

Frequently Asked Questions for Exclusive Offer for U.S./Canada Residents

Who can access the Air Program?

The Air Program is available exclusively to guests of The Ritz-Carlton Yacht Collection who reside in the United States or Canada and are booking select voyages in Asia and French Polynesia.

What gateways are included in the exclusive offer?

Eligible gateway airports are Los Angeles (LAX), San Francisco (SFO), Dallas/Fort Worth (DFW), New York (JFK/EWR), and Miami (MIA). For travel arrangements from other locations, please contact The Ritz-Carlton Yacht Collection at (833) 999-7292 or your travel professional.

Are a pre-voyage hotel stay and transfers included?

A complimentary one-night pre-voyage hotel stay, and associated transfers are included on select voyages and within select suite categories only.

Which suite categories include Business Class Air, Hotel, and Transfers?

Aboard *Evrima* on select South Pacific itineraries, the View and Owner's Suite categories are eligible. Aboard *Luminara* on select Asia itineraries, the Grand, View, Luminara, Residence, Concierge, and Owner's Suites are eligible.

Which hotels may be included?

Participating hotels may include select Ritz-Carlton properties, the InterContinental Tahiti, and JW Marriott Phuket, or comparable alternative properties selected by the Company.

Which airlines might I fly?

Flights are arranged with **leading airlines and established international carriers including but not limited to United Airlines, Air Tahiti Nui, Japan Airlines, ANA, American Airlines, United Airlines, Delta, Singapore Airlines, Cathay Pacific, etc** selected based on departure airport, destination and preferred routing. **Airline selection is subject to availability, and specific airline preferences cannot be guaranteed.**

Will my flight be nonstop?

Where available, we will prioritize a nonstop itinerary from selected gateways. If a nonstop option is not available, we will select the **most direct and time-efficient routing available**.

Flight options are subject to **airline schedules, availability and market conditions at the time of booking**, and a nonstop flight cannot be guaranteed.

How is my flight selected by The Ritz-Carlton Yacht Collection?

Flights are selected to align with your voyage, balancing the most direct, time-efficient routings with reputable carriers and their alliance partners. Guest preferences are taken into account where possible but cannot be guaranteed, as all fares, schedules, and availability are subject to change without notice until tickets are issued. Throughout your journey, we monitor flight schedules and, in the event of a major disruption, coordinate rebooking and related logistics on your behalf.

Can I earn / redeem frequent flyer miles?

Where airline policies permit, your frequent flyer number will be added to your reservation; however, we cannot guarantee the accrual of miles or loyalty program benefits. The redemption of points and mileage upgrades is not available under The Ritz-Carlton Yacht Collection fares.

Can I request a specific airline or flight?

We will do our best to accommodate specific requests where possible, subject to availability and any additional cost applicable.

Can I arrive earlier or stay longer?

The promotion applies to designated gateways and dates. Adjustments to your travel dates may be possible subject to availability and may involve an additional cost.

Terms and Conditions:

Featured price is the combined air-and-voyage fare per guest, based on double occupancy in select suite categories (aboard Evrima: View and Owner's Suite categories and aboard Luminara: Grand, View, Luminara, Residence, Concierge, and Owner's Suites) and includes roundtrip Business Class airfare from most European gateways . Available on new bookings only and applicable to select voyages and departure dates. Fare varies by voyage, suite category, gateway, routing, travel dates, availability, and other applicable factors.

Complimentary pre-voyage hotel accommodation and transfers are available on select voyages only and are subject to availability. Applicable hotels may include, without limitation, InterContinental Tahiti, JW Marriott Phuket, and select Ritz-Carlton properties, or comparable substitute properties selected by Company. Accommodation upgrades, additional hotel nights, itinerary deviations, and ancillary travel expenses are the responsibility of the guest and may require payment of additional fees. Hotel accommodations are optional, have no cash value, and may not be substituted, transferred, exchanged, or redeemed for cash. Included Business Class airfare is subject to airline availability, routing, and schedule constraints. Offer applies to new bookings only, is capacity controlled, and may be withdrawn, modified, or terminated at any time without notice. Offer is subject to the applicable Ticket Contract and Booking Terms and Conditions. Additional restrictions may apply.