

Special Terms and Conditions – Book with Confidence

Valid for bookings made from
25 November 2021 until 31
March 2022 with sailings
departing through 30
September 2022

1. Introduction

- 1.1. These book with confidence special conditions (“BWC Conditions”) apply to bookings with Hurtigruten Ltd (“Hurtigruten”) made on or after 25 November 2021 until 31 March 2022 for sailings departing through 30 September 2022. The BWC Conditions are a part of the travel contract you enter into upon booking a voyage with Hurtigruten. The BWC Conditions prevail over Hurtigruten’s General Terms and Conditions.
- 1.2. For guests who are not eligible for the BWC Conditions, Hurtigruten’s General Terms and Conditions apply. You may find the General Terms and Conditions [here](#). The General Terms and Conditions and the EU Package Travel Directive also include a right to rebook or cancel the voyage subject to certain conditions. For example, you may cancel a travel package before it begins, without paying a cancellation fee, if unavoidable and extraordinary circumstances occur at the place of destination or its immediate vicinity, which would significantly affect the performance of the travel package.

2. Rebooking – Future Cruise Credit

- 2.1 Guests who have made a cruise booking on or after 25 November 2021 with departure date before the end of September 2022 may cancel their voyage and receive a future cruise credit (“FCC”) equal to the amount the guest has paid at the date of the cancellation or cancel and rebook to new travel dates.
- 2.2 The following cancellation deadlines apply:
 - **Any time up until 31 days prior to the departure date, guests may cancel their booking and change travel dates or cancel the booking and receive a FCC. Hurtigruten waives any rebooking fees.**
 - **At any time from 31 days prior to the departure date up until 24 hours before the departure date guests may cancel their booking and change travel dates or cancel the booking and receive a FCC if COVID affects their journey. Hurtigruten waives any rebooking fees. COVID affecting your journey means that you are unable to travel to the port of embarkation due quarantine requirements, a travel ban either in your home country or in the country of embarkation or that you have tested positive for COVID.**
- 2.3 The FCC and date change may only be used towards a future Hurtigruten cruise booking(s). Guests must use the FCC or cancel and change the dates within 31 December 2022, and this offer only valid for cruises scheduled to depart on or before 31 March 2023. If not used on or before 31 December 2022 the FCC and this offer will automatically expire and has no value. The value of the FCC has no cash value, is non-transferrable. The BWC Conditions cannot be used to obtain a refund.
- 2.4 All bookings are subject to availability at the time of the guest’s request. Any promotions or offers available or applicable with the original booking shall not apply to the subsequent booking made with the BWC Conditions.
- 2.5 The guests remain responsible for paying the applicable deposit amounts due and payable at the time of the cancellation and any difference in the price on the new booking if it exceeds the value of the FCC or the value of the old booking. If the price for the new booking is less than the value of the FCC/what is already paid for the old booking, a new FCC will be issued for the remaining balance. Before the FCC

is issued or the old booking cancelled and dates changed, the guest must have paid all monies due and payable at the time.

- 2.6 If a guest chooses to change the travel dates or receive a FCC, or otherwise cancels the reservation, cancellation charges already incurred by the guest on the booking will not be waived or refunded for any reason, except as otherwise provided herein or required by applicable law. If you rebook your voyage under the BWC Conditions your original cancellation deadlines and fees according to the General Terms and Conditions continue to apply.
- 2.7 The BWC Conditions do not apply to gift cards. The BWC Conditions only apply to individual named guests travelling with Hurtigruten. Agents and charterers are not covered. The BWC Conditions do not apply to guests who have booked chartered sailings.
- 2.8 Hurtigruten reserves the right to correct any errors, inaccuracies or omissions at any time without prior notice or liability. This offer may be withdrawn or modified at any time without notice.