

## RESERVATION FORM – EMERALD RIVER CRUISING



Tour: \_\_\_\_\_ Departure Date: \_\_\_\_\_

Group Name: \_\_\_\_\_ Group Number: \_\_\_\_\_

For Reservations Contact: \_\_\_\_\_

**IMPORTANT:** Please print your name **EXACTLY** as it appears on your **passport**. We require a copy of your passport at the time of initial reservation or no later than two (2) weeks after making your reservation. Name corrections, after final payment due date, or after tickets have been issued, will result in additional fees being assessed.

Today's Date: \_\_\_\_\_

**YOUR INFORMATION:** (Please print your name **EXACTLY** as it appears on your passport)

First: \_\_\_\_\_ Middle: \_\_\_\_\_ Last: \_\_\_\_\_ Suffix: \_\_\_\_\_

Salutation (Mr., Mrs., Rev): \_\_\_\_\_ Preferred name on nametag: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ Email Address: \_\_\_\_\_

Passport Number: \_\_\_\_\_ Date of Issue (m/d/y): \_\_\_\_\_ Date of Expiration (m/d/y): \_\_\_\_\_

Place of Issue (Authority): \_\_\_\_\_ Nationality: \_\_\_\_\_ Global Entry/TSA # \_\_\_\_\_

Date of Birth (m/d/y): \_\_\_\_\_ Place of Birth: \_\_\_\_\_ Gender: ☐ Male ☐ Female

☐ Passport photo page attached/included with reservation form.

**EMERGENCY CONTACT:** (Please provide contact information of person **NOT** traveling with you)

Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Cell Phone #: \_\_\_\_\_ Home Phone #: \_\_\_\_\_

### AIR AND ROOMING INFORMATION:

Departure airport: \_\_\_\_\_ ☐ Mayflower Air ☐ Writing Own Air

Food Allergies or Special Dietary Requirements: ☐ No ☐ Yes

Are you bringing a Sleep Apnea Machine: ☐ No ☐ Yes

Are you bringing any Mobility Aids: ☐ No ☐ Yes

(If you checked YES to any of the above, you are required to fill out the corresponding information form.)

### ROOM CATEGORY:

☐ **Single** (Select ☐ one bed or ☐ two beds) ☐ **Twin** (two beds) ☐ **Double** (one bed) ☐ **Guaranteed Share\***

\*Mayflower's Guaranteed Share Program is available on the Riviera, Vista and Horizon Decks standard staterooms only.

### STATEROOM CATEGORY:

☐ Riviera Deck (CAT E) ☐ Riviera Deck (CAT D) ☐ Vista Deck (CAT C) ☐ Vista Deck (CAT B) ☐ Horizon Deck

☐ Grand Balcony Suite ☐ Owners Suite

Requested Cabin #: \_\_\_\_\_ 1<sup>st</sup> Preference #: \_\_\_\_\_ 2<sup>nd</sup> Preference #: \_\_\_\_\_ 3<sup>rd</sup> Preference #: \_\_\_\_\_

We will make every effort to accommodate your preference of cabin category. All cabins are on a first come first reserve basis.

Rooming with: \_\_\_\_\_ **Please complete separate reservation form for traveling companion.**

### PAYMENT INFORMATION:

**By placing a deposit, you understand and accept the terms and conditions of Mayflower Cruises and Tours and Scenic Group. For details of the Scenic Group terms please visit <https://www.emeraldcrises.com/terms-conditions>**

Purchasing Travelers Protection Plan (TPP): ☐ Yes ☐ No

Cruise price up to \$5000: TPP \$ \_\_\_\_\_ Cruise price \$5001 and up: TPP \$ \_\_\_\_\_

Deposit Amount: \$ \_\_\_\_\_ + Travelers Protection Plan: \$ \_\_\_\_\_ = Total Amount Enclosed: \$ \_\_\_\_\_

Final Payment Due By: \_\_\_\_\_ Make Checks Payable To: \_\_\_\_\_

Mail Deposit To: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Mail Final Payment To: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### CREDIT CARD INFORMATION:

If you would like to make your deposit by credit card, please provide the information to your group leader who will make your payment directly to Mayflower. VISA, MC, and Discover are accepted.

# 2027 RIVER CRUISING & SMALL SHIP ADVENTURES

## Booking Conditions

**Payments:** All deposits and final payments can be made by check or credit card. We accept the following credit cards: Visa, MasterCard and Discover.

**Prices Subject to Change:** We reserve the right to vary itineraries and prices and substitute facilities, hotels or events of equal or better quality if necessary.

**Guaranteed Share Program for Single Travelers:** If you are traveling alone and would like a roommate for cost savings, let us know at the time of booking your reservation. Travelers must be non-smokers, cannot use a medical sleeping device or have specific needs like Handicapped room etc. to be eligible. Participants will be paired with another traveler of the same gender at the twin rate. If no roommate is available, you will get a single room at the twin rate. Guaranteed share reservations are available up to 180 days prior to tour departure. Guaranteed share reservations are only available on certain Cabin categories. Please call us for details.

**Roommate Cancellation:** If you are booked as a "twin" and your roommate cancels their reservation, and you cannot find another roommate, you may either travel as a guaranteed share (see above) or travel as a single and pay the single supplement.

**Health and Walking on Tour:** Some sites visited have limited motorcoach access and may involve considerable walking, stairs or inclines. Travelers should be in reasonably good health. Some programs include destinations in higher elevations that may have varying effects on individual travelers. Tour Managers and Coach Drivers cannot lift or assist travelers into transportation vehicles. Mayflower Cruises & Tours requires that persons requiring assistance be accompanied by a companion who is capable of and totally responsible for providing the assistance.

**Revision Fees:** A fee of \$25 per person per transaction will be charged for any changes, revisions or alterations made to your reservation after confirmation.

**Luggage Handling:** The tour cost includes portage for one average size suitcase. A charge of \$5.00 per hotel will be collected by the Tour Manager for each additional piece of luggage that you bring.

**Travel Documents:** Your travel documents will be in your possession approximately 14 days prior to departure. Documents include tour itinerary, departure and arrival information and times, hotel and ship information, clothing suggestions, baggage tags, plus any helpful hints.

**Mayflower Loyalty Program:** Earn \$150 travel credit for every River Cruise and Small Ship Adventure taken with Mayflower Cruises & Tours. No restrictions on the amount of credits an individual can acquire. Loyalty Credits can be applied to any reservation made within one year of the return of the tour they were earned on. Multiple credits can be used on a single tour. Credits are nontransferable but can be combined with Mayflower promotional savings. Some restrictions apply, call for details.

**Smoke Free Environment:** All river cruise vessels have a no-smoking policy inside the vessel. There may be designated smoking areas outside on certain decks, and any smoking must be done in the designated areas only. While on the excursions, there is no smoking allowed on the motorcoach.

**Travelers with Special Needs:** You must advise Mayflower at the time your booking is made of any disability requiring special attention. Mayflower will make reasonable efforts to accommodate the special needs of our travelers. Be aware that the Americans with Disabilities Act is applicable only within the United States and that accommodations for disabled travelers outside the United States may be more limited. If a traveler requires assistance, we require that he/she be accompanied by a companion who is capable of and totally responsible for providing the assistance. Neither Mayflower personnel, nor its suppliers, may lift or physically assist travelers. If a traveler thinks he/she might need assistance during a trip, he/she should call Mayflower to determine what assistance might reasonably be provided. If special arrangements are provided, and these arrangements add to the Tour Operator's cost, the Tour Member will be responsible to pay the additional costs. Mayflower cannot provide special individual assistance to travelers with special needs for walking, dining or other routine activities. Travelers requesting

a handicapped room cannot be booked with Guaranteed Share accommodations.

**Membership:** Mayflower reserves the right to withhold tour membership, or to require any traveler to leave a tour at any time, when such action is determined by Mayflower to be in the best interests of the traveler or the tour group. Children must be at least 12 years of age and accompanied by a guardian at all times.

**Force Majeure:** Except where otherwise expressly stated in these terms and conditions we cannot accept liability or pay any compensation where the performance or prompt performance of our obligations under our contract with you is prevented or affected by or you otherwise suffer any damage, loss or expense of any nature as a result of Force Majeure. "Force Majeure" means any event which we or the supplier of the services in question could not, even with all due care, foresee or avoid.

**Responsibility:** These tour programs are operated by Mayflower Cruises & Tours, Inc. 650 Warrenville Rd, Suite 500, Lisle, IL 60532. In common with other companies, Mayflower acts only as an agent for Tour Members in arranging room accommodations, transportation, sightseeing, admissions and restaurants. Mayflower reserves the right in its sole discretion to make changes in the itinerary and is not responsible for expenses, loss of time, money or other occurrence resulting from a change of tour scheduling made for Tour Members. Mayflower reserves the right to accept, decline or retain any person as a member of the tour, and is not responsible for any losses or damages of personal property, or for injuries, expenses or damages incurred by any Tour Member.

### United States Tour Operators Association \$1 Million Travelers Assistance Program

Mayflower Cruises & Tours, Inc. shares the coverage available under the United States Tour Operators Association ("USTOA") \$1 Million Travelers Assistance Program with affiliates of Mayflower Cruises & Tours who, as an Active Member of the USTOA is required to post \$1 Million with USTOA to be used to reimburse, in accordance with the terms and conditions of the USTOA Travelers Assistance Program, the advance payments of Mayflower Cruises & Tours travelers in the unlikely event of Mayflower Cruises & Tours bankruptcy, insolvency or cessation of business. Further, you should understand that the \$1 Million posted by Mayflower Cruises & Tours may be sufficient to provide only a partial recovery of the advance payments received by Mayflower Cruises & Tours. Complete details of the USTOA Travelers Assistance Program and a list of affiliates may be obtained by writing to USTOA at 345 Seventh Avenue, Suite 1801, New York, NY 10001, or by email to [information@ustoa.com](mailto:information@ustoa.com) or by visiting [www.ustoa.com](http://www.ustoa.com).

**Airline Security Measures:** The Transportation Security Administration requires that travelers provide their name exactly to their airline as it appears on their passport to be used while traveling, along with their date of birth and gender when making reservations to fly from the U.S. When making your flight reservations through Mayflower Cruises & Tours, you will be asked for this information by our staff. Due to airline security measures, your passport must match your airline ticket name and your tour reservation name or you may be denied aircraft boarding.

**Passport & Visas:** Each U.S. citizen must have a valid passport. Expiration date of passport should be at least six months after the return date of the tour. If you don't have a passport, call our office and we'll tell you how to apply for one. Some countries require visas for entry by U.S. citizens. We will send instructions for visa applications if a visa is required for your tour. Holders of non-U.S. passports should contact their nearest consulate and inquire about the necessary passport or visa documentation required for entry into the countries visited. Visa fees and cost of obtaining a visa are not included in the tour price and are the responsibility of the traveler.

**Medical Requirements:** Many countries have immunization requirements. Some countries require foreign visitors to have valid medical insurance on entry. Requirements vary by country and can change. Please check with your travel professional or call our office for details on which tours need these requirements. Specific instructions will be sent to you at 90 days prior to departure if your tour requires these conditions. Mayflower Cruises & Tours cannot be liable for delay or denial of entry due to missing documents.

**Itinerary Changes:** There may be times when we may have to alter the scheduled itinerary, cruise vessels, hotels, shore excursions etc. due to weather conditions or conditions on the river in regards to water levels, locks, or other delays. Any changes in the itinerary due to these conditions will not result in eligibility for a refund. All itineraries are subject to change without prior notice and may need to be altered due to water level and other weather conditions.

**Cruise:** (a) Noise, Vibration and Odor: While We take reasonable steps to minimize noise, vibrations and odors on the cruise ships, You acknowledge and accept that some noise, vibration and intermittent odors may be experienced on vessels and that We will not be liable to You in relation to any such noise, vibration or odors.

(b) Docking Position: During port stops, ships may dock side-by-side, obstructing views and requiring You to pass through other ships to embark and disembark.

### THE TRAVEL PROTECTION OFFERED FOR RIVER CRUISES THE F431G PLAN.

#### DEPOSIT SCHEDULE - SCENIC, EMERALD AND GALÁPAGOS LAND/ CRUISE TOUR PRICE UP TO \$5,000

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	120 Days
• Without TPP Coverage	\$400	120 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	120 Days
• Without TPP Coverage	\$400	120 Days

#### DEPOSIT SCHEDULE - SCENIC, EMERALD AND GALÁPAGOS LAND/ CRUISE TOUR PRICE FROM \$5,001 AND UP

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$969	120 Days
• Without TPP Coverage	\$400	120 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$969	120 Days
• Without TPP Coverage	\$400	120 Days

#### DEPOSIT SCHEDULE - TREASURES OF THE PHAROAH'S

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	120 Days
• Without TPP Coverage	\$400	120 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$899	120 Days
• Without TPP Coverage	\$400	120 Days

#### DEPOSIT SCHEDULE - MAJESTIC MEKONG RIVER CRUISE; TREASURES & TEMPLES OF VIETNAM AND CAMBODIA; SPLENDORS OF EUROPE

Land/Cruise Tour with Air*	Deposit Per Person	Final Payment
• With TPP Coverage	\$969	120 Days
• Without TPP Coverage	\$400	120 Days
Land/Cruise Tour Only	Deposit Per Person	Final Payment
• With TPP Coverage	\$969	120 Days
• Without TPP Coverage	\$400	120 Days

\*Land tour price is based on twin occupancy rate

**Payment Information:** Listed above is a schedule of deposit and final payment due dates. You will note that the first category includes an optional Travelers Protection Plan (TPP). Within five business days of making your reservation, you must make your initial trip deposit. Once your trip deposit is made, you then have 24 hours to add on the Optional TPP if you choose to purchase. Please see "Travelers Protection Plan (TPP)" section in the next column for further explanation of this offering. By placing a deposit, you understand and accept the terms and conditions of Mayflower Cruises and Tours and Scenic Group. For details of the Scenic Group terms please visit <https://www.emeraldcrucises.com/terms-conditions>

**Refund and Cancellation Policy:** Payments for land, air, and cruise arrangements, (less the deposit amount) will be refunded when cancellations are received prior to the final payment due date noted above. Deposits are non-refundable unless the optional Travel Protection Plan (TPP) is purchased at the time of booking and you have a covered claim. The Refund and Cancellation Policy is offered by Mayflower Cruises and Tours and is separate from the Travel Protection Plan.