



Terms and Conditions of Oceans Club membership

Definitions

Booking means the holiday arrangements you have made with us under these conditions.

Departure date means day one of the holiday.

Fly-cruise means a holiday package that includes a cruise and at least one flight which we book on your behalf.

Freedom fare means the inclusive price of a holiday which includes benefits such as being able to choose your cabin and the time of your dinner sitting (6pm or 8pm) beforehand, the flexibility to transfer your holiday if necessary and other on-board benefits. For more details, visit our website at www.fredolsencruises.com/freedom.

Guest means a person included in a holiday booking.

Holiday means any Fred. Olsen Cruise Lines Ltd (FOCL) cruise, including flights for fly-cruises, but not including any tours and other extras unless we tell you they form part of the holiday package.

Price means the price of the holiday that we confirm to you when you book the holiday, plus any additional amounts you must pay under these conditions.

Saver Fare means the discounted price of a holiday, which has certain conditions attached to it. For example, your cabin and dining arrangements will not be confirmed at the time of the booking and there are restrictions on your right to change the booking and ask for a refund. For more details, visit our website at www.fredolsencruises.com/faqs/general/whats-the-difference-between-freedom-and-saver-fares.

Shuttle means any form of transport we arrange to take you between the ship and the port, which we may include in the price or charge extra for.

1. Oceans membership

1.1 Oceans membership is offered free of charge after you complete your first cruise with Fred. Olsen Cruise Lines (FOCL). Once enrolled, you will begin earning points as outlined in Section 2, and your membership will remain active unless it lapses, as described in Section 3.

1.2 All guests aged 18 and over are automatically opted into the Oceans scheme, except those travelling through a tour operator, on a concession, or as a prize-winner. For guests under the age of 18, any cruises taken before their 18th birthday are not eligible for points.

2. Points

2.1 As an Oceans member, you will earn one point for each night spent on board an FOCL cruise, subject to the exclusions listed in

Section 2.4.

2.2 Points are accrued during the cruise on which they are earned.

2.3 Points are personal to the member, are non-transferable, and hold no cash value. They are used solely to determine eligibility for Oceans membership benefits.

2.4 Oceans points are not earned for:

- Nights spent travelling to join the ship, including those as part of a fly-cruise package.
- Nights spent on board an FOCL ship chartered by another tour operator.
- Nights spent on board due to a delayed disembarkation.
- Any cruise booked as a concession, supernumerary, prize winner, or through a tour operator. A tour operator is a company that designs, creates, and bundles travel components (such as flights, hotels, activities, and transfers) into a packaged holiday sold directly or via travel agents.
- Cruises that departed before 1 January 2000.
- Any cancelled cruise booking, regardless of any cancellation charges applied, or if a guest leaves the ship early due to curtailment or under the Satisfaction Guarantee.
- Additional nights gained when crossing the International Date Line.
- Any other circumstances that FOCL may specify from time to time.

2.5 Cruise points become void if your Oceans membership lapses.

3. Lapsing of membership

3.1 To keep your Oceans points and membership active, you'll need to travel with us at least once every five years. If more than five years pass between the end of one cruise and the end of your next, we reserve the right to lapse your membership and all points earned to date will expire, regardless of when your next cruise was booked.

3.2 Once a membership has lapsed, benefits are no longer available and any previously earned points cannot be reinstated or carried over.

3.3 Your Oceans membership will automatically restart once you complete your next FOCL cruise.

4. Discounts

These limitations apply to all the Oceans discounts listed here, in section 4:

- We offer three types of discounts for Oceans members, depending on their membership level: **Cruise Fare Discounts, Shore Tours Discounts, and On Board Discounts.**
- Oceans discounts (Cruise Fare Discounts, Shore Tours Discounts, and On Board Discounts) are not available on bookings made on a Saver Fare, concessions, supernumerary bookings, tour operator bookings, or prize-winner bookings.
- Cruise Fare Discounts will be calculated based on the member's Oceans level at the time the cruise is booked. Any subsequent change in membership level will not be applied retrospectively.
- Shore Tours Discounts will be calculated based on the member's Oceans level at the time of the transaction and cannot be applied retrospectively.

- On Board Discounts will be based on the member's Oceans level on the day of embarkation. Any subsequent change in membership level will not be applied retrospectively.

4.1 Cruise Fare Discount

4.1.1 Cruise Fare Discounts must be claimed by calendar month.

Example: A Gold member wishing to receive their discount on a cruise departing 1 July must book by 1 January.

4.1.2 Cruise Fare Discounts apply only to the cruise fare of Oceans members.

4.1.3 Non-members, including children, do not qualify for a discount on their portion of the fare, even when travelling with Oceans members.

4.1.4 Discounts apply **only** to the cruise fare and flight supplements, and will not be applied to:

- APD (Air Passenger Duty)
- Port or local taxes
- Overland tours
- Premium Drinks Package
- Any other additional holiday costs

4.1.5 Discounts may be combined with other special offers at the discretion of FOCL. Please check at the time of booking. When combined with other discounts, discounts will be applied consecutively, with the Cruise Fare Discount applied last.

4.2 On Board Spend Discount

4.2.1 This discount applies to selected onboard purchases. Guests should review the applicable restrictions before making a purchase.

4.2.2 Discounts apply only to the eligible Oceans member, and not to any travelling companions who are not members.

4.3 Shore Tours Discount:

4.3.1 This discount will be applied at the time of booking and payment, unless otherwise stated.

5. Benefits

These limitations apply to all benefits listed here, in section 5.

- All benefits are subject to availability and may be withdrawn or altered at the discretion of the Oceans Department, without limitation. FOCL reserves the right to make exclusions or exceptions to the availability of benefits at its absolute discretion.
- Benefits are not available on any cruise holiday where another tour operator or third party has chartered a FOCL vessel.
- Benefits are not available on cruises booked on a Saver Fare, as a concession, as a supernumerary, for prize-winners or any other offer that FOCL may specify at any time.
- Benefits are personal to you and non-transferable to any other guest. Benefits can only be claimed by you and cannot be claimed for any other person. Any abuse or misuse of benefits may result in your membership being withdrawn.
- Benefits can only be claimed on the cruise they are issued and not be claimed retrospectively. All benefits must be used on the cruise in which they are issued.

5.1 Introduce a Friend reward scheme

5.1.1 Oceans membership must be valid for an introduction or claim to apply.

5.1.2 Only adult guests new to FOCL can be introduced.

5.1.3 Introductions will not be accepted for any cruises booked as a concession, supernumerary, prize-winner or as part of an organised group booked through FOCL's Groups Department.

5.1.4 Introductions must be registered prior to the friend taking their first cruise with FOCL.

5.1.5 Rewards can be claimed once the friend has made their first FOCL cruise booking.

5.1.6 The reward amount will be calculated according to the level of membership that applies – for the introducing party- at the time of the friend confirming their booking.

5.1.7 The reward is given for each new adult guest introduced.

5.1.8 It is the Oceans member's responsibility to claim the on board spend voucher by completing the form on our website: www.fredolsencruises.com/oceans-club/introduce-a-friend

5.2 Welcome Aboard Gift

5.2.1 The number and gift time of Welcome Aboard Gifts varies depending on Oceans level and cruise duration as follows:

Gold

- 1 gift per cabin will be placed in the cabin upon arrival, regardless of cruise duration.

Platinum, Diamond & Signature

Number of consecutive nights on board	Gift entitlement
5 to 8 nights	1 gift per person
9 to 15 nights	2 gifts per person
16 to 21 nights	3 gifts per person
22 to 28 nights	4 gifts per person
29 to 35 nights	5 gifts per person
36 to 42 nights	6 gifts per person
43 to 49 nights	7 gifts per person
50 to 56 nights	8 gifts per person
57 to 63 nights	9 gifts per person
64 to 70 nights	10 gifts per person
71 to 77 nights	11 gifts per person
78 to 84 nights	12 gifts per person
85 to 91 nights	13 gifts per person
92 to 98 nights	14 gifts per person
99 to 101 nights	15 gifts per person

5.2.3 All gifts are subject to availability and may be changed regularly. Gift options will be communicated to guests when they arrive on board and must be claimed from the Future Cruise Team.

5.2.4 Gifts must be used on the cruise in which they are issued and cannot be carried over to other cruises, expect for back-to-back sailings.

5.2.5 Gifts cannot be swapped for any other item and there is no cash alternative.

5.3 Top Oceans Points Award

5.3.1 This award is offered to the Oceans member, at Gold level or above, with the highest Cruise Points on an individual cruise of seven nights or more.

5.3.2 One award is offered per household in any calendar year.

5.3.3 All award items are subject to availability and cannot be swapped for any other item or exchanged for cash.

5.3.4 This award will not be given to anyone booked as a supernumerary or prize-winner.

5.4 Milestone Awards

5.4.1 The Milestone award is presented to Diamond and Signature members and given on each cruise (over 7 nights in duration)

when a multiple of 250 Cruise Points is passed. This is applicable to members when they reach 750 nights, and again from 1,250 nights onwards. 1,000 nights is excluded as this is when guests become Signature members.

5.4.2 For cruises under 7 nights, guests will be awarded on the next cruise of over 7 nights.

5.4.3 One award is given per household and all items are subject to availability.

5.5 Confirmed table number for dinner

5.5.1 Dinner table request can be made by Diamond and Signature members and are subject to availability at the time of booking.

5.5.2 Table numbers are allocated on a first-come first-served basis and must be added to your booking at least one week prior to departure.

5.6 Free bag of laundry - Laundry Wash & Fold service

5.6.1 The free laundry service is for Diamond and Signature members. One voucher will be given per cabin, per cruise, on cruises of 5 nights or more, replenished every 14 nights.

5.7 Speciality Dining vouchers

5.7.1 Speciality Dining vouchers are given to Diamond and Signature members. One voucher will be given per cabin, per cruise, on cruises of 5 nights or more replenished every 14 nights.

5.8 Priority embarkation in UK ports

5.8.1 Priority embarkation is available for Diamond and Signature members as soon as check in opens, but is subject to operational restrictions on the day of departure.

5.8.2 Due to operational constraints, we cannot offer priority embarkation in non-UK ports of call.

5.9 Wi-Fi

5.9.1 Signature guests will receive our 'Standard' Wi-Fi package free of charge on all cruises, regardless of duration. One login code will be issued per cabin. The code may be used by more than one guest occupying the cabin, but only on one device at any given time. The login code must not be shared with any guest who is not a Signature member.

5.9.2 Diamond members are entitled to a 50% discount on our 'Standard' Wi-Fi package on all cruises, regardless of duration. One login code will be issued per cabin. The code can be used by more than one Diamond member occupying the cabin, but only on one device at any given time. The login code must not be shared with any guest who is not a Diamond member.

5.9.3 Internet access is provided via a maritime satellite connection and may be affected by factors such as weather conditions, satellite coverage and service availability. All such factors are outside of Fred. Olsen Cruise Lines control. No alternative gift, benefit or compensation will be offered in relation to any connectivity issues.

5.10 Oceans Events

5.10.1 On cruises of 7 nights or longer, we will endeavour to host an exclusive Oceans event for members holding Silver tier status or above, provided operational circumstances allow.

5.10.2 On cruises of 14 nights or longer, Diamond and Signature members will be invited to an exclusive Coffee Morning event, subject to availability.

5.10.3 On cruises of 70 nights or longer, Diamond members will be invited to an exclusive on board event, while Signature members will be invited to an exclusive shoreside event. Both events are subject to availability depending on operational requirements.

5.10.4 If an exclusive event is unable to take place, FOCL will endeavour to provide a suitable alternative, where operationally

feasible. No compensation will be offered where we cannot run an event due to circumstances outside of our control. Exclusive Oceans events are reserved for members within the qualifying membership tier. Travelling companions sharing a cabin with an eligible member may be invited to attend at the discretion of the Oceans Team, however, attendance cannot be guaranteed. 5.10.5 Oceans events will not be offered on cruises that have been wholly chartered by a third party.

5.11 Complimentary Cabin Upgrade

5.11.1 Subject to availability, Signature guests travelling on a Freedom Fare may be offered a complimentary cabin upgrade. Guests booked on a Saver Fare, concession, supernumerary, prize winner, or through a tour operator are not eligible for this benefit.

5.11.2 Where a complimentary cabin upgrade is available, we will endeavour to contact the lead guest prior to departure by email and/or telephone. Upgrades cannot be held if we are unable to make contact. Complimentary upgrades will only be confirmed following direct contact with the lead guest and will never be applied automatically.

5.11.3 If a complimentary cabin upgrade cannot be offered, the Oceans Team may, at its discretion, provide an alternative benefit in the form of on board spend.

5.11.4 Should a guest choose to decline a complimentary cabin upgrade, there is no entitlement to an alternative benefit or replacement offer.

6. Long voyages and consecutive cruises

6.1 A long voyage is classed as 70 nights or more.

6.2 Members travelling on consecutive cruises (back-to-back) will be considered to be on individual cruises for the purpose of awards, discounts and benefits.

6.3 Where a cruise is sold as both one long voyage and a collection of individual cruises, the single long voyage will be treated as if it were a series of back-to-back cruises, for the purposes of Oceans awards, points, discounts and benefits.

6.4 Oceans events may not be offered every seven nights on longer cruises due to operational requirements.

7. General

7.1 If you do not wish to be a member of Oceans, or to receive any communications from FOCL, please write to the Oceans Team via the email or postal address provided.

7.2 FOCL reserves the right to suspend membership without notice and without liability to you.

7.3 Entitlement to benefits is lost if your membership is cancelled, and should you wish to reinstate your membership, this will be reset to 0 points.

7.4 All mailings to Oceans members will be sent one per household, and not one per member.

7.5 Oceans members are responsible for informing us of any change to their home address, telephone number and email address.

7.6 We will store and manage information regarding your membership on our system. Our Data Protection Policy is set out in our Privacy Policy, which can be viewed on our website. This policy acts in conjunction with these Conditions.

7.7 To help develop and improve our services to you and other members, we may contact you by post, email or telephone to give you information about products and services, including those offered by third parties, which may be of interest to you. Your personal details will not be passed on to these third parties.

7.8 Marketing communications can be opted out of at any time by contacting FOCL's Head Office in writing by post, or by email to emailresponse@fredolsen.co.uk

7.9 FOCL cannot advise members at any time of any special promotions conducted by travel agents or charter operators involving cruises on board any of our ships.

General Information

Your membership details

Your membership number is unique to you and should be quoted when making your cruise booking in order for you to qualify for any applicable discounts. Failure to quote your membership number may result in you not being given the relevant discount at the time of booking.

Your membership details include the following information:

Your name – this should be as it appears on your passport

Your address - this should be your home address irrespective of who is the lead guest

Your date of birth

If any of these details are incorrect, or change, please notify Oceans as soon as possible.

Please address all correspondence to:

Oceans Team
Fred. Olsen Cruise Lines
Fred. Olsen House
White House Road
Ipswich
Suffolk
IP1 5LL

Email: oceans@fredolsen.co.uk

These membership guidelines are to be read in conjunction with the Terms and Conditions on our website. This information is correct at the time of going to press, October 2026, and supersedes all previous versions of the Oceans membership guidelines. E & OE.