

## Uniworld Policy Update - 2018

- A) In order to offer the lowest possible price and to simplify our pricing structure, we will only offer one **Early Booking Discount** program for 2018 voyages. Guests should be encouraged to book our introductory fares as early as possible since fares are subject to increase at any time. We will continue to offer our Pay in Full Savings programs as we have in recent years. **Pay in Full Savings** will be 10% discount for 2018 cruises. This offer expires June 30, 2017.
  
- B) To insure that Uniworld can offer the most competitive price and provide the highest level of pricing transparency, **port charges** will be listed separately in our advertising and booking invoices.
  
- C) We are changing our **deposit requirements** to 10% of the cruise-tour fare from a flat deposit structure. The purpose of this change is to make the deposit commensurate with the value of the package booked. We have many longer programs and a significant number of larger suites, we feel this is a logical step in line with industry practices. In addition, the required deposit will actually decrease for some categories on select voyages.
  
- D) In order to maintain our competitiveness and the ability to offer the lowest possible air program, we must amend our deposit and fee structure for air bookings. The non-refundable deposit **air deposit** is now \$450, which covers our potential losses due to cancellation of air tickets. In addition, we will charge a fee of \$95 for custom air arrangements since such requests require significant administrative work and higher costs since we are working outside of our contracted air structure.
  
- E) Uniworld will require **final payment** at 120 days prior to departure. This will give us better control of our inventory and better visibility regarding our financial performance, which lowers risk for Uniworld and enables us to offer the lowest possible fares.
  
- F) In accordance with the new final payment requirements, we have modified our **cancellation policy** as well. The changes only effect cancellations that occur more than 90 days prior to departure. In addition, the non-refundable deposit amount for bookings cancelled greater than 120 days prior to departure will now be \$200 rather than \$300. In addition, this amount is still covered under our deposit protection program.

2017 Policy		2018 New Policy	
Period When Notice of Cancellation is Received	Cancellation Penalty per Person	Period When Notice of Cancellation is Received	Cancellation Penalty per Person
90 days or more	\$300 deposit	120 days or more	\$200**
89 to 60 days	35% of the fare	120 to 90 days	20% of the fare
59 to 30 days	50% of the fare	89 to 60 days	35% of the fare
less than 30 days	100% of the fare	59 to 30 days	50% of the fare
No Show	100% of the fare	less than 30 days	100% of the fare
		No Show	100% of the fare

\*\* Penalty is covered under deposit protection program. Port charges are fundable if booking is cancelled prior to departure.

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- G) The premium for our **travel protection program** is being revised so that the premium is commensurate with higher priced cruise-tours. Uniworld has also maintained the same premium structure for many years while the costs of the program have been steadily increasing. Please see the new premium structure below:

2017 Travel Protection Plan Costs		2018 Travel Protection Plan Costs	
Trip Costs	Premium	Trip Costs	Premium
\$0 - \$4,500	\$399	\$0 - \$4,500	\$399
\$4,501 - \$6,000	\$499	\$4,501 - \$6,000	\$499
\$6,001 - \$8,000	\$549	\$6,001 - \$8,000	\$649
\$8,001 +	\$599	\$8,001 +	\$749

- H) We are maintaining our **River Heritage Club** benefit whereby past guests receive 5% savings on any 2018 voyage regardless of booking date as well as weekly complimentary laundry when sailing in Europe.
- I) The **Uniworld Generations** family program offers substantial savings for minors travelling with parents on various 2018 itineraries. For 2018, the applicable ages for these savings is from 4 to 17 rather than 4 to 18.

### Itinerary Updates for 2018

- **NEW**
  - New Remarkable Rhine (Basel to Amsterdam) 9 days (River Empress)
  - New Enchanting Danube & Munich (Munich to Passau to Budapest) 10 days one-way only (S.S. Maria Theresa)
  - New Enchanting Danube & Prague (Budapest to Passau to Prague) 10 days one-way only (S.S. Maria Theresa)
- **UPDATES**
  - European Jewels is now 16 days (instead of 15 days. We now include an overnight in Amsterdam)
  - Ultimate France is now one-way only (Bordeaux to Avignon)