

**Terms and Conditions of Travel
of the Company SEA CLOUD CRUISES GmbH
in its capacity as Tour Organizer for SY SEA CLOUD,
SY SEA CLOUD II and SY SEA CLOUD SPIRIT**

Dear Guest,

We hope that you have found the appropriate vacation trip in our program, and we welcome you to the exclusive circle of SEA CLOUD CRUISES GmbH (SCC) guests. Please read the following **Information and Conditions** carefully so that you will know exactly what you can expect from us. The information and conditions regulate the contractual relationship between you and us, and you shall recognize them with your reservation. We are striving to relieve you of troubles and worries in as far as humanly possible. The delineation of our responsibility is designed to provide clarity regarding what you may expect and our liability.

1. Application and Travel Confirmation

1.1. Via your tour application, you are offering SCC, in a binding manner, the opportunity to close a travel agreement. Your tour registration may transpire in writing. The travel agreement will only become binding from the time that we confirm the reservation and the price to you or your travel agent in writing.

1.2. The applicant is liable for all contractual obligations of other tour participants that he/she registers provided that he/she has expressly confirmed to do so.

1.3. You shall receive a travel confirmation upon conclusion of the contract or without delay thereafter. The confirmation shall contain all essential information regarding travel performances you have reserved, provided that said information does not already follow from the travel brochure.

1.4. All personal data, which you submit to us for handling your trip, is subject to the provisions of the General Data Protection Regulation and the Federal Data Protection Act. Data will be protected against improper use.

1.5. If the subject-matter of the confirmation of the holiday deviates from the subject-matter of the booking, then a new offer by SCC is in existence to which it is bound for the duration of 10 days. The contract comes into existence on the basis of this new offer if the traveler declares his/her acceptance to SCC in writing or by payment within the commitment period.

2. Payment

2.1. You are required to make a down-payment of 20% per person within one week following receipt of the travel confirmation and the invoice. The remaining balance shall be due for payment four weeks prior to commencement of travel and before receipt of travel documents (tickets, etc.). The total amount is due for payment as soon as the travel confirmation, invoice and insurance certificate have been received in the event of bookings made when there are four weeks or less remaining before commencement of travel.

2.2. If the traveler is in default with a payment to SCC, SCC can cancel the contract after having issued a reminder with a deadline. In this case SCC can claim cancellation fees in accordance with paragraph 5.3.

2.3. The travel contract will be cancelled automatically if payment is not received by the beginning of travel despite another demand for payment by a certain date having been issued. In this instance, SCC will be entitled to demand corresponding cancellation charges as compensation for damages according to paragraph 5.3.

2.4. The customer is required to bear the cost of ancillary performances, such as acquiring a visa, etc., as well as the costs for reservations or inquiries made by telegraph or telephone.

2.5. All payments must be made directly to the operator specified on the invoice. **The travel agency is not authorized to receive payments.** Payments to the intermediary travel agency will be made at the traveler's own risk and will have no debt-discharging effect with respect to the relevant operator should the travel agency fail to forward the payments to the operator specified on the invoice.

3. Performances and Prices

3.1. The scope of contractual performances arises from the services as specified in the offer and in the booking confirmation combined with the catalogue valid at the time and the trip description together with all explanations and guidelines contained therein.

3.2. Flights

SCC informs the customer about the identity of the airline/s performing flight services during the voyage. In cases where the booking is made at a time when the airline is not known, SCC will tell the customer which airline/s is/are most likely to perform the flight services. As soon as SCC knows for certain which airline/s will be performing the flight services, SCC will inform the customer about the identity of the airline/s. At the very latest, this will be when the detailed travel information is sent. In case the airline changes SCC will inform the customer immediately after the change is known. A list of airlines with an operating ban within the EU can be found here: https://ec.europa.eu/transport/modes/air/safety/air-ban_en.

The conditions of carriage of the airlines for whose flights we act as intermediary are binding. We shall be pleased to provide these to you on request.

Carriage is booked in the Tourist Class; also in the Business or First Class at extra tariff cost in as far as they are available. Flights on days other than the travel days booked e.g. as a result of pre- or post-programs can lead to extra costs. The airlines always only accept seat reservations as non-binding wishes.

3.3. Luggage conveyance

Airlines have different regulations for luggage transport depending on the route and fare. You will receive information on free luggage allowance with the specific flight offer. Excess luggage can in principle be carried at extra cost. Children under the age of two have no claim to luggage conveyance.

Please report damage or delays in delivery promptly on the spot to the relevant airline via a Property Irregularity Report (P.I.R.). The report is a prerequisite for any liability.

3.4. Services not used by traveler

SCC shall endeavor to obtain reimbursement of saved costs from the service provider if the traveler fails to utilize travel services due to premature return journey and in other significant cases. This shall not apply if services are fully irrelevant or if a refund is opposed by legal or official regulations. SCC is entitled to retain 20% of the refundable amount as compensation for additional effort and expenses.

4. Modification of Services and Prices

4.1. A change of airline company, of aircraft or of the departure and arrival airport may become necessary should an airline cancel a flight and e.g. in the event of failure of the airline to comply with the flight schedule. Right is retained to effect such kind of change or modification in such or similar instances.

Only costs, equivalent to a second class railroad journey, will be refunded in the event of substitute transportation.

4.2. Changes in the trip's itinerary are possible for ship voyages, e.g. in case of flooding or low water level, inclement weather conditions, governmental regulations, travel warning of the German Foreign Office ("*Auswärtiges Amt*") if the vessel could not adhere to its schedule at the time that travel commences because of an unforeseen technical defect that causes postponement of the trip itinerary, if the vessel's management alters the vessel's course in the interest of passengers' safety or any other special reason related to the ship travel. In any such cases SCC has the right to make use of other means of transportation such as but not limited to coaches and buses for some routes.

4.3. Any such and comparable divergences from and modifications to individual travel performances contained in the travel agreement, which become necessary after the agreement is closed, and which are not induced by SCC contrary to the principles of good faith and trust, are solely permissible, if they are not substantial and if they do not impede the overall tailored style of the reserved trip.

The modified performance shall supersede the performance due under contract. Contingent claims under warranty shall remain unaffected, in as far as substitute performance is flawed.

In the event that the overall tailored style of the reserved trip is unreasonably modified due to said substitute performances, then we shall grant you the option to change your reservations, free of charge, or to cancel the travel agreement without paying any fees. SCC shall undertake to immediately inform you of any such divergences or modifications, in as far as possible.

4.4. SCC reserves the right to alter the indicated prices, which have been confirmed on booking, in the case of an increase of transportation costs or of fees for particular services, such as port or airport charges, bunker surcharges, insurance fees or in the case of an alteration of the exchange rates applicable to the holiday in question, to the extent to which this increase has an effect on the price of the holiday per person or per seat. To the same extent, SCC is obligated to reduce the price accordingly should the aforementioned transportation costs or charges be lower or the applicable exchange rate change accordingly.

In the case of a subsequent amendment to the price or of an amendment to an essential travel service, SCC must inform the traveler no later than 20 days prior to the start of the voyage. In the case of price increases of more than 8% or in the case of a considerable amendment to an essential travel service, the traveler is entitled to withdraw from the tourist travel contract free of charge or to demand participation in a voyage of at least the same value, if SCC is in a position to offer such a voyage from its range of services without additional cost to the traveler. The traveler must assert these rights vis-à-vis SCC within the time frame defined by SCC as part of the notification regarding the price increase or amendment to the travel service. If the traveler does not respond to SCC within the defined time frame or at all, the amendment about which they have been notified will be deemed to have been accepted. The traveler is to be made aware of this within a declaration by SCC via a permanent data medium in a clear, comprehensible and highlighted manner.

5. Changing Reservations, Cancellation, Substitute Persons

5.1. We will endeavor to modify the travel registration (change reservations) subject to availability, at your request, up to 75 days prior to commencement of travel.

Any change of reservations made as of the 74th day prior to commencement of travel will require you to serve notice that you are cancelling the reserved trip, and it will require subsequent re-registration. This shall not apply for requested changes of reservations that solely cause substantiated, minor expenses. Modification of the travel date, the travel destination, accommodations or the means of transportation shall apply as a change of reservations.

In general, regardless of the year of travel and the booking period, all trips can be **REBOOKED FREE OF CHARGE** up to 75 days prior to the start of the trip.

5.2. You may cancel your trip in writing at any time prior to commencement of travel. Your cancellation notice shall become effective on the date we receive it. If we receive your notice out of office hours (Monday to Friday 9-17h CET), your notice shall become effective on the next working day (except Saturday).

5.3. If one of the parties cancels the contract or if you do not start the journey, SCC may demand reasonable compensation for arrangements it has made in conjunction with the trip and for its expenses, even if SCC has not yet confirmed the trip or if you fail to begin the journey. Our flat rate claim to reimbursement exists in case of cancellation of a reserved trip as follows:

10 % of the tour price	up to 210 days prior to commencement of travel
20 % of the tour price	209 - 150 days prior to commencement of travel
35 % of the tour price	149 - 50 days prior to commencement of travel
50 % of the tour price	49 - 22 days prior to commencement of travel
70 % of the tour price	21 - 15 days prior to commencement of travel
85 % of the tour price	14 - 1 days prior to commencement of travel
95 % of the tour price	on the same day at the commencement of travel or failure to appear

For individual ancillary services booked via SCC, such as hotel and/or flight bookings, the respective cancellation conditions communicated with the offer and deviating from the cruise service apply.

Costs that the service provider charges to SCC, e.g., empty bed fee charged by a hotel for cancellation at short notice or special fees for

cruises, shall be additionally invoiced in the event that individual or group trips are annulled.

The traveler is free to prove to SCC that SCC has no loss or that the loss is less than the aforementioned flat rate. In this case the lower proven loss will be applied in place of the flat. SCC reserves the right to charge reimbursement fees beyond the flat rates mentioned above.

In this case SCC has to verify and prove the loss, taking any expenses that have been saved and/or any other potential uses for the travel services into consideration.

5.4. You may appoint a substitute person for yourself up to commencement of travel. In such case you are required to inform the tour organizer thereof. The tour organizer may object to any such substitute person on the basis of good cause, (e.g., special requirements linked to the trip, statutory bans, refusal by airlines or by hotel operators, etc.). If a third party enters into the contract, then he or she and the registrant are jointly and severally liable in respect of SCC for the price of the holiday and for additional costs incurred through the entry of the third party. SCC may only demand that additional costs be refunded if they are actually and reasonably incurred. SCC must provide the traveler with evidence of the amount of additional costs incurred through the entry of the third party.

5.5. Cancellation fees and fees for changing reservations are due for immediate payment.

6. Cancellation and Rescission of Agreement by the Tour Organizer

6.1. SCC may rescind the travel agreement after commencement of travel, without complying with a term of notice, if travelers persistently disturb execution of the trip despite an appropriate warning issued by the tour organizer. The same shall apply if anyone should behave in a manner which is gravely in breach of contract and justifies the immediate cancellation. In addition, SCC has the right to cancel the travel contract without notice if in the captain's opinion the traveler is unfit for travel due to illness, physical disability or for any other reason or if the traveler requires special assistance but is travelling without this assistance or if the trip has been booked based on incorrect information. SCC shall, however, after cancellation retain its claim to the tour price. Furthermore, SCC may withdraw from the contract without notice prior to the commencement of travel or terminate the travel contract after the commencement of travel if the traveler is in the 24th or a later week of pregnancy at the time of commencement of travel or reaches the 24th week of pregnancy during travel. In this case, transportation on board the SY SEA CLOUD, SY SEA CLOUD II and SY SEA CLOUD SPIRIT is excluded for safety reasons and due to the limited medical care on board. If the pregnancy was not known at the time of travel booking, SCC will reimburse the travel price already paid if SCC is informed of the pregnancy immediately after it becomes known. Otherwise, SCC reserves the right to claim the travel price after termination or withdrawal from the contract. Pregnant women who are less than 24 weeks pregnant at the commencement of travel must present a certificate of fitness to travel issued by a medical specialist, confirming the travel area. For safety reasons, children may only travel on board the ships if they are at least one-year-old; in the event that the traveler is traveling with a child who is under one-year-old at the time of departure, SCC may withdraw from the contract prior to departure without notice or terminate the travel contract after departure; the claim for payment of the travel price remains valid. The person causing the disturbance is liable for any possible extra cost for return transportation. However, SCC is required to allow credit for the value of saved costs as well as for advantages which may be obtained from another application of services not used, including possible reimbursements from service providers.

6.2. SCC may withdraw from the cruise up to 30 days prior to the start of the cruise if a minimum number of participants is not reached, provided that (a) SCC has informed the customer of the required minimum number of participants and the later withdrawal deadline prior to the conclusion of the respective travel contract and (b) the minimum number of participants and the latest withdrawal deadline are clearly stated in the travel confirmation. The time of withdrawal depends on the receipt of the withdrawal declaration by the customer.

In case the cruise cannot be realized or can only be realized with a smaller number of passengers due to governmental regulations or due to other unavoidable, extraordinary circumstances, SCC can withdraw from the cruise before the start of the cruise and has to declare the withdrawal to the customer immediately after becoming aware of the reason for withdrawal. Your paid tour price will be immediately, latest after 14 days, refunded.

7. Rescission of the Contract due to unavoidable, exceptional Circumstances

SCC or the traveler may both rescind the travel agreement if the trip or the carriage to the destination is rendered considerably difficult, endangered or impeded due to un-avoidable, exceptional circumstances such as but not limited to an Act of Providence, (e.g., war, internal unrest, natural catastrophes that endanger safe travels to the destination) or in case of material risks for the health because of the outbreak of serious diseases at the destination. SCC shall immediately refund the paid tour price in such instance, latest after 14 days.

8. Liability

8.1. We shall bear liability within the scope of the due diligence of a prudent businessman:

8.1.1. for conscientious preparation of the trip;

8.1.2. for careful selection and monitoring of service providers, (e.g., transportation corporations, hotel operators, etc.);

8.1.3. for due and proper rendering of contractually covenanted tour performances, under consideration of applicable legal provisions of the respective country and place of destination.

8.2. However, we are not liable for information contained in hotel and local site brochures. We have no influence on their origin. We also bear no liability if national political conditions and contingent entry regulations change at the point of destination, after this brochure is printed, that encumber entry into the affected country or point of destination or which render the same infeasible. We shall inform you at short notice of any such essential, subsequent changes, in as far as possible.

8.3. We are liable for the fault of a person entrusted with rendering a service, unless otherwise stipulated under these Terms and Conditions of Travel or stipulated by prevailing conditions, and provided that the person entrusted to render service had caused an instance of damage not only upon the occasion of performing contract. The measure of indebted diligence shall be determined by conditions at the site of service rendered. Your tour will primarily take you to foreign countries, where foreign living conditions and where laws and local safety standards, that are partially foreign to us, prevail.

8.4. Warranty

8.4.1. The traveler may demand relief if the tour is not performed in compliance with contract. SCC may refuse relief if it necessitates disproportionate expense.

8.4.2. After returning from the tour, the traveler may demand reduction of the tour price, commensurate with reduced performance, in the event that the demand for relief was unsuccessful and the trip was not performed in compliance with contract. This shall not affect contingent, more extensive claims for subsequent reduction of the tour price.

8.4.3. The traveler may rescind the travel agreement if the tour organizer failed to perform relief, within a reasonable term, or if the tour organizer formally states that relief cannot be performed, and if the trip will be considerably impaired due to performance of services under noncompliance with contract. If the agreement is rescinded in this manner, then SCC is obligated to take appropriate measures, and especially to provide return transportation for travelers, if required.

8.5. The traveler may demand compensation for damages, and more precisely for vacation time spent to no avail, provided that the tour organizer is liable for a circumstance that caused a flaw in the tour.

8.6. Restriction of liability

8.6.1. The tour operator's contractual liability is limited to three times the tour price, provided that damages sustained by the traveler are not caused by intent or gross negligence. The same applies in as far as the tour organizer is responsible for damages incurred by a traveler solely through the fault of a service provider.

8.6.2. The tour organizer is not liable for defective performances that arise in conjunction with services mediated as third party performances (e.g., sporting events, attendance at theatres, exhibitions, etc.), provided these services are expressly identified as third party performances in the brochure and the booking confirmation by giving the name and the address of the third parties. It must be clearly recognizable for the customer that these third party performances are not part of the package tour by SCC.

8.6.3. A claim to damage against SCC as tour organizer is restricted or excluded, if – under legal provisions applicable to required, rendered performances of a service provider – a claim for damage against a service provider may solely be asserted under certain conditions or limitations or if such claim is excluded under certain conditions.

8.6.4. If SCC assumes a position equivalent to a freight carrier, then his liability shall be regulated by the provisions of the Air Transportation Act in conjunction with conventions covenanted in Warsaw, The Hague, Guadalajara and the Montreal Agreement (solely for flights to Canada and the USA). As a rule, the Warsaw Convention limits the freight carrier's liability for death or physical injury and for loss and damage of luggage. If the tour organizer constitutes a service provider, in other instances, then he shall bear liability in accordance with provisions that apply for a service provider.

8.6.5. If SCC assumes a position equivalent to a carrier, within the scope of sea voyages, then his liability shall be regulated in compliance with provisions of the Commercial Code and the Inland Waterways Transportation Act.

8.7. Duty to cooperate, complaints

8.7.1. In the event of defective performance, each traveler is required to undertake whatever may be reasonably expected of him/her to contribute to alleviate the defect and to keep any potential damages to a minimum.

8.7.2. If you should have reason for complaints, contrary to our expectations, then immediately inform our tour management on site. If a respective local tour manager or tour agent is not available or cannot be reached, or if they cannot alleviate a defective performance, then please turn to the service provider (transfer company, hotel operator) and/or the tour organizer or to his contact address in the area of destination. A traveler is not entitled to claims if he/she culpably fails to perform the above obligations. The only time this does not apply is if reporting a complaint is clearly futile or unreasonable for other reasons. The customer will, however, be informed about the availability of the tour manager or SCC in the service description – at the latest when they receive the travel documents.

8.7.3. Tour guides are not authorized to formally recognize any claims whatsoever.

9. Exclusion of Claims and Statute of Limitation

9.1. If the baggage is damaged, lost or delayed during the travel by air, the passenger must write and complain to the relevant air carrier in loco as soon as possible with undue delay. The airlines and SCC may refuse to grant a refund due to international conventions if the claims notification therefore is not completed in time. The claims need to be asserted within seven days in case of loss of luggage and within 21 days after receipt of luggage in case of delay.

9.2. The traveler must assert claims under §§ 651 c to f BGB (German Civil Code) within a month after the contractual date of return.

9.3. All claims arising from the travel agreement as well as claims based on injury to life, limb or health due to intentional or negligent breach of duty of SCC shall lapse two years following the contractually covenanted date of return.

9.4. The statute of limitations is suspended if SCC initially states to you that complaints and claims are being examined. The suspension is lifted when the tour organizer informs the customer of the results of his examination with regard to the customer's claims.

10. Insurance Coverage

10.1. You are insured against transportation risk during flights, within the scope of lawful provisions.

10.2. For your own safety, we recommend that you take out a travel insurance policy that includes cancellation, interruption, health, luggage, accident and liability coverage.

11. Passport, Visa, Customs, Foreign Exchange and Health Regulations

11.1. You will receive essential information on the formalities required for your trip along with the travel offer. This information will be conveyed along with travel documents and through the travel description contained in the catalogue. Please heed this information, as each traveler is himself/herself responsible for compliance with these regulations. You shall bear all costs and the negative impact of failure to comply with said information.

11.2. You have to ensure that your passport, which you will require for your trip, is still valid, for a period of six months beyond the planned travel date. Children require a children's passport which is appropriate to the respective destination. This information applies for German citizens. Foreign nationals and holders of foreign passports are requested to turn to their relevant consulate or embassy for appropriate information.

11.3. You are liable to SCC for all consequences and damages, especially penalties, fees and expenses, that must be paid or deposited as a result

of your failure to follow applicable regulations for entry into, exit out of or transit through a country, or if in case you have not provided the necessary documents or not provided them in the prescribed manner. You are obliged to immediately reimburse any funds that SCC must pay or deposit.

11.4. SCC is not liable for the necessary visas being granted or provided in time by the relevant diplomatic body with the exception of instances when SCC has been instructed to arrange them unless SCC has culpably failed to fulfil its own obligations.

12. General Remarks

12.1. Major printing errors and computational errors in the brochure or on the travel confirmation shall entitle SCC to avoid the validity of the travel agreement. In such instance, SCC is required to compensate the traveler for the proven loss incurred by relying on a declaration.

12.2. All information in our tour description corresponds to the current status of information at the time of printing.

12.3. Invalidity of individual provisions of the travel agreement shall not result in invalidity of the entire travel agreement. The same shall apply for these same Terms and Conditions of Travel.

12.4. Oral agreements are only valid if we have confirmed them in writing.

12.5. The conditions of the respective ship owner or transportation corporation shall apply in the event of travel by ship, combined air and ship travel, combined train and ship travel and for bus trips. We will provide you with a copy of their conditions upon request.

12.6. German law is solely applicable to the contractual relationship between the traveler and SCC.

12.7. The Free and Hanseatic City of Hamburg is deemed venue for courts of law for all registered businessmen, and for persons who do not have a domestic place of jurisdiction, as well as for persons who moved their place of residence or usual abode to a foreign country, after closing the travel agreement, or whose place of residence or usual abode is not known at the time that a suit is filed, and for litigation as a defendant.

12.8. SCC does not participate in the voluntary procedure for alternative dispute resolution for customer disputes in accordance with the Customer Dispute Resolution Law (*„Verbraucherstreitbelegungs-gesetz“*) and is not obliged to do so.

12.9. At the point of booking, SCC collects the personal data of the traveler that is required for the purpose of fulfilling and performing the travel contract. SCC stores this data electronically as well as processing it and forwarding it on to third parties (e.g. service providers such as hotels and transportation companies) if required within the scope of the contract. Further information is available at: www.seacloud.com Privacy Statement.

These conditions of travel and cancellation terms apply in conjunction with the conditions of transportation of the respective cruise company and the Prevention- and Hygiene Concept of SEA CLOUD CRUISES GmbH. You can view these at www.seacloud.com.

Tour Organizer

SEA CLOUD CRUISES GmbH for SY SEA CLOUD, SY SEA CLOUD II and SY SEA CLOUD SPIRIT

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