



THE RITZ-CARLTON YACHT COLLECTION

Frequently Asked Questions for Exclusive Offer – Europe, Middle East, and Africa

What does the Travel Seamlessly Offer include?

The Travel Seamlessly Offer provides a travel credit that may be applied toward eligible air travel, hotel accommodations, transfers, and other eligible travel arrangements booked through The Ritz-Carlton Yacht Collection. Subject to availability and the applicable offer terms, any unused portion may be applied toward designated onboard experiences, which may include eligible shore excursions, spa services, and onboard dining. The amount of the travel credit applicable to your booking will be disclosed before you complete your booking and confirmed in your booking documentation.

Who is eligible for the offer?

The offer is available for eligible new bookings by guests residing in participating markets in Europe, the Middle East, and Africa on select voyages, departure dates, and suite categories. Eligibility, participating markets, and the applicable credit value will be confirmed before booking. The offer is capacity-controlled and subject to availability.

Who can book air through The Ritz-Carlton Yacht Collection?

Guests with an eligible voyage booking may request qualifying air and other travel arrangements through The Ritz-Carlton Yacht Collection. Available services depend on the guest's departure market, itinerary, airline schedules, routing, applicable fares, and operational requirements.

How are my flights selected?

Flights are selected to align with your voyage itinerary, taking into account available routings, airline schedules, applicable fares, and operational requirements. We will seek commercially reasonable options that support timely arrival for embarkation. Guest preferences regarding departure airport, airline, and routing will be considered where reasonably practicable, but specific airlines, airports, routings, cabin products, and schedules cannot be guaranteed.

What airports are eligible?

The Air Program is generally available from major airports across participating markets in Europe, the Middle East, and Africa. Availability varies by departure market, itinerary, airline service, routing, applicable fares, and operational requirements. Your requested departure airport will be considered, but availability from a particular airport is not guaranteed.



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Can I choose my travel dates?

We will recommend travel dates designed to support arrival before embarkation and alignment with the voyage schedule. Preferred dates may be requested and will be considered where reasonably practicable, subject to airline availability, routing, applicable fares, and operational requirements. Travel outside the standard travel window may be unavailable or may result in additional charges, which will be disclosed before the arrangements are confirmed.

Can I request a specific airline, flight or routing?

You may submit a preference for a particular airline, flight, or routing. We will consider the request where reasonably practicable, but it cannot be guaranteed. Any additional cost associated with an approved deviation or preference will be disclosed before confirmation.

Will my flight be nonstop?

Nonstop travel is not guaranteed. We will consider available routings that reasonably align with your voyage, but flight options remain subject to airline schedules, availability, applicable fares, market conditions, and operational requirements.

What happens if my flight is changed, delayed, or cancelled?

For air arrangements booked through The Ritz-Carlton Yacht Collection, we monitor relevant schedule information and, when a significant disruption affects your arranged travel, will provide assistance and coordinate available rebooking options in accordance with applicable carrier rules, the Booking Terms and Conditions, and applicable law. Guests should promptly notify us of any disruption and follow the contact instructions in their booking documentation. Nothing in these FAQs limits rights available under applicable law.

Can I earn or redeem frequent flyer miles?

Where permitted by the airline, we will request that your frequent flyer number be added to the reservation. Eligibility to earn miles, status credit, or other loyalty benefits is determined solely by the airline and is not guaranteed. Redemption of points and mileage upgrades is not available through The Ritz-Carlton Yacht Collection fares unless expressly confirmed in writing.



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Can I use the travel credit if I arrange my own flights?

If you choose not to book air through The Ritz-Carlton Yacht Collection, the travel credit may still be applied to other eligible travel arrangements or designated onboard experiences for the same eligible voyage, subject to availability and the applicable offer terms. The credit may not be used toward the voyage fare or transferred to another booking or person. Eligible uses will be confirmed before booking.

What happens to the travel credit if I cancel or the voyage changes?

Treatment of the travel credit following guest cancellation, cancellation, or material change by The Ritz-Carlton Yacht Collection, or changes to associated travel arrangements is governed by the applicable Booking Terms and Conditions and mandatory law. Promotional restrictions do not limit any refund, alternative arrangement, or other right that cannot lawfully be excluded.

Does the travel credit expire or have cash value?

The travel credit must be used in connection with the eligible voyage and in accordance with the applicable offer terms. Except where required by applicable law, it has no independent cash value, is non-transferable, may not be sold or assigned, may not be applied to the voyage fare, and may not be redeemed for cash. Any deadline or forfeiture condition will be disclosed before booking.

Where can I find the full terms and my consumer protections?

The complete offer terms, Booking Terms and Conditions, organizer details, complaint contacts, and applicable insolvency-protection information will be available before booking and included or referenced in your booking confirmation. Nothing in the offer limits rights available under applicable consumer protection, package travel, or passenger rights laws.



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Terms and Conditions

Travel Seamlessly Offer Benefits are available on select voyages and departure dates for eligible new bookings by guests residing in participating markets in Europe, the Middle East, and Africa. Eligibility is subject to participating market, voyage, departure date, suite category, capacity, and availability.

The offer provides a travel credit that may be applied toward eligible air travel, hotel accommodations, transfers, and other eligible travel arrangements booked through The Ritz-Carlton Yacht Collection. The amount of the travel credit varies by voyage and suite category and will be disclosed before completion of the booking and confirmed in the booking documentation.

Air arrangements are subject to airline availability, schedules, routing constraints, applicable fares, cabin inventory, market conditions, and operational requirements. Guest preferences, including departure airport, airline, flight, cabin product, travel date and routing, will be considered where reasonably practicable but are not guaranteed. Any approved deviation, upgrade, or preference may result in additional charges, which will be disclosed before confirmation.

Subject to availability and applicable restrictions, unused travel credit may be applied toward designated onboard experiences for the same eligible voyage, which may include eligible shore excursions, spa services and onboard dining.

Except where required by applicable law, the travel credit has no independent cash value, is non-transferable, may not be sold or assigned, may not be applied toward the voyage fare, and may not be redeemed or exchanged for cash. The credit must be used in connection with the eligible voyage and within any deadline disclosed before booking.

Treatment of the travel credit and associated travel arrangements following guest cancellation, cancellation or material change by The Ritz-Carlton Yacht Collection, supplier disruption, or termination of the booking is governed by the applicable Booking Terms and Conditions and mandatory law. Nothing in these promotional terms restricts any refund, alternative arrangement, price reduction, assistance, compensation, or other remedy that cannot lawfully be limited or excluded.

The offer is available for a limited time and is capacity-controlled. The Company may modify, suspend, or withdraw the offer for future bookings at any time. Confirmed bookings retain the offer benefits applicable when booked, except for changes made in accordance with the Booking Terms and Conditions and applicable law.



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Terms and Conditions (Continued)

The offer applies to new bookings only and is subject to the applicable Ticket Contract, Booking Terms and Conditions, airline or supplier terms, and any additional restrictions disclosed before booking. If these promotional terms conflict with mandatory law, mandatory law controls.

Bookings are protected by the insolvency-protection arrangements applicable to the licensed package-travel organizer under applicable law. The organizer's legal name, address, contact information, license details and insolvency-protection contact information will be provided before booking and in the booking documentation: Cruise Yacht Op Co, Ltd., dba The Ritz-Carlton Yacht Collection

Registered Office and Contact Details

Cruise Yacht Op Co, Ltd., dba The Ritz-Carlton Yacht Collection
Next-Gen cruises Ltd., dba The Ritz-Carlton Yacht Collection
Vault 14, Mezzanine Level
Valletta Waterfront
Floriana FRN 1914
Email: info@ritz-carltonyachtcollection.com
Tel: +44-2045716467

If the travel services are not performed due to the insolvency of The Ritz-Carlton Yacht Collection, you may contact:

Malta's Insolvency Fund Managing

Board Building SCM01
Smart City, Malta
Ricasoli, SCM1001
Malta Email: info.insolvencyfund@visitmalta.com

Federated Association of Travel & Tourism Agents

Suite 1
The Exchange Republic Street
Valletta VLT 05
Malta Email: admin@fatta.org

Nothing in this offer limits or excludes any rights available under applicable consumer-protection laws, package-travel laws, sea or air passenger-rights laws, or other mandatory legal requirements.