

CASTAWAYS and FOX TRAVEL: TRAVEL TERMS AND CONDITIONS

Whether or not this agreement is signed by you, this Castaways Travel/Fox Travel Terms and Conditions agreement shall be deemed accepted and agreed upon by you and any other persons traveling with you on the same ticket and are bound by all terms and conditions set out in this agreement. Castaways Travel is a division of Fox Ascoli Travel, Inc.

For purposes of this document, Castaways Travel is the identity used as the travel agency identification of record. In addition, you and your companions on the same cruise ticket are bound by Terms and Conditions of Bliss Cruise, Royal Caribbean, Azamara and Celebrity Cruises. It is your responsibility to review the cruise lines' Terms and Conditions available in their website when you check in on line.

Castaways Travel acts only as an agent and shall not be responsible for acts, delays, interruptions, cancellations, expenses, quarantine, infections, viruses, diseases, loss of life, injury, hospitalization or omissions of Royal Caribbean, Azamara or Celebrity Cruises, airlines, hotels, resort operators, transportation companies via vehicle or boat, other cruise lines, tour operators and any other suppliers providing services to the named cruise companies above, Castaways Travel or Fox Travel.

PAYMENT POLICY

A deposit is necessary to confirm your reservation on a Castaways Travel cruise. Each cruise will have a Deposit and Payment schedule posted on the booking website. Depending upon the time of booking, the payment may be broken into installment payments. Consult the Castaways Travel website for payment schedule. Failure to make payments or make final payment on the due date may subject your reservation to cancellation without refund.

If paying by credit card, all progress payments will be made automatically on the due dates. You are responsible for notifying your travel professional to request a change in your form of payment or if your charge card expires anytime during the scheduled payment dates. Major charge cards such as American Express, Visa and Master card are accepted as payment for deposits and progress payments.

PAYMENT DATES

Progress payment dates are set for each cruise based on the sail date of the cruise. The dates are posted with the cruise details.

RATE GUARANTEE

Cabin rates and fees are posted in U.S. Dollars \$. Cabin rates are expressed as double occupancy based on an adult couple, 21 years of age or more; one male and one female. When Bliss Cruise has applied your deposit or full payment, your rate is secure except in the event of substantial increases in operating costs, fuel surcharges, tariffs or taxes prior to the departure date. In such cases, Castaways Travel reserves the right to add a

surcharge, not to exceed \$70 per person. All assessed government or quasi-government fees and taxes are subject to change without notice at any time, and Castaways Travel reserves the right to add a surcharge for these fees and taxes whether you have a confirmed booking under deposit or have made final payment. Should Castaways Travel lower the rate for the specified class of accommodation on the ship, you may receive the difference in an onboard credit for the cruise. This credit must be used on the cruise and is not refundable. In addition, the cruise line reserves the right to add a fuel surcharge, subject to guidelines defined in the website of the cruise line.

Additional costs for Gratuities, Government taxes, Port Charges, Security and other fees are not included in the cabin price per person. These additional fees will be listed separately from the cabin price as one amount in the Castaways Travel website. The fees are subject to change as defined in the previous paragraph.

Bliss Cruise and Castaways Travel controls all inventory on the ship and there may be a situation whereby a cabin change may be made within the same cabin category. Should this occur, Castaways Travel may provide a \$100/cabin onboard credit.

CABIN GUARANTEE LIST

Castaways Travel will maintain a "Cabin Guarantee List" for each cabin category. Any cancellation will be filled via the Guarantee List first. To be eligible for the "Cabin Guarantee List" a customer must first purchase and pay a cabin deposit.

NOTE: Should any client decide that they will not be attending a Castaways Travel charter, the sale will be a cancellation, subject to cancellation fees, and the appropriate monies as outlined on the Castaways Travel booking link may be refunded to the client. However, depending upon the date of cancellation, certain reservation payments may be non-refundable. As the inventory is owned by Castaways Travel, the client cannot sell the cabin to anyone else. Should this occur, the new owner of the cabin who purchased the cabin from canceling party will be denied boarding and forfeit any rights for a refund whatsoever.

SPECIAL OFFERS

Any cabin purchased from Castaways Travel is for the cabin ONLY. Any special pricing, promotions, offers, discounts of any type whatsoever offered on scheduled voyages by Royal Caribbean, Azamara or Celebrity Cruises for any reason is not part of the Castaways Travel program, is excluded and will not be honored, EXCEPT if Castaways Travel elects to incorporate an offer into the Castaways Travel cruise program.

CANCELLATION POLICY

Cancellations may be made at any time for any reason. Cancellations must be made in writing. No verbal cancellations will be accepted. Send the written Cancellation Letter via email to: info@CastawaysTravel.com

Cancellations are governed by and subject to the cancellation refund policy as defined on the Castaways Travel website. Each client has the right to cancel their cruise for any

reason and will receive their appropriate refund based on the published cancellation policy in the Castaways Travel website. Depending upon the date of cancellation, certain reservation payments may be non-refundable after final payment. Castaways Travel also has the absolute right to cancel any clients booking for any reason whatsoever. Should this occur, Castaways Travel may provide a refund to the client.

In the event a Bliss Cruise or Castaways ship charter is canceled completely by Royal Caribbean, Azamara or Celebrity Cruises, refund policy will be determined by the cruise line and not Castaways Travel or Bliss Cruise.

All cabins and bookings require double occupancy, one male one female. In the event a client arrives at the dock unannounced as a single, they may be denied access with no refund.

The Refund policy is subject to change and is specific for each cruise. See the individual cruise page for policy details

TRAVEL PROTECTION INSURANCE

You are responsible for consulting with your travel professional to add optional travel protection insurance for certain events causing delay or cancellation of your travel arrangements and cruise.

TRAVEL DOCUMENTS

Guests should travel with a passport that is valid for at least 6 months beyond the end of the cruise. It is the sole responsibility of the guest to identify and obtain all required travel documents for the entire cruise vacation and have them available when necessary. These appropriate, valid travel documents - passports, visas, and inoculation certificates - are required for boarding and re-entry into the United States and other countries.

Guests who do not possess the proper documentation may be denied boarding the ship or from entering a country and may be subject to fines. No refunds will be given to individuals who fail to bring proper documentation. Passengers are solely responsible to maintain in their possession all passports, visas and other travel documents required for embarkation, travel and disembarkation at all ports of call. Passengers assume full responsibility to determine through their travel agent or the appropriate government authority the necessary documents.

Each client will receive a Reservation number which will enable them to perform the necessary pre-boarding check in on the cruise lines own website. When completed, your boarding document should be printed for embarking the ship. Luggage tags may also be printed at that time for attaching to your luggage before boarding the ship, subject to the time limitations of the cruise line. You may also obtain bag tags at luggage check in at the dock.

TRAVEL ITINERARY

Guests are responsible for adhering to the ship's schedule, itinerary and boarding times at embarkation and in each port of call. Castaways Travel will not be responsible for

expenses incurred by any passenger such as airline, taxi, hotel or transfers costs for failure to adhere to the ship's itinerary, schedule or embarkation process.

Should the chartered vessel be ordered to depart any port of call or port of embarkation early due to an order from the U.S. Coast Guard, Port Agent or other authority due to mechanical malfunction, disease, quarantine or forecast bad weather conditions, no compensation will be due from Castaways Travel, Bliss Cruise, Royal Caribbean, Azamara or Celebrity Cruises. In addition, should local authorities in the port of call may order the ship held at the dock. Castaways Travel acts only as an agent and shall not be responsible for acts by port authorities that may cause delays, interruptions, cancellations, expenses, quarantine, loss of life, injury, hospitalization or omissions of Royal Caribbean, Azamara or Celebrity Cruises, airlines, hotels, resort operators, transportation companies, other cruise lines, tour operators and any other suppliers providing services.

Should the cruise line, Castaways Travel or Bliss Cruise experience delays due to mechanical problems, substitution of alternate itineraries, acts of terrorism, disease outbreaks, quarantine, adverse weather conditions, riots, labor unrest, civil uprisings or any other reason, the cruise line has the right to cancel, change, substitute, postpone scheduled itinerary, port of call or the charter itself without prior notice. Neither Castaways Travel, Bliss Cruise nor Royal Caribbean, Azamara or Celebrity Cruises shall be responsible for failure to adhere to scheduled arrival and departure times in any of the ports of call.

CONDUCT

Passengers understand and agree that Royal Caribbean, Azamara or Celebrity Cruises, Bliss Cruise and Castaways Travel have a zero tolerance policy for illegal activity and shall report such activity to the appropriate authorities.

Royal Caribbean, Azamara or Celebrity Cruises, Bliss Cruise and Castaways Travel may also change accommodations, alter or cancel any activities of, deny service of alcohol to, confine to a stateroom or quarantine, search the stateroom, property or baggage of any Passenger, disembark or refuse to embark any Passenger at any time, without liability, at the risk and expense of the Passenger, when in the sole opinion of Castaways Travel, Bliss Cruise or the Ship's Captain, believe the Passenger's conduct or presence is believed to present a possible danger, security or health risk or be detrimental to himself or the health, welfare, comfort or enjoyment of others, or is in violation of any provision of this Agreement.

Each guest must also sign a "Rules of Behavior" which will define specific "cruise related" activities allowed or disallowed. Each guest must sign the agreement before boarding the ship. Refusal to do so will constitute a "No Show" and you will be denied boarding.

ARBITRATION

Arbitration of any and all disputes, claims, or controversies whatsoever, except for claims brought and litigated in small claims court. Arbitration shall be used for alleged violation of civil rights, discrimination, consumer or privacy laws, or for any losses, damages or expenses relating to or in any way arising out of or connected with this contract or passenger's cruise, no matter how described, pleaded or styled, shall be referred to and resolved exclusively by binding arbitration pursuant to the United Nations convention on the recognition and enforcement of foreign arbitral awards (New York 1958), 21 U.S.T. 2517, 330 U.N.T.S. 3, 1970 U.S.T. LEXIS 115, 9 U.S.C. §§ 202-208 ('The Convention') and the Federal Arbitration Act, 9 U.S.C. §§ 1, ET SEQ., ('FAA') and shall be heard solely in Miami, Florida, USA to the exclusion of any other forums.

The arbitration shall be administered by the American Arbitration Association under its commercial dispute resolution rules and procedures, which are deemed to be incorporated herein by reference. Neither party will have the right to a jury trial nor to engage in pre-arbitration discovery except as provided in the applicable arbitration rules and herein, or otherwise to litigate the claim in any court. The arbitrator's decision will be final and binding. Other rights that passenger or carrier would have in court also may not be available in arbitration. An award rendered by an arbitrator may be entered in any court having jurisdiction under the convention or FAA. Passenger and Bliss Mgt, LLC, Castaways Travel and Fox Travel further agree to permit the taking of a deposition under oath of the passenger asserting the claim, or for whose benefit the claim is asserted, in any such arbitration.

All parties agree, that the verdict of the arbitration panel shall be final and binding on all parties.