



Terms and Conditions of the plantours-Cabin-Upgrade-Program

INTRODUCTION

Plantours & Partner is glad to offer a Cabin Upgrade program to provide guests the opportunity to request to upgrade from their original booked cabin category (“Original Cabin”) on the guest’s original reservation (“Original Booking”) to a higher cabin category (“Upgrade”) by submitting an offer (an “Offer”) to plantours & Partner. The Program applies to journeys, dates and categories of cabins identified by plantours & Partner at its sole and absolute discretion. The Offer is not final and binding until possible acceptance by plantours & Partner. The Cabin Upgrade program may not be available on all booking types, promotions, journeys or cabin categories. Plantours & Partner reserves the right, in its sole discretion, to decide whether to accept the Offer, and does not guarantee in any way that the Guest will be guaranteed the Upgrade, whether the cabins are available in the category for which the Offer is made.

ELIGIBLE GUESTS

Guests must be at least eighteen (18) years old and must be able to stipulate binding contracts. The Guest is deemed to have the ability to act on their behalf and to bind the person or people named or included in the Offer to these Terms and Conditions. Cabin Upgrade Offers are only valid for cabins that have already been purchased, either by the Guest or by someone on whose behalf Guests are requesting an upgrade. A valid email address must be associated with the booking. Plantours & Partner will send an Invitation to the most recently updated email address associated with the booking. An email address may have been provided to plantours & Partner at the time of booking, through the Onboard Manifest or any other direct contact with the company.

SUBMITTING AN OFFER

As a prerequisite for making an Offer, eligible Guests must either receive an Invitation from plantours & Partner or verify their eligibility through the dedicated Cabin Upgrade section on the website. The Cabin Upgrade program commences 120 days prior to the Journey departure and finishes no later than 5 days before departure.

Guests may submit an Offer for a cabin of a higher category than the one originally booked. It is possible to submit an Offer for more than one higher category. The amount of the Offer consists of the total per cabin amount that the Guest is willing to pay for the opportunity to upgrade from the Original Cabin to a

higher cabin category (the "Offer Amount") and is separate and in addition to the amount paid for the Original Booking. Eligible Cabin Categories to bid on will depend on the Original Cabin category booked.

If an Invitation is addressed to Guests travelling in different cabins belonging to the same booking and all submitting an Offer, plantours & Partner reserves the right to choose only one Offer from those received without guaranteeing the upgrade to all recipients of the Invitation.

If different bookings that travel together present an Offer and are upgraded, plantours & Partner does not guarantee that the new cabins will be close to one another or that all bookings will get upgraded.

Each Offer applies only to one cabin and is not transferrable to other reservations. By submitting an Offer, Guests accept the terms and conditions of the "Cabin Upgrade" program.

MODIFICATION OR CANCELLATION OF AN OFFER

Guests may modify or cancel the Offer via the hyperlink in the Offer e-mail up to 5 days before departure if the Offer has not already been accepted by plantours & Partner and no credit card charges have been made. Otherwise, they must complete the payment of the price indicated in the initial Offer. Except as otherwise provided in these Terms and Conditions, plantours & Partner reserves the right to cancel the Offer at any time, to correct any errors, inaccuracies and omissions without notice.

Plantours & Partner reserves the right to cancel the Offer before acceptance in the event of an error on its part in the processing of the offers or if a cabin, belonging to the category for which the Offer was submitted, is not available for any reason. In this case, the Guest will continue to enjoy the Journey conditions initially booked. If plantours & Partner cancels the Offer after accepting it, the amount of the Offer will be refunded on the Guest's credit card and plantours & Partner will have no further liability in relation to the Offer.

ACCEPTANCE OF AN OFFER

Plantours & Partner may accept the Offer at any time. If plantours & Partner accepts the Offer, the amount of the Offer will be charged to the Guests' credit card upon acceptance.

The Offer amount applies only to the cabin regardless of the number of occupants. Taxes and fees associated with the Upgrade are included in the bid amount.

Guests will be informed of the total amount due to plantours & Partner in case of acceptance of the Offer before its presentation. The charge on the guest credit card will appear under the name "plantours & Partner".

Once the Offer is accepted and processed, the amount paid for the upgrade is non-refundable. If the Offer is not accepted, Guests will travel in the category they originally purchased.

Once the Offer is accepted, plantours & Partner will not guarantee the assignment of a specific cabin number within the upgrade category; it may also be assigned a cabin category higher than the one for which the Guest submitted the Offer. The number, deck and location of the cabin will depend on cabin availability and are at the sole discretion of plantours & Partner. The processing of the Offer takes place within one day prior to the Journey departure.

For guests with disabilities or reduced mobility, plantours & Partner guarantees the upgrade in a cabin with the same services as in the original booking.

CONDITIONS AND CHANGES TO THE BOOKING

In the event of acceptance of the Offer and assignment of the upgrade, all other conditions of the original booking will remain in force. This includes terms, experience, cancellation terms and changes.

The Upgrade does not include the following inclusions: complimentary airport transfers, complimentary home transfers or complimentary hotel night if not already included in the Original Booking.

The Upgrade does not include any additional promotion. Guests will keep the promotions they already have according to the cabin category originally booked.

REFUND OF AN OFFER

If Guests change their chosen Journey after acceptance of the Offer, the Offer will be cancelled, not refunded and will not be transferred to the new itinerary.

The Offer will be considered non-refundable if the Guests cancel the Journey after its acceptance.

In case of replacement of the ship or cancellation of the Journey for any technical reason by plantours & Partner, the Offer eventually accepted on the previous itinerary will be refunded and considered invalid on the new itinerary. In these cases, plantours & Partner may, at its sole discretion and subject to availability, submit a new Guest Invitation to make an offer on the new itinerary.

GENERAL CONDITIONS

Plantours & Partner reserves the right to modify these Terms and Conditions at its discretion.

The General Terms and Conditions of Sale of Plantours & Partner, available on the website www.plantours-kreuzfahrten.de/en/, shall apply. In any case, plantours & Partner declines any liability for indirect damages.

In no case shall plantours & Partner, including its respective officers, directors, employees, representatives, parents, subsidiaries, affiliates, distributors, suppliers, licensors, agents or other entities involved in the creation, sponsorship, promotion or management of the Program be liable to any natural or legal person for any direct, indirect, incidental, special, exemplary, compensatory, consequential or punitive damage or any damage resulting from, relating to the Offer Program, or incident relating to the Offer Program beyond a refund of any amount of the Offer actually paid by the Guest.

These Terms and Conditions apply in conjunction with plantours & Partner general terms and conditions, ticket contract, website terms of use and privacy policy, all of which are incorporated into and form a part of these Terms and Conditions. plantours & Partner reserves the right to cancel the Offer at any time, correct any errors, inaccuracies or omissions, and change or update fares, fees and surcharges at any time without prior notice.

For specific information about this Cabin Upgrade program, please contact your preferred travel advisor, visit our website, <https://www.plantours-kreuzfahrten.de/en/> or contact us by email at info@plantours-kreuzfahrten.de