



BOOKING TERMS & CONDITIONS

PLEASE READ THESE TERMS CAREFULLY, AS THEY GOVERN YOUR BOOKING WITH BLUE ZEPHYR CRUISES.

Upon receipt of full payment, Blue Zephyr Cruises agrees to provide cruise services in accordance with the present Terms and Conditions, which constitute an essential and integral part of our agreement with you in respect of all travel services we offer.

By completing a booking, you confirm that you accept these Terms and Conditions on your own behalf and on behalf of all travelers included in your booking. Please note that all travelers must be 18 years of age or older at the time of embarkation.

You also accept any applicable supplementary terms and conditions imposed by third-party service providers relevant to your booking.

Where your booking constitutes a "package" within the meaning of Directive (EU) 2015/2302 on package travel and linked travel arrangements, all mandatory consumer protection rights provided under applicable European Union and national legislation shall apply. Blue Zephyr Cruises bears responsibility for the proper performance of the package to the extent and in accordance with the provisions of the above Directive and the applicable law.

The Company maintains the legally required financial protection in the event of insolvency, in accordance with the applicable statutory provisions.

1. DEFINITIONS

1.1 Carrier "Carrier" refers to Blue Zephyr Cruises and the vessel Blue Zephyr (or any substitute vessel), including the registered owner, charterer, manager, or operator of the vessel, as defined under Regulation (EU) No 392/2009 and the Athens Convention.

1.2 Conditions of Carriage "Conditions of Carriage" refer to our standard terms governing the carriage of guests and their luggage by sea, as published on our website and amended from time to time. Any such amendments shall take effect from the date of their publication.

1.3 Company "Blue Zephyr Cruises" is the commercial brand under which cruise services are marketed and sold. The vessel Blue Zephyr is owned, managed, and/or operated by the respective maritime companies appointed for the ownership, management, technical management, and operation of the vessel. References to the "Company" in these Terms and Conditions shall include Blue Zephyr Cruises and, where applicable, the relevant vessel owner, manager, operator, and their respective employees, agents, and representatives.

1.4 Guest(s) / Passenger(s) "Guest(s)/Passenger(s)" refers to any natural or legal person making a booking directly with us for cruise services, aged eighteen (18) or older, as well as their heirs and legal representatives. Upon embarkation, guests are referred to as "Passengers."

1.5 Directive (EU) 2015/2302 "Directive (EU) 2015/2302" refers to the Directive of the European Parliament and of the Council on package travel and linked travel arrangements.

1.6 Guest with Reduced Mobility "Guest with Reduced Mobility" refers to any person whose mobility is reduced due to physical, sensory, intellectual factors or age, and who requires special attention and adaptation for services available to all guests.

1.7 Fare "Fare" refers to the cruise price excluding fuel surcharges, port charges, and similar additional charges.

1.8 Tour Operator "Tour Operator" refers to the party with whom you have entered into a contract for the cruise package, as defined in Directive (EU) 2015/2302.

1.9 Package "Package" refers to a booking that combines at least two different travel services purchased together at an inclusive price. Cruise holidays usually meet the criteria of a package, as they combine transport and accommodation.

1.10 Travel Services "Travel Services" refer to the carriage of passengers, accommodation, vehicle rental, and other tourist services.

1.11 Website "Website" refers to the official website of the Company at bluezephyrcruises.com.

2. APPLICABLE LAW AND JURISDICTION

These terms govern all purchases of services offered by Blue Zephyr Cruises through our website. Your booking is concluded in Greece and is governed by Greek law, regardless of the currency of payment. By making a booking through our website, you consent to the jurisdiction of the Greek courts for any dispute arising from your booking.

For the avoidance of doubt, this agreement is governed by Greek law only insofar as it concerns the organization and sale of the cruise package.

Matters relating to the carriage of passengers and luggage by sea are governed exclusively by the Conditions of Carriage and the applicable international conventions.

3. YOUR CONTRACT

3.1 Our Conditions of Carriage form part of your contract with Blue Zephyr Cruises. Please review them carefully. They are available upon request and on our website and are stated on your ticket.

3.2 All bookings are subject to availability. Your contract is finalized only when we issue confirmation after receipt of your payment.

3.3 Special offers and promotional fares are subject to specific terms and conditions. Special offers and promotional fares may be changed or discontinued at any time and for any reason. Please review them carefully prior to booking.

3.4 When you make a booking for more than one guest, the lead guest warrants that they have the authority and consent of all travelers and assumes responsibility for their compliance with the present terms.

3.5 Due to the nature of the cruise and travel itineraries, the Carrier does not maintain facilities or services on its vessels for individuals under the

age of eighteen (18). For all cruises/cruise tours, you must be eighteen (18) years old on or before the day you are scheduled to embark on the cruise tour. We do not accept bookings from persons under the age of eighteen (18), and any such booking attempted will be subject to immediate cancellation.

3.6 We reserve the right to offer alternative terms for specific categories of bookings, such as group travel or incentive travel. Any additional terms agreed to, shall apply concurrently with the present terms and shall prevail in the event of any conflict.

4. PRICING AND PAYMENT

4.1 All prices are per person and include only those items expressly stated on our website and in the booking form. Prices are subject to change, please confirm the applicable price at the time of booking.

All cabins on board Blue Zephyr are designed for double occupancy (maximum two guests). Guests wishing to occupy a cabin alone may do so, subject to availability and the applicable single occupancy supplement. Please contact us for the applicable single occupancy fare at the time of booking.

4.2 The cruise fare covers the services and amenities stated on our website and in your booking confirmation. It does not include fuel cost surcharges, currency fluctuations, port taxes, government charges, or VAT. We reserve the right to impose such surcharges upon at least 20 days' notice prior to departure. If any surcharge exceeds 8% of the total value of your booking, you may cancel with a full refund or transfer your booking to an alternative date within 12 months at no additional charge. You must exercise this right in writing within 14 days of notification; otherwise, you shall be deemed to have accepted the new price. Refunds are processed within 14 days from cancellation.

4.3 Additional services, such as hotel accommodation and land transportation, may be purchased separately from your cruise. Services purchased separately are governed by the terms of the respective providers and do not form part of your contract with us.

4.4 A deposit equal to 30% of the total cruise fare is required at the time of booking to secure your reservation. By submitting your payment details and selecting "Accept," you confirm that you have read and understood these terms and agree to be bound by them on behalf of all guests included in your booking.

Your contract is binding upon receipt of the deposit, as evidenced by the confirmation invoice and booking reference number. The remaining balance is payable no later than 90 days prior to departure; for last-minute bookings, full payment is required immediately. No guest may embark unless the booking has been paid in full in advance.

4.5 In the event of a pricing error due to a technical or administrative mistake, we reserve the right to correct the error and request the correct amount or to cancel your booking with a full refund, should you so request. We are not obliged to honor bookings made at incorrect prices.

4.6 All cruise bookings are charged exclusively in Euros (EUR). Any currency conversion fees, exchange rate differences, bank charges, or fees imposed by card issuers, payment providers, or other financial institutions are the sole responsibility of the guest.

4.7 You remain responsible for any outstanding payment even if your travel agent fails to remit the relevant amounts to us. Any refunds paid to your agent shall be deemed payment to you.

4.8 Payments may be made by bank transfer or via PayPal. The published cruise fare is based on payment by bank transfer. Guests who choose to make payment via PayPal will be subject to an additional 6% payment processing, administration and transaction charge, which will be clearly disclosed prior to payment. Any currency conversion fees, bank charges, transaction fees, or other costs imposed by PayPal or the guest's financial institution remain the sole responsibility of the guest.

5. THIRD-PARTY SERVICES: ACCOMMODATION AND TRANSPORTATION

5.1 Hotel accommodation and land transportation arranged through us are provided by independent suppliers and are subject to local laws and regulations. The performance of such services is assessed in accordance with applicable local standards. These suppliers are independent third-parties and do not act as our agents.

5.1.2 We neither own nor control these independent suppliers and provide no warranty regarding their performance. We act as an intermediary for services that do not form part of your cruise package. Contracts for such services are binding directly between you and the supplier, and any liability for injury, loss, or damage rests exclusively with the supplier.

5.1.3 All third-party services are subject to their own terms and conditions, including cancellation policies, which are incorporated into your contract with us.

5.1.4 Detailed terms for these services are available upon request.

5.2 SHORE EXCURSIONS

5.2.1 Any shore excursion discounts offered at the time of booking are subject to specific terms. We exercise reasonable care in selecting reputable excursion providers.

5.2.2 Not all excursions are suitable for guests with reduced mobility. Please carefully review the specific terms and conditions prior to booking to ensure that the excursions you select meet your needs and abilities. It is your responsibility to assess suitability based on the information provided to you and by booking you assume all risk and liability associated therewith.

5.2.3 Excursion itineraries and times are indicative and may be subject to change due to weather conditions, operational requirements, or circumstances beyond our control. We bear no responsibility for changes to or cancellations of excursions.

5.2.4 Shore excursions may be purchased online or on board.

5.2.5 The full terms of shore excursions are available on our website and are incorporated into the present booking terms.

5.2.6 Providers of excursions, transportation, guided tours, and other shore-based activities act as independent third parties and are not employees, agents, or representatives of Blue Zephyr Cruises.

The Company bears no responsibility for the acts or omissions of the above providers, nor for any accidents, injuries, or damages arising out of or during the excursions.

6. CHANGES TO YOUR BOOKING

Amendments after confirmation are generally not permitted, except in special cases and at our sole discretion. Any approved change must be notified to us promptly in writing and may be subject to an administrative fee. If you change the departure date and subsequently cancel, cancellation charges shall be calculated based on the original booking date and not the amended one. A change of date does not constitute a new booking.

If a booking amendment is requested and approved, any payments made may be converted into a Future Cruise Credit (FCC), subject to an administrative fee.

7. TRANSFER OF YOUR BOOKING

You may transfer your booking to another person who meets all contractual requirements, provided that we receive written notice at least 30 days prior to departure.

In the event, that a transfer is agreed to and approved, the original guest and the replacement guest shall be jointly and severally liable for any outstanding balance and for any additional charges arising from the transfer.

8. CANCELLATION BY YOU

8.1 To cancel your booking, you must notify us in writing by electronic communication (email). A cancellation via electronic communication is not valid until you receive confirmation from us. The responsibility of our receipt of your cancellation is on you, not us, and must be submitted in a timely manner. Upon receipt of such notice, we will process any refund to which you may be entitled, in accordance with these Booking Terms and Conditions.

8.2 The following cancellation charges apply:

- More than 120 days prior to departure: You will receive the full value of your deposit as a Future Cruise Credit (FCC), valid for a period of 12 months from the original departure date.
- 119-90 days prior to departure: forfeiture of deposit (30% of total fare).
- 89-60 days prior to departure: 50% of the total fare
- 59-30 days prior to departure: 75% of the total fare
- 29 days or less prior to departure: 100% of the fare

Cancellation charges are applied in the currency of your booking. These charges relate to the cruise fare, any additional services that do not form part of the package are refundable provided they are cancelled in a timely manner prior to departure.

8.3 You may cancel without charge in the event of unavoidable and extraordinary circumstances that significantly affect your travel. In such cases, you are entitled to a full refund, but not to additional compensation.

FCC Terms: Future Cruise Credits are non-refundable, non-transferable, and have no cash value. They must be redeemed within 12 months from the date of issue. If the new cruise fare is higher, the passenger must pay the difference.

9. CHANGES AND CANCELLATION BY US

9.1 Our cruises are planned months in advance and changes may occasionally be required. We reserve the right to amend or cancel any element of the cruise if the Master or the Carrier deems it necessary for vessel management, safety, or due to unavoidable circumstances, including adverse weather conditions, war or civil unrest, natural disasters, terrorist threats, strikes, port closures, or other events beyond our control. We bear no responsibility for changes or cancellations caused by third parties, unforeseen events, or circumstances that we could not reasonably have prevented or are outside our control.

9.2 We may cancel the cruise and provide a full refund if the minimum number of bookings is not met, provided that we notify you:

- at least 20 days prior to departure for journeys of more than 6 days;
- at least 7 days prior to departure for journeys of 2-6 days; or
- at least 48 hours prior to departure for journeys of less than 2 days.

9.3 If we are required to materially alter a key element of your booking prior to departure, including the price, or if we cancel, we will inform you promptly and offer you the choice between:

- (i) a full refund of all payments; or
- (ii) an alternative cruise of equal or higher value at no additional charge; or
- (iii) an alternative cruise of lower value with a refund of the price difference.

Please notify us promptly of your choice. Alternative cruises may take place within 12 months. Refunds are made within 14 days from termination of the contract.

9.4 We assume responsibility for the provision of all advertised elements of the cruise. If any service does not meet the contractual standards, please notify us without undue delay. Failure to notify us in a timely manner may be taken into account when determining any price reduction or compensation, particularly where timely notification could have limited the extent of the issue.

9.5 We will remedy any lack of conformity that you notify us of, unless this is impossible or entails disproportionate costs in relation to the lack of conformity and the value of the affected service.

9.6 If a significant portion of your cruise cannot be provided after departure, we will offer appropriate alternative arrangements of equivalent or higher quality at no additional charge and compensate any price difference.

If no suitable alternative is available, or if you reasonably reject the proposed alternatives, we will arrange equivalent transport to your place of departure or another agreed location and, where appropriate, provide compensation.

9.7 No compensation shall be payable if the lack of conformity of the service provided is attributable to you, to an unrelated third party under unforeseeable circumstances, or to unavoidable and extraordinary events.

9.8 Material changes include, among others, price increases exceeding 8% and changes to fundamental elements of the cruise. The following do not constitute material changes: substitution of the vessel, itinerary modifications, cabin upgrades, hotel changes within the same or higher category, and changes to the entertainment program.

9.9 We may substitute the vessel with another of similar specifications for technical or operational reasons. Such substitution does not constitute a material change.

9.10 The Carrier and the Master may amend the itinerary for safety reasons or due to unavoidable circumstances. Such amendment does not constitute a material change.

9.11 Cruising in the Aegean Sea is subject to weather conditions. Strong winds (in particular the summer winds), rough seas, or other meteorological factors may necessitate changes to the published itinerary, including port substitutions, changes to arrival or departure times, or, in rare cases, omission of port calls. The Master has sole authority to make navigational decisions with the safety of guests as the primary consideration. Such weather-related changes do not constitute material changes and do not give rise to any claim for compensation.

9.12 The above list of non-material changes is not exhaustive.

10. TRAVEL INSURANCE

10.1 You are required to arrange comprehensive travel insurance covering the entire duration of your holiday, including loss or damage of baggage, cancellation, medical treatment and repatriation, illness, death, and personal injury.

We strongly recommend that your insurance cover applies from the date of booking confirmation until your return.

11. LIABILITY

11.1 We assume responsibility for the provision of all advertised elements of the cruise; however, we shall not be liable where failure is due to: your own acts or omissions or those of any other person included in your booking; unforeseeable acts or omissions of third parties unconnected with the provision of the contractual services; or unavoidable and extraordinary circumstances.

11.2 Our liability is limited to that of the Carrier, as defined in the Conditions of Carriage.

11.3 The liability of Blue Zephyr Cruises, the Carrier, and the Master for death, personal injury, illness, loss of or damage to baggage or other passenger property is governed exclusively by the Athens Convention of 1974 and, where applicable, by Regulation (EU) No 392/2009, as in force from time to time.

Any compensation is subject to the limits of liability, exclusions, conditions, and time limits provided for under the above international and EU provisions. The Company reserves all rights, defenses, exemptions, and limitations provided by applicable law and international conventions.

Blue Zephyr Cruises shall not be liable for indirect, consequential, or exemplary damages, including, by way of indication, loss of profit, income, business opportunity, or moral damage, to the extent permitted by law.

Any claim is subject to the applicable limitation periods provided by law and international conventions. This contract does not confer on the passenger any rights beyond those mandatorily provided by the applicable legal framework.

12. HEALTH

12.1 You confirm that you and all travelers included in your booking are fit to travel. Any person with a medical condition affecting their ability to travel must provide a medical certificate prior to booking.

12.2 We, the port authorities, and the Carrier may require the completion of health questionnaires. You must provide accurate information regarding any symptoms of illness. The Carrier may deny embarkation to anyone exhibiting symptoms of viral or bacterial infection. Failure to complete health questionnaires or complete them accurately may result in refusal of embarkation.

12.3 The Carrier may refuse carriage to anyone deemed unfit to travel, likely to endanger health or safety to themselves and/or others, likely to be refused entry at any port, or whose presence could give rise to liability for the Carrier. Full details are set out in the Conditions of Carriage.

12.4 The Carrier may require guests to remain in their cabins for health and safety reasons.

12.5 Our vessel is not equipped to provide pregnancy support or assistance during childbirth. We cannot accept bookings from guests who will be at or beyond their 30th week of pregnancy at any point during the cruise. The ship's doctor is not specialized in obstetric care.

13. ACCESSIBILITY AND SPECIAL REQUIREMENTS

13.1 Please inform us at the time of booking if you or anyone in your party has reduced mobility, health conditions, requirements for a specific cabin location, or needs to bring medical equipment. This allows us to assess whether the cruise is suitable for you or them and to ensure appropriate arrangements.

Where required for safety reasons, we may request that guests with reduced mobility be accompanied by a person capable of providing the necessary assistance. This requirement varies depending on the vessel and itinerary.

13.2 Personal care, supervision, and respite services must be arranged independently and at your own expense. Our vessel cannot provide one-to-one care or supervision services.

13.3 Following careful assessment, we may refuse bookings or embarkation for safety reasons if we conclude that safe carriage in accordance with applicable requirements is not possible.

13.4 We reserve the right to refuse carriage to guests who have failed to adequately disclose their accessibility needs, thereby preventing us from carrying out a proper safety assessment. If you disagree with our decision, please submit a written complaint accompanied by relevant supporting evidence, so that it may be reviewed by senior management.

If your accessibility needs change between booking and departure, please inform us immediately so that a new assessment may be carried out.

13.5 We have a limited number of reduced mobility accessible cabins. Bookings for reduced mobility accessible cabins are subject to availability and may require an accompanying person. Guests who use a wheelchair must bring their own standard-size wheelchair. We cannot guarantee alternative arrangements for guests who are unable to participate in the advertised activities.

13.6 We will make every reasonable effort to accommodate special dietary or other requirements; however, these do not form part of your contract and we cannot accept liability if such requirements cannot be met.

14. MEDICAL FACILITIES

14.1 The arrangement of comprehensive travel health insurance covering medical treatment and repatriation is essential. Guests with pre-existing medical conditions should consult their physician prior to traveling.

14.2 Our onboard medical center provides general medical care but does not have hospital-level facilities. The ship's doctor is qualified in general medicine only. Neither we nor the Carrier can be held responsible for the inability to treat specific medical conditions on board. Although medical personnel are available, seeking medical treatment during the cruise remains your responsibility.

14.3 Please ensure that you have obtained appropriate health advice and vaccinations for your destinations prior to departure. You must carry all required vaccination certificates with you.

14.4 In the event of illness or accident, the Carrier or the Master may disembark you ashore for hospitalization or medical treatment. We make no representations regarding the quality or availability of shore-side medical facilities and accept no liability for medical care provided ashore.

14.5 Medical standards vary from port to port. We provide no warranty or assurance regarding the quality of medical care available ashore.

15. GUEST CONDUCT & PROHIBITED ITEMS

15.1 Your conduct must not endanger the safety, peace, health or enjoyment of other guests. You are required to act responsibly, and comply with all instructions given by the Master and the Officers.

15.2 Blue Zephyr Cruises maintains a strict no-pet policy to ensure the safety, hygiene, and comfort of all guests within the vessel's boutique environment. Live animals of any kind, including pets, emotional support animals, or assistance dogs, are strictly prohibited on board. Due to the vessel's specific design, size, and operational safety requirements, we are unable to provide the mandatory facilities, designated relief areas, or safe passage required for animals. Consequently, for the safety of both the animal and the passengers, no exceptions can be made.

15.3 You are responsible for all of your guests included in your booking and are liable for any damage, injury, fine, penalty, or expense arising from a breach of conduct requirements, including damage to the vessel, furnishings, or equipment, injury to other guests or third parties, as well as any amounts that we or our suppliers may be required to pay to authorities.

15.4 You are required to provide us with all documents and information that we may need to pursue claims against third parties who are responsible for any loss you suffer. Failure to cooperate or lack of cooperation by you, may result in or give rise to legal liability in our favor.

15.5 You must provide all information required for the purposes of compliance with security requirements.

16. TRAVEL DOCUMENTS

16.1 You are responsible for ensuring that you hold valid passports (with at least six months' validity from the return date), visas, medical certificates, and any other documents required for all ports of call. Certain countries require passports to have a specific minimum period of validity or blank pages. Valid travel documents are required at embarkation and throughout the duration of the cruise. Failure to secure the necessary documents will result in refusal of embarkation, full cancellation charges being applied, and no refund being issued. Please verify the relevant requirements with your travel agent or the competent governmental authorities, providing full details of all destinations.

16.2 If the Company or the Carrier is fined or incurs expenses due to a Passenger's failure to present proper documents, the Passenger shall immediately indemnify the Company.

17. INDEPENDENT CONTRACTORS & OFF-VESSEL ACTIVITIES

17.1 The Company's liability is strictly limited to services provided onboard the Vessel. Any third-party services, including transportation, hotels, or shore excursions, are provided by independent contractors who are not under the control or ownership of Blue Zephyr Cruises. The Company acts solely as an intermediary for these services and assumes no liability for the acts, errors, or omissions of such providers.

17.2 Passengers may have the opportunity to participate in physical or recreational activities (e.g., use of zodiac tenders, swimming, hiking). By participating, Passengers expressly acknowledge that:

- (a) These activities involve inherent risks of injury.
 - (b) The Company provides only the equipment and basic instructions, without guaranteeing absolute safety during the activity.
 - (c) Passengers participate voluntarily, assuming all associated risks and waiving any claims against the Company for accidents resulting from their own fault or fortuitous events.
 - (d) It is the Passenger's responsibility to possess the physical fitness and knowledge required for their safe participation.
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18. PASSENGER OBLIGATIONS & DISCIPLINE

18.1 Right to Refuse Boarding and Compulsory Disembarkation: The Master and the Company reserve the absolute and discretionary right to refuse boarding or to disembark any passenger at their reasonable discretion, for reasons of safety, health, or improper conduct, without any obligation to provide a refund or pay compensation, to order the immediate disembarkation of any Passenger at any port of call, if, in their sole judgment, the Passenger's conduct is deemed inappropriate, dangerous, or disruptive. This includes instances where the Passenger:

- (a) endangers the safety, health, or wellbeing of the crew or other passengers.
- (b) causes serious disturbance to the tranquility of the vessel (disruptive behavior).
- (c) refuses to comply with safety regulations or the orders of the officers.

In the event of such disembarkation, the Passenger shall not be entitled to any refund or compensation, and all costs of repatriation or further stay shall be borne exclusively by the Passenger.

18.2 Legal Compliance & Indemnification Passengers must comply with all national and international laws. Any violation of law shall render the Passenger liable for all resulting damages, fines, and legal expenses incurred by the Company.

18.3 Illegal Acts, Substances, and Cooperation with Authorities Blue Zephyr Cruises maintains a zero-tolerance policy regarding illegal activities.

- Prohibited Substances: The possession or use of drugs or other illegal substances is strictly prohibited and shall result in immediate expulsion from the vessel and reporting to the authorities.
- Right to Search: For the protection of the vessel and passengers against criminal acts (crimes), the Master has the right to conduct a search of a Passenger's cabin or luggage if there is a suspicion of illegality.
- Cooperation with Authorities: The Company will cooperate fully with national and international law enforcement authorities, surrendering any evidence or item deemed necessary for the investigation of crimes.
- Company Indemnification: The Passenger is civilly and criminally liable and must indemnify the Company for every fine, detention of the vessel, or other legal expense arising from their own illegal conduct.

18.4 Mandatory Procedures: Participation in mustering drills is required by law. Refusal to participate constitutes a serious breach of safety terms and may lead to immediate disembarkation without the right to compensation.

19. COMPLAINTS

19.1 Any issue must be reported to the ship's reception desk immediately to allow for a remedy on board.

19.2 Formal complaints must be submitted in writing within 30 days of the end of the cruise to: info@bluezephyrcruises.com.

20. JURISDICTION & APPLICABLE LAW

20.1 Any legal proceedings against us or against our employees (other than actions under the Athens Convention, which may be brought before the courts provided for in Article 17 of the Convention) shall be brought before the courts of Greece, unless we expressly agree otherwise in writing.

20.2 Any claim against Blue Zephyr Cruises must be notified in writing and shall be subject exclusively to the limitation periods, conditions, and procedures provided for under applicable law and the relevant international conventions.

21. FINANCIAL PROTECTION

21.1 CRUISES

All cruises are covered by appropriate consumer protection arrangements. In the unlikely event of insolvency, arrangements have been made for the refund of monies paid to us.

We will inform you of the specific form of financial protection applicable to your booking.

22. PHOTOGRAPHS & PROMOTIONAL MATERIAL

22.1 Photographs, illustrations, and other promotional material used on the website, in printed materials, on social media, or in any other Blue Zephyr Cruises material are indicative in nature and are intended to present the overall cruise experience.

The actual layout, décor, views, equipment, amenities, or features of cabins, public areas, or services may differ, without this constituting a deviation from the contract or grounds for cancellation or compensation.

23. DATA PROTECTION (GDPR)

23.1 In order to process your booking and ensure the smooth organization of your trip, personal data are required for all travelers. We collect such data in accordance with our privacy policy and applicable data protection laws, including Regulation (EU) 2016/679 (GDPR).

23.2 Personal data include names, contact details, dates of birth, nationality, passport or identity card numbers, payment details, health information relevant to your cruise, dietary requirements, and emergency contact details.

23.3 We collect only data that are necessary to fulfill our legal and contractual obligations. Your data may be disclosed to suppliers, hotels, transportation providers, and authorities, to the extent required for the performance of your booking. Data may also be transferred to security or credit-check companies and to public authorities where required by law.

23.4 We implement appropriate security measures to protect your data. Where data are transferred outside the European Union, we ensure that appropriate safeguards are in place and that your legal rights remain protected.

23.5 We do not disclose your data to parties unrelated to the organization of your trip. Data are retained for a period of up to 7 years in order to comply with legal obligations and to enable us to defend against potential claims.

23.6 You may request access to your personal data and request correction of inaccuracies or deletion of data, subject to our legal retention obligations.

23.7 You are responsible for ensuring that the information we hold about you is accurate and up to date. Failure to update your details constitutes a breach of these terms.

24. IMPORTANT INFORMATION

Dress Code:

We encourage smart casual attire for dinner. Dresses or long trousers with a shirt or jacket are considered appropriate. Please avoid shorts and flip flop sandals in dining areas.

Cruise Fare Inclusions:

The cruise fare includes:

Accommodation in the booked cabin category.

Full board meals (breakfast, lunch and dinner).

House wine, beer or soft drinks served during meals.

Welcome drink upon embarkation.

Welcome Dinner & Captain's Dinner as scheduled.

Water, filter coffee, tea and selected snacks available throughout the day in designated onboard areas.

Participation in scheduled onboard entertainment activities.

Access to the vessel's basic Wi-Fi service.

Use of the vessel's outdoor gym and library.

Unless expressly stated otherwise in your booking confirmation or cruise programme, all other services, products, beverages, excursions, spa treatments, wellness services, internet upgrades and personal expenses are subject to additional charges.

Costs Not Included:

Shore excursions, personal expenses, snacks, medical expenses, port fees, and services not expressly stated are not included in the cruise fare.

Gratuities:

Service charges are applied to your onboard account and distributed among crew members. Individual tipping is not expected.

Smoking:

Smoking is prohibited in cabins and enclosed public areas. Designated smoking areas are available only on open decks. Dining areas are non-smoking.

Currency & Onboard Payments:

All onboard transactions are conducted in Euros (EUR). For the convenience and security of our guests, all onboard purchases, services, and charges must be settled exclusively by credit or debit card. Cash payments are not accepted onboard. Currency exchange services, where available, may be subject to limitations.

Onboard Complaints:

Any issue must be timely reported to the reception desk prior to disembarkation, using the required forms.

Conditions of Carriage:

The carriage of passengers, baggage, and other items is governed by the Contract of Carriage stated on your ticket and by the Athens Convention.

Lost Property:

Items left on board after the voyage are traditionally retained for 6 months. After this period, any items left on board are deemed abandoned and they may be donated to charitable organizations.

25. PERSONAL BELONGINGS & VALUABLES

Passengers are solely responsible for the safekeeping and care of their personal belongings and valuables throughout the voyage, including, by way of indication, money, jewelry, watches, electronic devices, documents, and other valuables.

Blue Zephyr Cruises, the Carrier, the Master, and the crew bear no responsibility for loss, theft, or damage to personal belongings and valuables, whether located in cabins, public areas of the vessel, ports, during excursions or transfers, or during the use of tender boats, unless such items have been formally handed over to the Company for safekeeping, where and if such service is provided.

The existence or use of a safe does not constitute deposit within the meaning of the Athens Convention or Regulation (EU) No 392/2009.

26. MASSAGE / SPA / WELLNESS SERVICES

Massage, spa, and wellness services provided on board are offered exclusively for relaxation and wellness purposes and do not constitute medical treatment, diagnosis, or therapy.

Use of the above services is at the passengers' own risk. The service provider, as well as Blue Zephyr Cruises, the Carrier, the Master, and the crew, bear no liability for injury, bodily harm, allergic reaction, or aggravation of a pre-existing medical condition, unless caused by proven gross negligence or willful misconduct.

Passengers must inform the provider prior to each session of any health or medical condition that may affect the safety of the service.

27. TENDER BOATS

Passenger transport by tender boats is carried out subject to weather and sea conditions and in accordance with the instructions of the Master and the crew.

Passengers are required to fully comply with all safety instructions. The Company bears no liability for delays, changes, or cancellations due to weather or operational reasons, except in cases of gross negligence or willful misconduct.

28. PASSENGER, GUEST, CONTACT INFORMATION CONTINUING OBLIGATION

Passenger acknowledges that the Carrier is subject to applicable maritime law, including all flag- state, port-state, and other regulatory requirements governing passenger accounting, emergency preparedness, and maritime safety. Passenger further acknowledges that the Carrier's ability to comply with such requirements depends upon the timely provision and continuous accuracy of contact and emergency information for Passenger and all guests included in the booking, and that such information is a material condition of carriage under applicable maritime law.

Each passenger ("Passenger") represents, warrants, and covenants that all contact information furnished to the Carrier, including without limitation residential address, electronic mail address, mobile and emergency telephone numbers, and any other information reasonably requested by the Carrier, is true, correct, and complete as of the date provided. Passenger shall continuously maintain and promptly update such information so that it remains accurate at all times during the term of this Contract and throughout embarkation. Transit, port calls, and disembarkation.

Passenger expressly assumes responsibility for ensuring the accuracy and currency of contact information for (i) all guests travelling under Passenger's booking or authorization. Passenger shall be deemed the sole point of contact for all such persons unless otherwise expressly agreed in writing by the Carrier.

The Carrier may rely conclusively on the most recent contact information provided and shall have no duty to verify, correct, or supplement such information. Passenger acknowledges that any failure to maintain accurate information that affects or impairs the Carrier's compliance with applicable maritime law constitutes a material breach and may result in safety-related, operational, or administrative actions, including refusal of boarding, voyage deviation, reporting to authorities, or termination of this Contract. The Carrier shall not be liable for any resulting delay, loss, or other consequences, to the fullest extent permitted by applicable maritime law.

29. USE OF WEBSITE

Please refer to the Terms of Use of our website.

30. PRIVACY POLICY

Please refer to our Privacy Policy.

31. PASSENGER RIGHTS

All guests are required to be aware of their rights under Regulation (EU) No 1177/2010 concerning the rights of passengers traveling by sea.

32. SEVERABILITY

If any provision of these terms is held to be invalid or unenforceable in any jurisdiction, such provision shall be ineffective only to the extent required, without affecting the validity of the remaining provisions which shall remain unaltered and in full force and effect.

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