improve the cruises and services that we offer, and to contact you (by post, email and/or telephone) about other tours and services offered by Uniworld River Cruises that you may be interested in. If you don't want to receive this information, or if you want a copy of the personal information we hold about you, write to us at Uniworld per address details below. Uniworld River Cruises may charge a fee for supplying you with this information as permitted by law.

COMPLAINT PROCEDURES AND CONSUMER PROTECTION: If you have a problem during your holiday please inform Uniworld's Hotel Manager/local representatives immediately, who will try to make things right. If the matter was not resolved locally, please write to Uniworld's Guest Relations department at 58 Av. Louis Casar, CH-1216 Cointrin, Switzerland within 60 days of the end of the Uniworld holiday, as it is important that you provide us the information quickly. Please quote your booking reference number and all relevant information. Failure to follow this procedure may delay or deny us the opportunity to investigate and rectify the problem, which may affect the way your complaint is dealt with and your rights under this contract.

Arbitration of Disputes: Disputes arising out of or in connection with this contract which cannot be amicably settled, may, (if the customer so wishes) be referred to arbitration under a Special Scheme which, though devised by arrangement with the Association of British Travel Agents, is administered quite independently by the Chartered Institute of Arbitrators. The Scheme (details of which will be supplied on request) provides for a simple and inexpensive method of arbitration on documents alone with restricted liability on the customer in respect of costs. The Scheme does not apply to claims for an amount greater than £5,000 per person. There is also a limit of £25,000 per booking. Neither does it apply to claims which are solely or mainly in respect of physical injury or illness. The rules of the Scheme provide that the application for arbitration must be made within nine months of the return from the holiday, but in special circumstances it may still be offered outside this period.

We provide full financial protection for our package holidays. When you buy an ATOL protected air holiday package, flight and/or "flight plus" holiday from Uniworld you will receive an ATOL certificate from us (or via our authorized agent through which you booked), confirming your protection under our Air Travel Organizers' License number 10975. This lists what is financially protected, where you can get information on what this means for you and who to contact if things go wrong.

We or the suppliers identified on your ATOL Certificate, will provide you with the services listed on the ATOL Certificate (or suitable alternative). In some cases, where we nor the suppliers are able to do so for 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 that to accept in those circumstances the alternative ATOL holder will perform those obligations and you agree to pay any money outstanding to be paid by you under your contract to that alternative ATOL holder. However, you also agree that in some cases it will not be possible to appoint an alternative ATOL holder, in which case you will be entitled to make a claim under the ATOL scheme (or your credit card issuer where applicable).

If we, or the suppliers identified on your ATOL Certificate, are unable to provide the services listed (or a suitable alternative, through an alternative ATOL holder or otherwise) for reasons of insolvency, the Trustees of the Air Travel Trust may make a payment to (or confer a benefit on) you under the ATOL scheme. You agree that in return for such 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 claims against us, the Travel Agent (or the credit issuer where applicable). You also agree that any such claims may be re-assigned to another body, if that body has paid sums you have claimed under the ATOL scheme.

Each guest is required to comply with the terms, conditions, requirements, laws, rules and/or regulations of any service provider, or any country or governmental authority, and shall be liable for any such non-compliance. When you buy a package holiday that does not include a flight, protection is provided by way of a bond held by ABTA.



ABTA STATEMENT: Uniworld is a member of ABTA with membership number Y6200. We are obliged to maintain a high standard of service to you by ABTA's Code of Conduct. Further information on the Code of Conduct and ABTA's assistance in resolving disputes can be found at www.abta.com.

Important Note: It is the guests' responsibility to ensure all necessary visas are obtained prior to departure and their passport is valid as per the laws of the country that they are travelling in or through. We do not accept any responsibility and will not make any refunds if you cannot travel because you have not complied with any passport, visa or immigration requirements or if you have lost or mislaid any necessary documents (including travel documentation). Uniworld will also not be liable in circumstances where entry is refused to another country for any reason. You should also contact your GP or specialist vaccination centre for details of any measures you may need to take prior to

departure, The Foreign & Commonwealth Office (FCO) may have issued information on the FCO's website at www.fco.gov.uk/travel. For travel information, you can also visit ABTA's website on www.abta.com or phone them on 0901 201 5050 (calls are charged at 50p / minute).

All guest claims must be submitted in writing and received by Uniworld no later than 60 days after completion of the Uniworld holiday. Guest claims not submitted and received within this time shall be deemed to be waived and barred. In any legal action, arbitration, or other proceeding to enforce, interpret or construe the terms of this Agreement, or concerning any grievance relating to the cruise and/or tour, the prevailing party shall be entitled to recover actual reasonable attorneys' fees, costs and expenses.

Omissions: Uniworld is not responsible for omissions, printing and/or presentation errors in brochures, on Internet sites, or in any other media where such information may be presented; we reserve the right to make corrections as required.

Time of Publishing: The Terms and Conditions listed are those in effect at the time of printing and remain in effect until replaced. These Terms and Conditions replace all previous versions.

UNIWORLD RIVER CRUISES LTD.

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All Continental Europe cruises are operated by

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