



## CRUISE CANCELLATION PROTECTION

# Cancel For Any Reason Protection Plan

### IMPORTANT INFORMATION AND TERMS

We want to put your mind at ease from anything that may arise before your cruise with our Cancel For Any Reason Protection Plan (the "Cancel For Any Reason Protection Plan" or "Plan"). We created this Plan to provide you with peace of mind at an affordable price as you prepare for your cruise. We look forward to having you on board, but understand that sometimes the unexpected happens.

This Plan is not insurance. The Cancel For Any Reason Protection Plan is a cancellation fee waiver program provided by American Cruise Lines. It is an addendum to American Cruise Lines' Passenger Contract that replaces the Passenger Contract's standard cancellation terms.

Please read this brochure carefully. If you have any questions about the Plan offered, please contact us at:

**TELEPHONE:** 1-800-894-8570

**EMAIL:** [CruiseProtection@americancruiselines.com](mailto:CruiseProtection@americancruiselines.com)

### WHO MAY PURCHASE

Any customer may purchase the Cancel For Any Reason Protection Plan between time of deposit and time of final payment. The Plan may not be purchased after final payment for a cruise package is made or otherwise due.

### WHEN PROTECTION BEGINS

The Plan takes effect on the date we receive your Plan payment.

### WHEN PROTECTION ENDS

The Plan automatically ends at the start of your Cruise Package or at the time of cancellation, whichever occurs first.

### CRUISE CANCELLATION REFUNDS UNDER THE PLAN

If you cancel your cruise, a percentage of all eligible amounts paid will be refunded to you, less the Cancellation Administrative Charge.

- "Eligible amounts paid" are the prepaid Payments that you paid except for the Cancel For Any Reason Protection Plan Fee.
- The Cancellation Administrative Charge is \$250 per person and is deducted from any refund made under the Plan.

Refunds will be made according to the schedule below, based on the number of days between receipt of written notification of cancellation and the embarkation date of your cruise. If the cruise package is cancelled:

## REFUND SCHEDULE\*

DAYS BEFORE CRUISE EMBARKATION DATE	STANDARD CANCELLATION TERMS	CANCEL FOR ANY REASON PROTECTION PLAN
Up to 91 Days	100% money-back refund	100% money-back refund
Between 90 and 46 Days	50% money-back refund	80% money-back refund
Between 45 and 10 Days	0%	80% money-back refund
9 Days or Less and Up until the Start of Your Cruise Package	0%	70% in Cruise Credits**

\*In all cases, refunds are based on the percentage of the eligible amounts paid (defined herein), less the Cancellation Administrative Charge.

\*\*If you have the Cancel For Any Reason Protection Plan and cancel 9 days or less before your cruise embarkation date and up to the start of your cruise package, you will receive a refund in Cruise Credits (instead of a money-back refund) equal to 70% of the eligible amounts paid.

## TO CANCEL YOUR CRUISE:

Should you need to cancel your cruise, you must notify us in writing with the information outlined below by emailing [reservations@americancruiselines.com](mailto:reservations@americancruiselines.com) or sending a letter to:

**American Cruise Lines, Inc.**

**Attn: Cruise Cancellation Department**

**741 Boston Post Road, Suite 200**

**Guilford, CT 06437**

The email/letter must contain all of the following:

1. Full names for each person being cancelled,
2. Mailing address;
3. Phone number;
4. Email address (if you have one);
5. Booking number; and
6. Cancellation reason (optional - Cancellation reason is for internal reporting purposes only and will not impact your refund).

It is recommended that you also include a copy of your boarding document or invoice. If written notification is provided by a letter, then it should be sent by certified or registered mail, return receipt requested.

For questions, assistance, or to request a cancellation refund form, please call 1-800-894-8570.

## DEFINITIONS

In this Plan, "you", "your" and "yours" refer to the customer who has purchased the Cancel For Any Reason Protection Plan.

"We", "us" and "our" refer to American Cruise Lines, Inc.

**"Cruise Credits"** – each refundable Cruise Credit may be applied against one dollar of a future cruise package purchased by you. Cruise Credits have no cash value, are non-transferable, and must be used for travel within twelve months from the date of issuance.

**"Cruise Package"** - the scheduled cruise occurring between the embarkation and disembarkation dates printed on your cruise confirmation and any additional tours, hotel nights, or transportation service purchased directly through American Cruise Lines, Inc. which appear on your cruise confirmation receipt.

**"The start of your cruise package"** – the scheduled start of your travel arrangements purchased from American Cruise Lines (cruise, hotel, ground or air transportation, and/or tour).

**"Cancellation"** - means the receipt by us of your written

notification by letter or email stating your intention to cancel your Cruise Package, with all required information, before the start of your Cruise Package.

"Cruise Cancellation Protection Plan", "Cruise Cancellation Protection", "Cancel For Any Reason Protection Plan" or "Plan" means the cancellation fee waiver program which, when purchased by you, becomes an addendum to the Passenger Contract between you and American Cruise Lines.

"Cancel For Any Reason Protection Plan Fee" means the nonrefundable cost charged by us and paid by you for the cancellation fee waiver here provided.

**"Cruise Confirmation receipt"** is the receipt you receive at the time your cruise package is purchased from American Cruise Lines.

**"Embarkation date"** is printed on your cruise confirmation receipt and means the date on which your cruise is originally scheduled to leave. Embarkation date is based only on the scheduled departure date of your cruise and not any pre-cruise travel arrangements otherwise included as part of your cruise package.

**"Eligible amounts paid"** are the prepaid Payments that you paid except for the Cancel For Any Reason Protection Plan Fee.

**"Passenger Contract"** means the Terms & Conditions of Passage issued by us to you, which incorporates the Passenger Information on the American Cruise Lines website ([www.americancruiselines.com](http://www.americancruiselines.com)) in effect as of the date you first pay any fare for the Cruise Package and your Cruise Confirmation receipt.

**"Payments"** means the cash, check, or credit card amounts actually paid for your Cruise Package, including any deposits made to reserve your cruise package. Cruise Credits, certificates, vouchers, or discounts are not Payments as defined herein.

## PROTECTION PLAN TRANSFER

Your Plan can only be transferred to another cruise reserved and paid for by you at least 91 days before the before the cruise embarkation date.

## CHANGES TO THE PLAN

The terms of this Plan are subject to change at any time without notice.

