

# PLAIN SAILING GUARANTEE

## Small ships, not small print

There are a lot of unknowns in the world at the moment, especially when it comes to travelling. That's why we are launching our new Plain Sailing Guarantee. It's designed to give you every reassurance about your booking with us during these unusual times, and it comes completely without clauses or caveats.

### No quibble refunds

We are very sorry if your cruise with us is cancelled. Whilst we would love it if you transferred to another, you can of course have a full refund, with no quibbles, at any time.

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### Transfer on your terms

If your cruise is cancelled and you would like to transfer to a new one, we'll give you a Future Cruise Voucher to spend on top of any money you have paid.

There is no rush and no pressure to make up your mind, you'll get up to 24 months to decide.

And if you can't find another cruise after that time, we'll give you an additional 5% when refunding your money, to account for any interest it may have earned.

However, you don't need to wait for us to get in touch. Any 2020 cruise can be moved, with no administration fees or loss of deposit, to any other on sale. Just give us 2 weeks' notice.

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### Only pay us when you're sure

We promise to contact you at least 30 days before you sail if, for any reason, your cruise is cancelled.

For sailings between July and December 2020, we have also changed your balance payment date (from 90 days before sailing to 28 days). So you can pay with peace of mind, knowing you will definitely be sailing.

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As you can see, we've kept things beautifully simple and straightforward. What's more, this is now standard across all new and existing bookings, you don't have to do a thing.

We look forward to welcoming you back on board when the time is right for us all.

