

 SILVERSEA®

2015

WORLDWIDE VOYAGES 2015/16

# VOYAGES 2015/16

## Summary Calendar

Silversea voyages are all inclusive and luxuriously exclusive. All offer opportunities to meet like-minded, cosmopolitan travellers. If you prefer a longer voyage, combine any of our voyages to create your own that fits perfectly with your travel agenda. Whatever the length of your voyage, Silversea is sure to make it memorable. Along with our elegant onboard lifestyle, all voyages include the following:

- All suite accommodations
- Butler service for all suites
- Relais & Châteaux restaurant
- Beverages including champagne, wines and spirits
- Onboard gratuities
- Transportation to local town (many ports), local conditions permitting

- V

Venetian Society
- W

World Cruise Voyage Segment
- GV

Grand Voyage
- SE

Complimentary Silversea Experience
- Mid-voyage Land Adventures
- Pre- / Post-cruise Land Adventures
- L'École des Chefs by Relais & Châteaux
- Wine Series
- Bridge Sailing
- Gentlemen Hosts onboard to accompany solo travellers
- Complimentary Train Journey

# SILVER CLOUD

## 296 GUESTS



AFRICA & THE INDIAN OCEAN				P54-61
2015	DAYS	VOYAGE	PORTS	INFO
23 NOV	13	1533	Tema (Accra) > Cape Town	V i b c p s
06 DEC	14	1534	Cape Town > Mombasa	V i b c p s
20 DEC	16	1535	Mombasa > Cape Town	i b c p s
2016				
05 JAN	14	1601	Cape Town > Mombasa	c p s
19 JAN	14	1602	Mombasa > Cape Town	c p s
02 FEB	10	1603	Cape Town > Cape Town	c
12 FEB	10	1604	Cape Town > Cape Town	c
22 FEB	10	1605	Cape Town > Cape Town	c p s
03 MAR	13	1606	Cape Town > Tema Accra	c p s
CENTRAL AMERICA & CARIBBEAN				P100-111
2015	DAYS	VOYAGE	PORTS	INFO
05 JAN	11	1501	Fort Lauderdale > Fort Lauderdale	V c p s
16 JAN	9	1502	Fort Lauderdale > Bridgetown	
11 FEB	9	1504	Bridgetown > San Juan	
20 FEB	7	1505	San Juan > San Juan	
27 FEB	7	1506	San Juan > San Juan	
06 MAR	7	1507	San Juan > San Juan	
13 MAR	7	1508	San Juan > San Juan	
20 MAR	7	1509	San Juan > Fort Lauderdale	
MEDITERRANEAN				P112-123
2015	DAYS	VOYAGE	PORTS	INFO
27 MAR	15	1510	Fort Lauderdale > Barcelona	V i b c p s
11 APR	9	1511	Barcelona > Piraeus (Athens)	V i b c
09 MAY	6	1513	Venice > Civitavecchia (Rome)	i b
22 MAY	7	1515	Barcelona > Lisbon	i b
11 SEP	7	1525	Lisbon > Barcelona	i b c s
18 SEP	7	1526	Barcelona > Civitavecchia (Rome)	i b c
25 SEP	7	1527	Civitavecchia (Rome) > Monte Carlo	i b
02 OCT	11	1528	Monte Carlo > Venice	V i b c
13 OCT	7	1529	Venice > Naples	i b
10 NOV	13	1532	Málaga > Tema (Accra)	V i b c p s
NORTHERN EUROPE & BRITISH ISLES				P124-135
2015	DAYS	VOYAGE	PORTS	INFO
08 JUN	12	1517	London (Tower Bridge) > Copenhagen	i b
20 JUN	17	1518	Copenhagen > Copenhagen	i b c p
07 JUL	12	1519	Copenhagen > London (Tower Bridge)	i b c
19 JUL	15	1520	London (Tower Bridge) > London (Tower Bridge)	V i b c
03 AUG	15	1521	London (Tower Bridge) > London (Tower Bridge)	i b c
18 AUG	13	1522	London (Tower Bridge) > Southampton	i b c
31 AUG	11	1524	Southampton > Lisbon	V i b c s
SOUTH AMERICA				P136-143
2015	DAYS	VOYAGE	PORTS	INFO
25 JAN	17	1503	Bridgetown > Bridgetown	V c



# SILVER WIND

296 GUESTS



AFRICA & THE INDIAN OCEAN				P54-61
2015	DAYS	VOYAGE	PORTS	INFO
05 APR	15	2509	Muscat > Piraeus (Athens)	
ASIA				P72-85
2015	DAYS	VOYAGE	PORTS	INFO
04 JAN	11	2501	Singapore > Benoa (Bali)	
15 JAN	9	2502	Benoa (Bali) > Singapore	
24 JAN	14	2503	Singapore > Singapore	
07 FEB	9	2504	Singapore > Hong Kong	
16 FEB	11	2505	Hong Kong > Singapore	
27 FEB	11	2506	Singapore > Hong Kong	
10 MAR	9	2507	Hong Kong > Singapore	
19 MAR	17	2508	Singapore > Muscat	
CENTRAL AMERICA & CARIBBEAN				P100-111
2015	DAYS	VOYAGE	PORTS	INFO
06 DEC	9	2534	San Juan > San Juan	
15 DEC	7	2535	San Juan > Fort Lauderdale	
22 DEC	15	2536	Fort Lauderdale > Fort Lauderdale	
2016				
06 JAN	12	2601	Fort Lauderdale > Fort Lauderdale	
18 JAN	11	2602	Fort Lauderdale > Fort Lauderdale	
29 JAN	7	2603	Fort Lauderdale > San Juan	
05 FEB	7	2604	San Juan > San Juan	
12 FEB	7	2605	San Juan > San Juan	
19 FEB	7	2606	San Juan > San Juan	
26 FEB	7	2607	San Juan > San Juan	
04 MAR	7	2608	San Juan > San Juan	
11 MAR	7	2609	San Juan > San Juan	
18 MAR	10	2610	San Juan > Fort Lauderdale	
MEDITERRANEAN				P112-123
2015	DAYS	VOYAGE	PORTS	INFO
04 MAY	11	2511	Venice > Istanbul	
15 MAY	7	2512	Istanbul > Istanbul	
22 MAY	7	2513	Istanbul > Piraeus (Athens)	
29 MAY	7	2514	Piraeus (Athens) > Venice	
05 JUN	10	2515	Venice > Civitavecchia (Rome)	
15 JUN	7	2516	Civitavecchia (Rome) > Monte Carlo	
22 JUN	7	2517	Monte Carlo > Barcelona	
29 JUN	10	2518	Barcelona > Civitavecchia (Rome)	
09 JUL	10	2519	Civitavecchia (Rome) > Venice	
22 JUL	7	2520	Venice > Civitavecchia (Rome)	
29 JUL	7	2521	Civitavecchia (Rome) > Monte Carlo	
05 AUG	7	2522	Monte Carlo > Barcelona	
12 AUG	10	2523	Barcelona > Civitavecchia (Rome)	
22 AUG	10	2524	Civitavecchia (Rome) > Venice	
01 SEP	10	2525	Venice > Civitavecchia (Rome)	
11 SEP	7	2526	Civitavecchia (Rome) > Monte Carlo	
18 SEP	7	2527	Monte Carlo > Barcelona	
25 SEP	7	2528	Barcelona > Civitavecchia (Rome)	
02 OCT	10	2529	Civitavecchia (Rome) > Istanbul	
12 OCT	9	2530	Istanbul > Istanbul	
21 OCT	9	2531	Istanbul > Piraeus (Athens)	
30 OCT	14	2532	Piraeus (Athens) > Civitavecchia (Rome)	
13 NOV	17	2533	Civitavecchia (Rome) > Fort Lauderdale	

# SILVER SHADOW

382 GUESTS



ALASKA				P62-71
2015	DAYS	VOYAGE	PORTS	INFO
04 MAY	10	3509	San Francisco > Vancouver	
14 MAY	7	3510	Vancouver > Seward (Anchorage)	
21 MAY	7	3511	Seward (Anchorage) > Vancouver	
28 MAY	7	3512	Vancouver > Seward (Anchorage)	
04 JUN	7	3513	Seward (Anchorage) > Vancouver	
11 JUN	7	3514	Vancouver > Seward (Anchorage)	
18 JUN	7	3515	Seward (Anchorage) > Vancouver	
25 JUN	7	3516	Vancouver > Seward (Anchorage)	
02 JUL	7	3517	Seward (Anchorage) > Vancouver	
09 JUL	7	3518	Vancouver > Vancouver	
16 JUL	7	3519	Vancouver > Seward (Anchorage)	
23 JUL	7	3519B	Seward (Anchorage) > Vancouver	
30 JUL	7	3520	Vancouver > Seward (Anchorage)	
06 AUG	7	3521	Seward (Anchorage) > Vancouver	
13 AUG	7	3522	Vancouver > Seward (Anchorage)	
20 AUG	7	3523	Seward (Anchorage) > Vancouver	
27 AUG	7	3524	Vancouver > Seward (Anchorage)	
03 SEP	7	3525	Seward (Anchorage) > Vancouver	
10 SEP	7	3526	Vancouver > Seward (Anchorage)	
17 SEP	14	3527	Seward (Anchorage) > Tokyo	
ASIA				P72-85
2015	DAYS	VOYAGE	PORTS	INFO
02 OCT	16	3528	Tokyo > Hong Kong	
18 OCT	11	3529	Hong Kong > Singapore	
29 OCT	12	3530	Singapore > Singapore	
10 NOV	12	3531	Singapore > Hong Kong	
22 NOV	9	3532	Hong Kong > Singapore	
01 DEC	11	3533	Singapore > Hong Kong	
12 DEC	9	3534	Hong Kong > Singapore	
21 DEC	15	3535	Singapore > Singapore	
2016				
19 JAN	9	3601	Singapore > Hong Kong	
28 JAN	9	3602	Hong Kong > Singapore	
06 FEB	7	3603	Singapore > Singapore	
13 FEB	12	3604	Singapore > Singapore	
25 FEB	12	3605	Singapore > Hong Kong	
08 MAR	9	3606	Hong Kong > Singapore	
17 MAR	9	3607	Singapore > Hong Kong	
CENTRAL AMERICA & CARIBBEAN				P100-111
2015	DAYS	VOYAGE	PORTS	INFO
27 FEB	11	3504	Bridgetown > Fort Lauderdale	
10 MAR	10	3505	Fort Lauderdale > Fort Lauderdale	
20 MAR	14	3506	Fort Lauderdale > Fort Lauderdale	
03 APR	13	3507	Fort Lauderdale > Fort Lauderdale	
16 APR	18	3508	Fort Lauderdale > San Francisco	
SOUTH AMERICA				P136-143
2015	DAYS	VOYAGE	PORTS	INFO
07 JAN	18	3501	Fort Lauderdale > Valparaiso (Santiago)	
25 JAN	16	3502	Valparaiso (Santiago) > Buenos Aires	
10 FEB	17	3503	Buenos Aires > Bridgetown	

# TRAVEL BEAUTIFULLY

The modern world makes getting around easy. But good travel is about much more than that.

It's about waking up to the sound of the waves, or the golden light of dawn glinting off the bow. It's about comfort and camaraderie. It's about the curiosity that took Marco Polo east, and Christopher Columbus west.

We want you to travel beautifully. On your voyage, our staff will cater to your every need. Together, you and your fellow travellers will explore the world, and rediscover the beauty and romance of travel.

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# WELCOME TO THE FAMILY

In March 1994, my family's first ship, *Silver Cloud*, set sail on its maiden voyage around the Mediterranean. It was the culmination of many years' commitment by my father, Antonio, and the rest of our family.

Our dream was to offer travellers something new. We wanted to combine the comfort and intimacy of a private yacht with the facilities of a cruise ship: gourmet dining, spacious suites, and impeccable service. This formula, we felt, would appeal to people like us. People who were fascinated by the world around them, and eager to explore; people who appreciated the finer things in life.

We were right. Our early voyages attracted cosmopolitan travellers from across the world. More than twenty years on, many of them still sail with us. And we consider each of them a member of our extended family.

Today, our fleet numbers eight ships. We sail across the world, from Monte Carlo to the Southern Sea, from the wilds of Alaska to the turquoise waters of the Indian Ocean.

We've come a long way since 1994 — but our values haven't changed. Silversea is still family-run. We still believe in traditional Italian hospitality. And our voyages still bring together a unique mix of fascinating people. If you've travelled with us before, you'll know exactly what I mean.

2015/16 promises to be our most exciting season yet. We look forward to welcoming you on board soon.



**Manfredi Lefebvre D'Ovidio**  
Chairman of Silversea Cruises

# GET CLOSER

*The twin spans of London's Tower Bridge rising to salute you. The golden light glinting off the aged façades of Venice as you nestle into San Basilio, so close to the city's beating heart. The Pacific Ocean beckoning after negotiating the Panama Canal. Our ships take you closer to every destination.*

## SILVERSEA CLASSIC FLEET

### **Silver Cloud — 296 Guests**

Resembling a private yacht, *Silver Cloud* sets the standard of excellence as the inaugural ship in our fleet. She provides the most intimate sailing experiences, the luxury of space and the ability to slip into exotic ports off the beaten path.

### **Silver Wind — 296 Guests**

*Silver Wind* embraces Silversea's most lauded features... fewer guests, more space and highly personalised service. One of the most intimate ships afloat, she is still large enough to offer multiple entertainment venues, plenty of room on deck and a spacious spa.

### **Silver Shadow — 382 Guests**

*Silver Shadow* takes award-winning, all-suite luxury to the next level while maintaining Silversea's genuine hospitality and intimate, elegant ambience. This ship features one of the highest space-to-guest ratios in cruising.

### **Silver Whisper — 382 Guests**

Maintaining an intimate ambience, *Silver Whisper* offers many amenities usually found only on larger ships. She reinforces Silversea's reputation for combining small-ship service with a choice of wide-ranging facilities.

### **Silver Spirit — 540 Guests**

*Silver Spirit* combines our distinctive luxuries and celebrated lifestyle with new enhancements, including six dining venues, an expansive 8,300 square foot spa, a resort-style pool, four whirlpools, and the largest suites in the Silversea fleet — 95% with private verandas.



## SILVERSEA EXPEDITION FLEET

### *Silver Explorer* — 132 Guests

Designed for navigating waters in some of the world's most remote destinations, including both polar regions, our purpose-built expedition ship can push through ice floes with ease. She offers a level of luxury and service unmatched in expedition cruising.

### *Silver Galapagos* — 100 Guests

With a proven skill for navigating the waterways throughout the Galápagos Islands, *Silver Galapagos* is naturally suited for in-depth explorations of this spectacular region. Rest assured, she offers Silversea's intimacy and elegant sophistication.

### *Silver Discoverer* — 120 Guests

In April 2014 and with a mere 120 guests, Silversea's latest expedition ship, *Silver Discoverer*, set sail for lands untouched by time or tourist. Visit remote tribal villages where few Westerners have ever set foot, uncharted atolls and coral isles vibrant with marine life, and vast yet fragile rainforests that nature still claims as her own.

For more information on Silversea Expeditions voyages, visit [silversea.com/expeditions](http://silversea.com/expeditions) and request our 2015/16 Expeditions brochure.





# ALL EXCLUSIVE

*Join your fellow travellers on deck for a pre-dinner cocktail with a breathtaking backdrop, then savour a superb meal cooked by skilled chefs in one of our gourmet restaurants. Your sommelier will always skillfully match wine to each course. After dinner, find a cosy corner in one of our lounges for a nightcap, or retire to your suite, perfectly prepared for your return by your butler. All of this is included along with our warm, personal service, ensuring every moment of your cruise is memorable.*

## **Intimate ships for just 296 to 540 guests**

Well-travelled, international guests and a staff-to-guest ratio of nearly one-to-one create a gracious and sophisticated ambience on board, one that reflects the genuine hospitality of our European heritage.

## **Spacious ultra-luxury suites — over 85% with private veranda**

Our suites are some of the largest at sea, featuring luxurious amenities that can be customised to your individual preferences.

## **Butler service on all ships and all suites**

Enjoy the services of a highly trained butler. Silversea is the only cruise line with butler service for all suites.

## **Complimentary beverages in-suite and throughout the ship**

Select wines, champagnes, premium spirits and speciality coffees, as well as bottled water, juices and soft drinks are complimentary in all bars and lounges. Your suite's refrigerator and bar are also stocked with your preferred beverages including wines and spirits. Your butler will replenish them upon request.

## **Gratuities always included**

Onboard gratuities are included in your cruise fare, assuring a level of service motivated only by a desire to see you smile. Not including shore excursions.

## **Open-seating dining**

Dine when and with whomever you please in The Restaurant, our main dining venue, as well as during breakfast and lunch at the Pool Grill and La Terrazza. No assigned times, no assigned tables.

## **In-suite dining and 24-hour dining options**

You can have a full breakfast delivered to your suite or a formal dinner ordered from The Restaurant menu and served course by course in the privacy of your suite. Lighter fare is always available (and, of course always complimentary) and can be served in attended lounges.

## **Transportation into town**

Roundtrip transportation from the pier to the local town is provided in most ports of call outside of walking distance, where local regulations allow.

# YOUR SUITE

*Your suite is your sanctuary: a place you can truly unwind. That's why every Silversea suite is indulgently spacious, and beautifully furnished. Freshen up in your Italian marble bathroom with a choice of luxury amenities to suit your personal taste. Then head out for another memorable evening. At the end of the night, slip into soft robes and slippers, and retire between the finest Pratesi sheets. In the morning, wake up, refreshed, to the sight of your next destination outside your veranda, and another day's adventure.*

## Suite indulgences

- Butler service
- Champagne and fresh fruit upon request
- Pierre Marcolini® chocolates
- Pratesi® Italian bed linens and down duvet covers
- Plush mattresses
- Spa robe and slippers
- Spacious walk-in wardrobe and full-length mirror
- Italian marble bathroom featuring full-size bath, large separate shower<sup>1</sup> and double vanity<sup>2</sup>
- Flat screen TVs, movies and music, satellite news programming
- WiFi Internet access (fee applies)
- iPod® docking station
- Daily suite service with nightly turndown
- Writing desk with personalised stationery

## Suite choices

- Bvlgari, Ferragamo or hypoallergenic bath amenities by Sebamed®
- Beverages, wine and spirits for your in-suite bar and refrigerator
- Aromatherapy room scents

## Additional amenities — Medallion, Silver, Royal, Grand and Owner's Suites

- Laundry service throughout the voyage<sup>3</sup>
- Dry cleaning and pressing throughout the voyage<sup>4</sup>
- Special chocolate welcome
- Afternoon canapés upon request
- Illy® coffee machine<sup>4</sup>
- Dinner at officer's table
- Dinner for two in Le Champagne, one evening per voyage<sup>4</sup>
- Internet service packages available<sup>4</sup>
- Two hours of worldwide phone use from your suite, per voyage segment<sup>4</sup>
- Complimentary interactive mobile content<sup>5</sup>

<sup>1</sup> Silver Spirit, Silver Whisper and Silver Shadow only; Most suites on board Silver Cloud are shower only

<sup>2</sup> Silver, Royal, Grand and Owner's Suites aboard Silver Spirit; all Silver Whisper and Silver Shadow Suites

<sup>3</sup> Silver, Royal, Grand and Owner's Suites

<sup>4</sup> Royal, Grand and Owner's Suites only

<sup>5</sup> On all ships except Silver Spirit and Silver Explorer

# YOUR BUTLER

*Your butler is there to make your voyage effortless. To pour you a glass of chilled Sauvignon Blanc as you cruise up the Amazon. To serve dinner in your suite as the setting sun reflects off the rooftops of Sorrento. To attend, discreetly and thoughtfully, to the countless little details that make your voyage truly memorable. With a higher staff-to-guest ratio than most other cruise lines, we're always on hand to ensure everything is perfect.*

## Upon arrival

- Welcomes you to your suite
- Presents a selection of bathroom amenities
- Offers a selection of mattresses and pillows
- Offers to unpack your luggage, hang clothing and set out personal items
- Chills your preferred assortment of beverages in your suite's refrigerator
- Discusses any special food preferences with the chef or maître d'
- Makes onboard dinner reservations
- Arranges private fitness sessions

## Throughout your voyage

- Ensures your suite is immaculate
- Recommends and serves breakfast orders
- Polishes and conditions your shoes
- Takes care of laundry and dry-cleaning requests
- Replenishes your bar setup and preferred beverages
- Refreshes your ice bucket
- Turns your bed covers down nightly
- Prepares, cleans and packs your luggage

## Additional services\*

- Coordinates shoreside activities with the Silver Shore Concierge
- Serves afternoon canapés
- Secures shoreside dining reservations
- Organises an in-suite cocktail party
- Draws a scented whirlpool bath

\*For guests in Royal, Grand and Owner's Suites





# YOUR TIME ON BOARD

*Indulge in a Turkish massage as you cross the Aegean. Chat with a zoologist about local fauna as you skirt the shores of Madagascar. Take a run cooled by the breezes of a Baltic morning. Our ships brim with things to do – or not do. After all, there are few greater pleasures than simply relaxing on deck, a cool drink in hand, and letting time drift by as you slice through the blue ocean.*

## Onboard activities

- Afternoon tea
- Boutique shopping
- Bridge classes\*
- Culinary demonstrations
- Daily quizzes
- Dance classes\*
- Destination seminars
- Enrichment lectures
- Gaming lessons
- Gaming tournaments
- Internet Café
- Library
- Matinee movies
- Shuffleboard
- Singles events
- Table tennis
- Wine tastings

## Spa treatments (a selection)

- Anti-aging facials
- Aromatherapy
- Body wraps
- Cellulite treatments
- Deep tissue massage
- Elemis and La Thérapie products
- Hammam (Turkish bath)<sup>†</sup>
- Micro-dermabrasion
- Oriental medicine programme including acupuncture therapy and Chinese herbal supplements<sup>†</sup>
- Reflexology
- Swedish massage
- Warm stone massage

## Health and nutrition lectures

- Seminars ranging from nutrition to acupuncture and skincare. Our holistic approach to wellness fully integrates health lectures with exercise, spa therapies and nutritious dining.

## CruiseLite dining

- Low cholesterol, low sodium, vegetarian, and low fat selections

## Full-service salon

- A full menu of services from manicures to makeovers

## The Fitness Centre

- Cardio, strength and weight-training equipment
- Exercise classes – including an aerobics studio for Pilates, circuit-training and yoga
- Personal training

\*Select voyages †Silver Spirit only

# HAUTE CUISINE

*As we say in Italy, ‘mangia bene, ridi spesso, ama molto’ – ‘eat well, laugh often, love a lot’. Good food and good company are passions of ours. Make new friends at a table of fellow guests, or enjoy an intimate meal just for two. Savour a perfectly prepared sole as you sail into Hong Kong, or at a poolside dinner in the Caribbean. We serve dishes from all over the world, with an emphasis on the cuisine and ingredients of the countries we’re sailing through.*

## La Terrazza and Slow Food

The only Slow Food inspired restaurant at sea, dedicated to proper land stewardship while preserving cultural food traditions. Enjoy authentic Italian dishes that reflect the core tenets of Slow Food, with fresh, locally grown, and sustainable specialities like buffalo mozzarella from Naples, organic olive oil from Umbria, air-dried Prosciutto from Parma, and 24-month aged Parmigiano Reggiano from Emilia-Romagna.

Open-seating dining for buffet breakfast and lunch.  
Reservations required for dinner.

## Le Champagne by Relais & Châteaux

Indulge in an evening of regionally inspired dishes at the only Relais & Châteaux restaurant at sea, featuring the freshest, locally sourced ingredients and finest artisan products available. The menu continually changes to reflect your voyage destination, for an enhanced experience of authentic regional flavour.

Reservations required. Per guest dining fee.

## Seishin (Silver Spirit)

Taking its name from the Japanese word for ‘spirit’, this intimate restaurant specialises in fine Asian fusion cuisine. From Kobe beef to spider lobster, exquisite creations are prepared with fresh and authentic ingredients. Admire the artistry of seafood delicacies as they are sculpted before you at the central Chef’s Table. Sake pairings are also available. During your voyage, enjoy a complimentary sushi and sashimi bar at lunch.

Reservations required. Per guest dining fee.

## The Restaurant

Dine amid sparkling crystal, fine porcelain, candlelight and sweeping ocean views in our main restaurant. Menus, including specialities created exclusively for Silversea by Relais & Châteaux, change daily.

Open-seating dining for breakfast, lunch and dinner.

## Stars Supper Club (Silver Spirit)

A retro supper club that recalls the romance and glamour of the legendary Rainbow Room in New York. Spend the entire evening here, starting with cocktails, then dine on delectable small plate selections and dance to live jazz or the velvety sounds of a cabaret singer.

Reservations required.

## The Grill

Poolside convenience for wellness breakfast and lunch including fresh-from-the-oven pizza and lighter fare. When the stars come out, this popular eatery is transformed into an interactive dining venue where fresh seafood and prime cuts are grilled tableside on a heated volcanic rock plate.

Open-seating dining for breakfast and lunch.  
Reservations required for dinner.


## In-suite

Dine course by course on selections from The Restaurant during dinner hours. A room service menu is also available 24-hours a day.

# SILVER DISCOVERER

*The latest member of our fleet has already visited some of the world's most captivating destinations, from the rugged landscape of Australia's Kimberley region, to the hot springs and glaciers of the Russian Far East. With only 120 guests, travelling aboard Silver Discoverer affords you truly intimate encounters with our planet.*

## All-inclusive lifestyle

- Intimate, 120-guest expedition ship
- All ocean-view accommodations
- Butler service for all suites
- Complimentary room service and beverages throughout the ship
- Onboard gratuities included
- Open-seating dining with menus inspired by  Relais & Châteaux
- Complimentary shore excursions and guided explorations
- Outstanding Expedition Team of expert guides and lecturers
- Casual/informal attire — no formal nights
- Complimentary parka (Russian Far East and New Zealand Sub-Antarctic Islands voyages)
- Complimentary backpack and aluminium water bottle



For details on all available voyages, itineraries and fares visit [silversea.com/expeditions](https://silversea.com/expeditions) or request our Expeditions Brochure.



# OUR SHIPS

*Our ships are tailored to their destinations, but they share a common identity. On board each one the choice is yours – enjoy the space for quiet reflection or join one of the many enriching activities. And whichever ship you choose, you'll be greeted with a warmth and generosity of spirit that you will remember long after your voyage. This is what makes Silversea special; this is why our guests sail with us time and again.*



Silver Cloud, Ha Long Bay, Vietnam

# SILVER CLOUD

## SHIP SPECIFICATIONS

Crew	222
Guests	296
Tonnage	16,800
Length	514.14 FT / 156.7 M
Width	70.62 FT / 21.5 M
Speed	18 Knots
Built	1994
Refurbished	2012

## DECK 09

The Fitness Centre  
Jogging Track

## DECK 08

Pool  
Pool Bar  
The Grill  
The Panorama Lounge  
The Connoisseur's Corner  
Whirlpools

## DECK 07

La Terrazza  
The Library  
The Spa at Silversea  
Beauty Salon

## DECK 06

The Show Lounge  
Conference / Card Room  
Reception / Guest Relations  
Shore Concierge  
Internet Café

## DECK 05

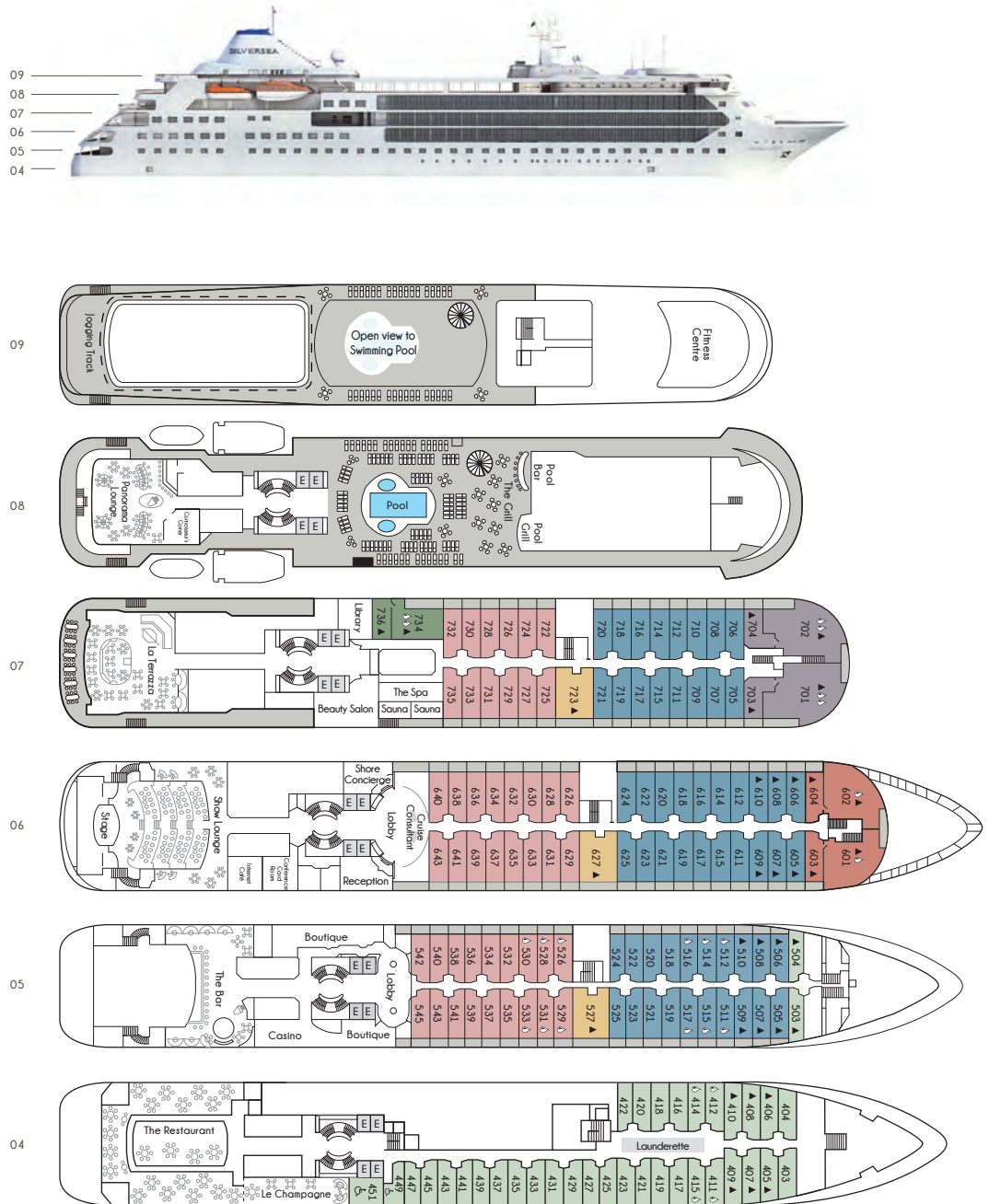
The Casino  
The Bar  
Boutiques

## DECK 04

The Restaurant  
Le Champagne  
Lauderette

## SUITE CATEGORIES

- Owner's Suite
- Grand Suite
- Royal Suite
- Silver Suite
- Midship Veranda Suite
- Veranda Suite
- Vista Suite
- Connecting Suites
- Bathtub / Shower Combination
- Bathtub & Separate Shower
- 3rd Guest Capacity
- Wheelchair Accessible





### OWNER'S SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Vista Suite.

ONE BEDROOM: 587 SQ FT / 55 M<sup>2</sup>  
incl. veranda (Veranda: 89 SQ FT / 8 M<sup>2</sup>)  
TWO BEDROOM: 827 SQ FT / 77 M<sup>2</sup>  
incl. veranda (Veranda: 89 SQ FT / 8 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional large picture window

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub and separate shower; bedroom two has additional marbled bathroom with shower

Bang & Olufsen audio system

Illy Espresso machine



### GRAND SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 1,019 SQ FT / 95 M<sup>2</sup>  
incl. veranda (Veranda: 145 SQ FT / 14 M<sup>2</sup>)  
TWO BEDROOM: 1,314 SQ FT / 122 M<sup>2</sup>  
incl. veranda (Veranda: 194 SQ FT / 18.5 M<sup>2</sup>)

Two teak verandas with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub; bedroom two has additional marbled bathroom with shower

Bang & Olufsen audio system

Illy Espresso machine



### ROYAL SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 736 SQ FT / 69 M<sup>2</sup>  
incl. veranda (Veranda: 126 SQ FT / 12 M<sup>2</sup>)  
TWO BEDROOM: 1,031 SQ FT / 96 M<sup>2</sup>  
incl. veranda (Veranda: 175 SQ FT / 16.5 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub and separate shower; bedroom two has additional marbled bathroom with shower

Bang & Olufsen audio system

Illy Espresso machine



### SILVER SUITE

Silver Suites accommodate three guests.

541 SQ FT / 50 M<sup>2</sup> incl. veranda  
(Veranda: 92 SQ FT / 8 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Living room (with convertible sofa to accommodate additional guest)

Sitting area

Separate dining area

Marbled bathroom with shower

Bang & Olufsen audio system

Illy Espresso Machine



### MIDSHIP VERANDA SUITE VERANDA SUITE

Some Veranda Suites accommodate three guests. The Midship Veranda Suite offers preferred central location with identical accommodation to a Veranda Suite.

295 SQ FT / 27 M<sup>2</sup> incl. veranda  
(Veranda: 49 SQ FT / 4.5 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Sitting area

Marbled bathroom with shower only or shower/bathtub combination



### VISTA SUITE

Some Vista Suites accommodate three guests.

*The configuration of Vista Suite 738 varies slightly from above.*

240 SQ FT / 22 M<sup>2</sup>

Large picture window providing panoramic ocean views

Sitting area

Marbled bathroom with shower only or shower/bathtub combination

### AMENITIES & FEATURES FOR ALL SUITES

Butler service

Refrigerator and bar setup, stocked with your preferences

Twin or queen-sized beds

Pratesi® fine bed linens and down duvet covers

Premium mattresses and a choice of pillows

Plush robes and slippers

Personalised stationery, binoculars, and umbrella

WiFi access (fee applies)

Choice of European bath amenities

Walk-in wardrobe(s) with personal safe

Vanity table(s) with hair dryer

Writing desk(s)

Flat screen TV(s), on-demand movies, and satellite news

Alarm with iPod® docking station

Direct-dial telephone(s)



# SILVER WIND

## SHIP SPECIFICATIONS

Crew	222
Guests	296
Tonnage	17,400
Length	514.14 FT / 156.7 M
Width	70.62 FT / 21.5 M
Speed	18 Knots
Built	1995
Refurbished	2013

## DECK 09

The Fitness Centre  
The Spa at Silversea  
Beauty Salon  
The Observation Lounge  
Jogging Track

## DECK 08

Pool  
Pool Bar  
The Grill  
The Panorama Lounge  
The Connoisseur's Corner  
Whirlpools

## DECK 07

La Terrazza

## DECK 06

The Show Lounge  
Conference / Card Room  
Reception / Guest Relations  
Shore Concierge

## DECK 05

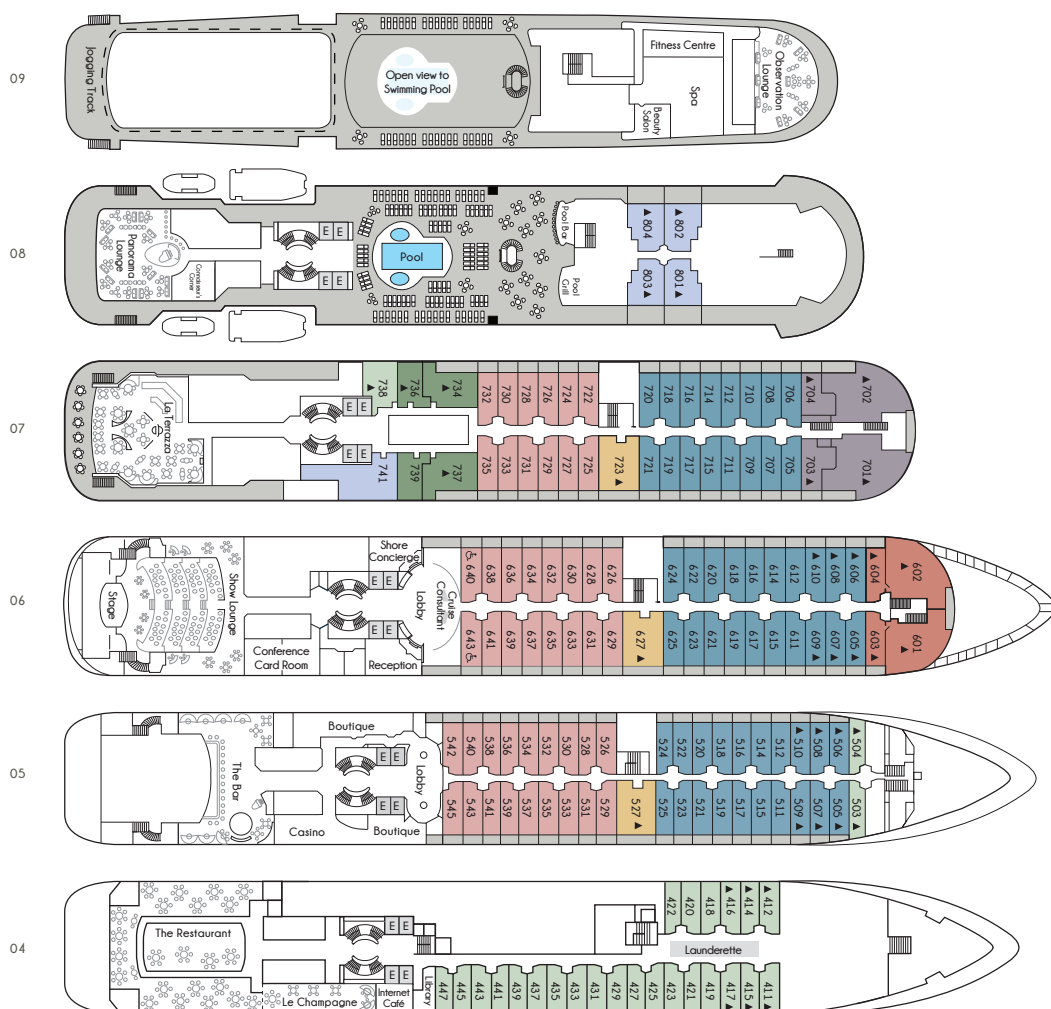
The Casino  
The Bar  
Boutiques

## DECK 04

The Restaurant  
Le Champagne  
Internet Café  
The Library  
Launderette

## SUITE CATEGORIES

- Owner's Suite
- Grand Suite
- Royal Suite
- Silver Suite
- Medallion Suite
- Midship Veranda Suite
- Veranda Suite
- Vista Suite
- ↔ Connecting Suites
- ▲ 3rd Guest Capacity
- ♿ Wheelchair Accessible





### OWNER'S SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Vista Suite.

ONE BEDROOM: 587 SQ FT / 55 M<sup>2</sup>  
incl. veranda (Veranda: 89 SQ FT / 8 M<sup>2</sup>)  
TWO BEDROOM: 827 SQ FT / 77 M<sup>2</sup>  
incl. veranda (Veranda: 89 SQ FT / 8 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional large picture window

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub and separate shower; bedroom two has additional marbled bathroom with shower

Bang & Olufsen audio system  
Illy Espresso machine



### GRAND SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 1,019 SQ FT / 95 M<sup>2</sup>  
incl. veranda (Veranda: 145 SQ FT / 14 M<sup>2</sup>)  
TWO BEDROOM: 1,314 SQ FT / 122 M<sup>2</sup>  
incl. veranda (Veranda: 194 SQ FT / 18.5 M<sup>2</sup>)

Two teak verandas with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system  
Illy Espresso machine



### ROYAL SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 736 SQ FT / 69 M<sup>2</sup>  
incl. veranda (Veranda: 126 SQ FT / 12 M<sup>2</sup>)  
TWO BEDROOM: 1,031 SQ FT / 96 M<sup>2</sup>  
incl. veranda (Veranda: 175 SQ FT / 16.5 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with full-sized bathtub; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system  
Illy Espresso machine



### SILVER SUITE

Silver Suites accommodate three guests.

541 SQ FT / 50 M<sup>2</sup> incl. veranda  
(Veranda: 92 SQ FT / 8 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Living room (with convertible sofa to accommodate additional guest)

Sitting area

Separate dining area

Marbled bathroom with full-sized bathtub

Bang & Olufsen audio system  
Illy Espresso machine



### MEDALLION SUITE

SUITE 741: 667 SQ FT / 62 M<sup>2</sup> (no veranda)  
SUITES 801-804: 490 SQ FT / 45 M<sup>2</sup>  
incl. veranda (Veranda: 125 SQ FT / 12 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors (Suites 801-804)

Three large picture windows providing panoramic ocean views (Suite 741)

Living room with sitting area

Separate dining area (Suite 741)

Marbled bathroom with full-sized bathtub and shower. Suite 741 has full-sized whirlpool tub and shower



### MIDSHIP VERANDA SUITE VERANDA SUITE

Some Veranda Suites accommodate three guests. The Midship Veranda Suite offers preferred central location with identical accommodation to a Veranda Suite.

295 SQ FT / 27 M<sup>2</sup> incl. veranda  
(Veranda: 49 SQ FT / 4.5 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Sitting area

Marbled bathroom with full-sized bathtub



### VISTA SUITE

Some Vista Suites accommodate three guests. The configuration of Vista Suite 738 varies slightly from above.

240 SQ FT / 22 M<sup>2</sup>  
SUITE 738: 325 SQ FT / 30 M<sup>2</sup>

Large picture window providing panoramic ocean views

Sitting area

Marbled bathroom with full-sized bathtub

### AMENITIES & FEATURES FOR ALL SUITES

Butler service

Refrigerator and bar setup, stocked with your preferences

Twin or queen-sized beds

Pratesi® fine bed linens and down duvet covers

Premium mattresses and a choice of pillows

Plush robes and slippers

Personalised stationery, binoculars, and umbrella

WiFi access (fee applies)

Choice of European bath amenities

Walk-in wardrobe(s) with personal safe

Vanity table(s) with hair dryer

Writing desk(s)

Flat screen TV(s), on-demand movies, and satellite news

Alarm with iPod® docking station

Direct-dial telephone(s)

# SILVER SHADOW & SILVER WHISPER

## SHIP SPECIFICATIONS

Crew	302
Guests	382
Tonnage	28,258
Length	610 FT / 186 M
Width	81.8 FT / 24.9 M
Speed	18.5 Knots
Built	2000 / 2001
Refurbished	2010 / 2013

## DECK 10

The Fitness Centre  
The Spa at Silversea  
Beauty Salon  
The Observation Lounge

## DECK 09

Jogging Track

## DECK 08

Pool  
Pool Bar  
The Grill  
The Library  
Internet Café  
The Panorama Lounge

## DECK 07

La Terrazza  
Le Champagne  
The Connoisseur's Corner  
Conference / Card Room

## DECK 06

The Show Lounge

## DECK 05

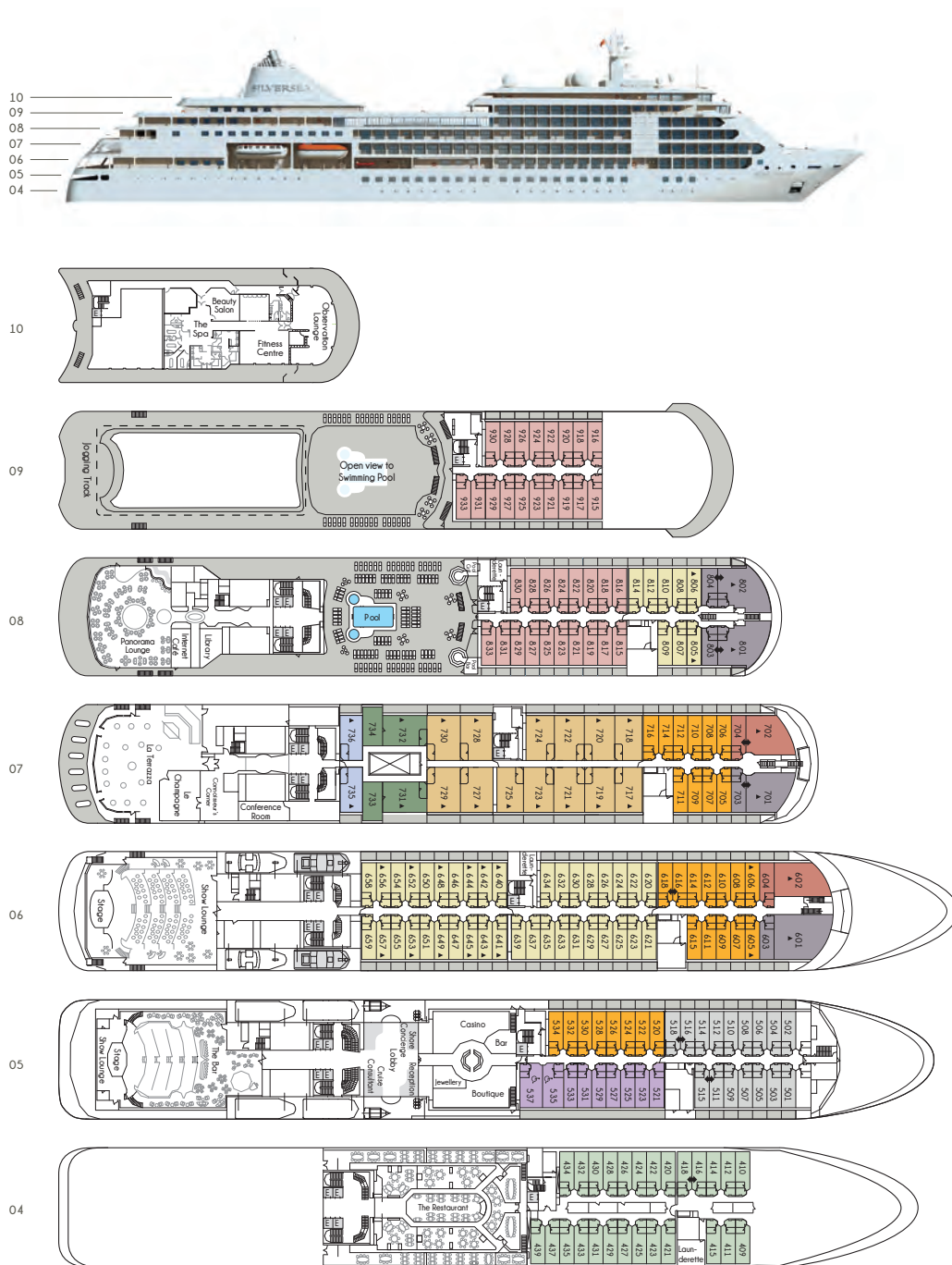
The Casino  
The Bar  
Boutiques  
Reception / Guest Relations  
Shore Concierge  
The Show Lounge

## DECK 04

The Restaurant

## SUITE CATEGORIES

- Owner's Suite
- Grand Suite
- Royal Suite
- Silver Suite
- Medallion Suite
- Veranda 4
- Veranda 3
- Veranda 2
- Veranda 1
- Terrace Suite
- Vista Suite
- Connecting Suites
- 3rd Guest Capacity
- Wheelchair Accessible





### OWNER'S SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Vista Suite.

ONE BEDROOM: 919 SQ FT / 85 M<sup>2</sup>  
incl. veranda (Veranda: 220 SQ FT / 20 M<sup>2</sup>)  
TWO BEDROOM: 1,264 SQ FT / 117 M<sup>2</sup>  
incl. veranda (Veranda: 220 SQ FT / 20 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional large picture window

Living room with sitting area; bedroom two has additional sitting area

Separate dining area and bar

Marbled bathroom with double vanity, separate shower and full-sized bathtub; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### GRAND SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 941-1,090 SQ FT / 87-101 M<sup>2</sup> incl. veranda  
(Veranda: 103-116 SQ FT / 10-11 M<sup>2</sup>)  
TWO BEDROOM: 1,286-1,435 SQ FT / 119-133 M<sup>2</sup> incl. veranda  
(Veranda: 163-176 SQ FT / 16-17 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area and bar

Marbled bathroom with double vanity, separate shower and full-sized bathtub, plus a powder room; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### ROYAL SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 967-1,007 SQ FT / 90-94 M<sup>2</sup> incl. veranda  
(Veranda: 110-116 SQ FT / 10-11 M<sup>2</sup>)  
TWO BEDROOM: 1,312-1,352 SQ FT / 122-126 M<sup>2</sup> incl. veranda  
(Veranda: 170-176 SQ FT / 16-17 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room with sitting area; bedroom two has additional sitting area

Separate dining area and bar

Marbled bathroom with double vanity, separate shower and full-sized bathtub, plus a powder room; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### SILVER SUITE

Silver Suites accommodate three guests.

653-701 SQ FT / 61-65 M<sup>2</sup> incl. veranda  
(Veranda: 110-123 SQ FT / 10-11 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Living room (with convertible sofa to accommodate additional guest)

Sitting area

Separate dining area

Marbled bathroom with double vanity, separate shower and full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### MEDALLION SUITE

521 SQ FT / 49 M<sup>2</sup> incl. veranda  
(Veranda: 81 SQ FT / 8 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Living room with sitting and dining area

Marbled bathroom with double vanity, separate shower and full-sized bathtub



### VERANDA SUITES 1-4

Some Veranda Suites accommodate three guests. Veranda 3 and 4 offer preferred central location with identical accommodation to Veranda 1 and 2.

345 SQ FT / 32 M<sup>2</sup> incl. veranda  
(Veranda: 60 SQ FT / 6 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Sitting area

Marbled bathroom with double vanity, separate shower and full-sized bathtub



### VISTA SUITE / TERRACE SUITE

287 SQ FT / 27 M<sup>2</sup>

Large picture window providing panoramic ocean views (Vista Suite)

Shared teak veranda and floor-to-ceiling glass doors (Terrace Suite)

Sitting area

Marbled bathroom with double vanity, separate shower and full-sized bathtub

### AMENITIES & FEATURES FOR ALL SUITES

Butler service

Refrigerator and bar setup, stocked with your preferences

Twin or queen-sized beds

Pratesi® fine bed linens and down duvet covers

Premium mattresses and a choice of pillows

Plush robes and slippers

Personalised stationery, binoculars, and umbrella

WiFi access (fee applies)

Choice of European bath amenities

Walk-in wardrobe(s) with personal safe

Vanity table(s) with hair dryer

Writing desk(s)

Flat screen TV(s), on-demand movies, and satellite news

Alarm with iPod® docking station

Direct-dial telephone(s)

# SILVER SPIRIT

## SHIP SPECIFICATIONS

Crew	376
Guests	540
Tonnage	36,000
Length	642 FT / 198.5 M
Width	86 FT / 26.2 M
Speed	19.5 Knots
Built	2009

## DECK 11

The Observation Lounge

## DECK 10

Jogging Track

## DECK 09

Pool

Whirlpools

Pool Bar

The Grill

Card Room

The Panorama Lounge

The Panorama Outdoor Lounge

## DECK 08

The Connoisseur's Corner

Boutiques

The Casino

## DECK 07

La Terrazza

Stars Supper Club

The Library

Internet Café

## DECK 06

The Spa at Silversea

Beauty Salon

The Fitness Centre

## DECK 05

Reception / Guest Relations

Shore Concierge

Cruise Consultant

The Bar

The Show Lounge

Conference Room

## DECK 04

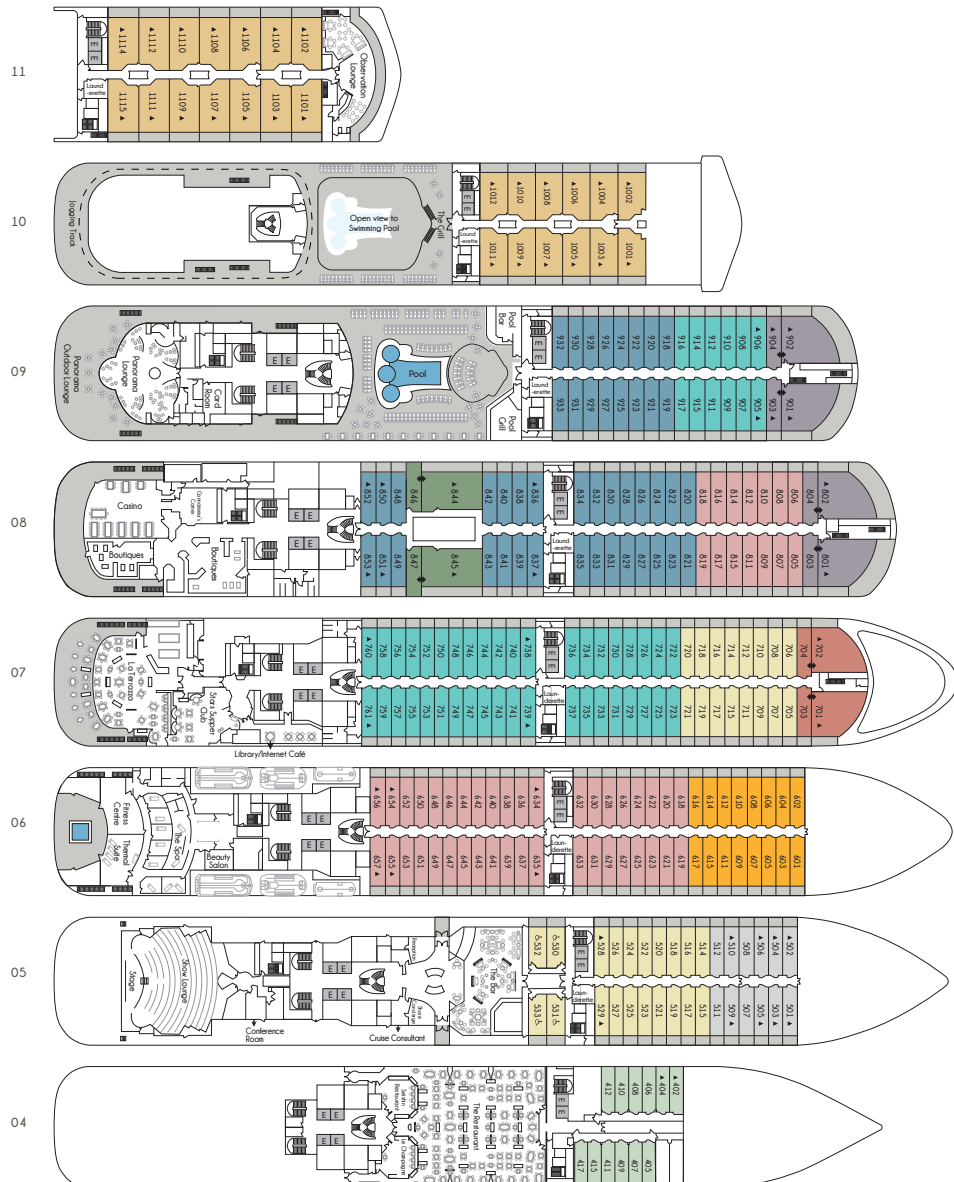
The Restaurant

Seishin

Le Champagne

## SUITE CATEGORIES

Owner's Suite	Veranda 3
Grand Suite	Veranda 2
Royal Suite	Veranda 1
Silver Suite	
Veranda 6	
Veranda 5	
Veranda 4	
Vista Suite	
↕ Connecting Suites	
▲ 3rd Guest Capacity	
♿ Wheelchair Accessible	







### OWNER'S SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Vista Suite.

ONE BEDROOM: 1,292 SQ FT / 120 M<sup>2</sup>  
incl. veranda (Veranda: 190 SQ FT / 18 M<sup>2</sup>)  
TWO BEDROOM: 1,668 SQ FT / 150 M<sup>2</sup>  
incl. veranda (Veranda: 190 SQ FT / 18 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional large picture window

Living room with sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with double vanity, separate shower and full-sized bathtub, plus a powder room; bedroom two has additional marbled bathroom with shower

Bang & Olufsen audio system

Illy Espresso machine



### GRAND SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 1,425-1,532 SQ FT / 132-142 M<sup>2</sup> incl. veranda  
(Veranda: 560-667 SQ FT / 52-62 M<sup>2</sup>)  
TWO BEDROOM: 1,772-1,879 SQ FT / 165-174 M<sup>2</sup> incl. veranda  
(Veranda: 595-702 SQ FT / 55-65 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room (with convertible sofa to accommodate additional guest)

Sitting area; bedroom two has additional sitting area

Separate dining area

Marbled bathroom with double vanity, separate shower and full-sized bathtub, plus a powder room; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### ROYAL SUITE

Available as a one-bedroom configuration or as two bedrooms (as illustrated) by adjoining with a Veranda Suite.

ONE BEDROOM: 990 SQ FT / 92 M<sup>2</sup>  
incl. veranda (Veranda: 129 SQ FT / 12 M<sup>2</sup>)  
TWO BEDROOM: 1,366 SQ FT / 127 M<sup>2</sup>  
incl. veranda (Veranda: 194 SQ FT / 18 M<sup>2</sup>)

Large teak veranda with patio furniture and floor-to-ceiling glass doors; bedroom two has additional veranda

Living room (with convertible sofa to accommodate additional guest)

Sitting area; bedroom two has additional sitting area

Separate dining area and bar

Marbled bathroom with double vanity, separate shower and full-sized bathtub, plus a powder room; bedroom two has additional marbled bathroom with full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### SILVER SUITE

Silver Suites accommodate three guests.

742 SQ FT / 69 M<sup>2</sup> incl. veranda  
(Veranda: 118 SQ FT / 11 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Living room (with convertible sofa to accommodate additional guest)

Sitting area

Separate dining area

Marbled bathroom with double vanity, separate shower and full-sized bathtub

Bang & Olufsen audio system

Illy Espresso machine



### VERANDA SUITES 1-6

Some Veranda Suites accommodate three guests. Veranda 4, 5 and 6 offer preferred central location with identical accommodation to Veranda 1, 2 and 3.

376 SQ FT / 35 M<sup>2</sup> incl. veranda  
(Veranda: 65 SQ FT / 6 M<sup>2</sup>)

Teak veranda with patio furniture and floor-to-ceiling glass doors

Sitting area

Marbled bathroom with vanity, separate shower and full-sized bathtub



### VISTA SUITE

Some Vista Suites accommodate three guests.

312 SQ FT / 29 M<sup>2</sup>

Large picture window providing panoramic ocean views

Sitting area

Marbled bathroom with vanity, separate shower and full-sized bathtub

### AMENITIES & FEATURES FOR ALL SUITES

Butler service

Refrigerator and bar setup, stocked with your preferences

Twin or queen-sized beds

Pratesi® fine bed linens and down duvet covers

Premium mattresses and a choice of pillows

Plush robes and slippers

Personalised stationery, binoculars, and umbrella

WiFi access (fee applies)

Choice of European bath amenities

Walk-in wardrobe(s) with personal safe

Vanity table(s) with hair dryer

Writing desk(s)

Flat screen TV(s), on-demand movies, and satellite news

Alarm with iPod® docking station

Direct-dial telephone(s)

# VENETIAN SOCIETY\*



A special circle of friends, exclusive privileges and prestigious benefits. When you complete your first Silversea voyage, you have the opportunity to become part of an extraordinary fellowship of international travellers who enjoy exploring the world in Silversea's luxurious style: The Venetian Society. Membership is an open door to a world of exclusivity, with members-only benefits and privileges you will enjoy on every subsequent Silversea voyage.

Visit the Venetian Society pages of our website at [venetiansociety.com](http://venetiansociety.com), where members can find details about benefits, programmes and Venetian Society sailings.



## Friends of the Society\*\* Programme

Introduce your friends to Silversea, and they will also enjoy special privileges and savings when you travel together. As a sponsoring Venetian Society member, you will receive bonus rewards including a USD\$250 onboard Spending Credit† per suite and double days on designated Venetian Society sailings.

## Membership Privileges

- Onboard recognition and private parties
- 5% additional savings on select voyages
- Ship visitation privileges

♥ Look for this icon when choosing your voyage for additional Venetian Society savings.

## Milestone Rewards

When you sail with us 100 days or more, your loyalty is rewarded.

- After 100 days, 5% additional savings and complimentary laundry service (excludes dry cleaning and pressing)
- After 250 days, 10% additional savings
- After 350 days, complimentary 7-day voyage in a Veranda Suite (cruise only)†
- After 500 days, complimentary 14-day voyage in a Veranda Suite (cruise only)†
- After 500-day milestone, receive a complimentary 7-day voyage for each additional 150 days sailed

† Restrictions apply

\* Venetian Society is a Registered Trademark of Silversea Cruises Ltd. in the United States, Canada, Australia, and the European Union.

\*\* Friends of the Society is a Registered Trademark of Silversea Cruises Ltd. in the United States and Australia.

# OUR PROGRAMMES



Silversea offers one of the most exclusive experiences at sea and one of the best values in travel. Book your voyage early and enjoy the best fares available. All programmes are capacity controlled and subject to availability.

## **Fare Guarantee Programme**

Silversea's Fare Guarantee Programme provides you with the peace of mind in knowing that when you plan ahead and book early, not only will you be able to reserve your desired suite, but you can also benefit from any future reduction in the Silver Privilege Fares for your voyage, upon request.

## **Silver Privilege Fares**

Silver Privilege Fares offer you one simple low fare for your desired suite.

## **Onboard Savings**

Book your next voyage while you are sailing and enjoy up to 5% benefit on the cruise fare.

## **Extended Voyage Savings**

Combine two or more consecutive voyages and enjoy up to 5% additional benefit.

## **Solo Travellers**

Single fares are available on all voyages ranging from 25%-100% above the double occupancy fare.

## **Venetian Society Savings**

A special circle of friends with exclusive privileges and prestigious benefits. Visit the Venetian Society pages of our website at [venetiansociety.com](http://venetiansociety.com), to find details about benefits, programmes and Venetian Society sailings.

✔ Look for this icon when choosing your voyage for additional Venetian Society benefit.

## **Rest Assured Programme**

On select 2015 and 2016 voyages, enjoy peace of mind and the freedom to change your travel plans within the critical 1-120 days prior to sailing and receive a 100% Rest Assured Cruise Credit good towards a future

voyage. May not be available on all voyages or all suite categories. For full details, including pricing, terms and conditions, please visit [silversea.com](http://silversea.com)

## **Chart Your Own Course**

Highly customised travel is a significant advantage of the Silversea experience, and it all begins right here at My Silversea. Designed to make travel planning easier, My Silversea is a personal profile area which enables you to view and manage bookings, customise your onboard experience, arrange activities prior to your voyage, and access a host of additional features. For the first time, you will be able to pre-book speciality restaurant dinner reservations in advance (from 120 to 7 days prior to sailing), along with optional shore excursions, beauty, spa and fitness services. Members of the Venetian Society will now also be able to conveniently keep track of their past voyage history by logging into My Silversea. My Silversea can be accessed via the Silversea website [silversea.com](http://silversea.com)



# TERMS & CONDITIONS

## *Rights reserved and limits of responsibility*

### IMPORTANT NOTICE – PLEASE READ

Terms and Conditions apply to all Silversea vessels.

Any and all information contained herein is in effect at this time and is subject to change at any time. All information herein applies to all 2015 voyages and 2016 voyages commencing on or before 31 March 2016.

Information contained herein does not form part of any offer or contract. The transportation of guests and baggage on Silversea vessels is provided solely by Silversea and is governed by the terms and conditions printed on the Holiday Contract. The Holiday Contract will be included with your travel documents, is available upon request, or can be accessed through our website at [silversea.com](http://silversea.com), and contains complete and important information regarding cancellations, itineraries, Silversea's liability, health and immigration requirements, and other relevant terms and conditions. The terms and conditions of the Holiday Contract will apply to persons who have booked a cruise regardless of whether or not they have embarked the vessel. Please read your Holiday Contract carefully. Should the terms and conditions of the Holiday Contract be modified, a revised Holiday Contract, the terms of which will govern the subject cruise, will be sent to guests at least 150 days before sailing. To the extent that any of the information in these Booking Terms & Conditions conflicts with the terms of the Holiday Contract, the terms and conditions contained in the Holiday Contract shall control. Itinerary arrival and departure times are always subject to change without notice. Silversea reserves the right to cancel, alter, advance, postpone or substitute any scheduled sailing or itinerary, substitute another vessel for the scheduled ship, or substitute or cancel scheduled ports of call, which, in its sole judgment and discretion, is justified for any reason, and to do so without liability for any loss whatsoever to guests as a result of said change(s). Additionally, Silversea reserves the right to cancel reservations and bookings in the event of a full-ship charter, whether or not a deposit or full payment has been received, and in such event, Silversea's only liability will be to refund to the guest the amount it has received.

Silversea makes arrangements for transportation, other than ocean passage, only as a booking agent. Silversea's responsibility does not extend beyond the vessel. In arranging for the transportation of guests to and from the ship, Silversea does so with independent contractors.

Silversea is not responsible for incidents such as airline cancellations, re-routings or any disruption of scheduled services or accommodation, or lost luggage.

All fares indicated herein including land, air and hotel, are capacity controlled, subject to change at any time without notice and do not guarantee availability. Special savings programmes are all subject to change and/ or cancellation without notice. All schedules, fares, and terms and conditions are subject to change at any time.

Please refer to [www.silversea.com](http://www.silversea.com) for the most current schedules, prices, and terms and conditions.

Travel documents will not be dispatched until full and final payment and passenger Contact Information (defined below) has been received by the Company and cleared. For purposes of this Agreement, Contact Information shall mean a passenger's full name, passport number, address, telephone number (land and mobile), electronic mail address and emergency contact information and any other information as requested by Company. Company must be able to reach each passenger's emergency contact at any time of day. Company must, therefore, be provided with all information to allow Company to do so (such information should include the name, address, electronic mail address (if available) and phone number (including a mobile phone number if available) of a parent, guardian, spouse, domestic partner, or other person to contact in the event of an emergency. No passenger will be allowed to embark a Silversea vessel unless Company has received all of the Contact Information. Should Company determine that any of the Contact Information provided is incorrect, passenger may be asked to disembark the voyage. Company will not make a refund or otherwise be liable to passengers who are denied boarding or disembarked.

### CRUISE FARE

Cruise fares cover certain shipboard services including: suite accommodations, onboard meals and entertainment, gratuities aboard ship (except spa), complimentary beverages aboard ship (including select wines, champagnes (Silver Galapagos excluded), spirits, soft drinks, water, tea and coffee) and, on a limited number of select sailings, a special shore event. All fares are available in Euro and United States dollars and are per guest and based on double occupancy.

Not included in your cruise fare are: airfare, hotel accommodations, transfers and luggage handling, optional shore excursions, meals ashore, fuel surcharges, meals in Le Champagne and Seishin Restaurant (Silver Spirit only), accommodations whilst ashore, casino gaming, laundry or valet services, purchases from the ship boutiques or any item or service of a personal nature such as medical care, massages, spa treatments, private fitness instruction, hair styling and manicures.

Some champagne, premium wine and spirit selections, caviar, cigarettes and cigars are not included in your fare and may not be available at all times. Champagne and caviar are not offered on board Silver Galapagos.

Under normal conditions the cruise fare is guaranteed at the time of booking. However, the fare that you pay is determined far in advance of initial departure on the basis of then-existing projections of fuel and other costs. In the event of any significant change in such costs beyond our control, including but not limited to increases in the price of fuel, currency fluctuations affecting our costs, increases in government taxes or levies, or increased security costs, Silversea reserves the right to surcharge passengers to cover such unexpected costs. Silversea has the right to refuse to transport passengers unless the additional surcharge is paid in advance of initial departure. It is guests' responsibility to arrange flights and/or other travel arrangements to ensure arrival in good time for embarkation and to make suitable travel arrangements for return journey.

Silversea strongly recommends guests ensure that any independent travel arrangements are adequately protected by insurance.

### SILVERSEA EXPEDITIONS AIR CHARTER PACKAGES

To facilitate travel to certain remote embarkation/debarkation ports it may become mandatory for guests sailing on Silver Explorer and Silver Discoverer to purchase a Silversea air charter package ("Air Charter Package(s)"). If an Air Charter Package is required, the charter flight will be in economy class and will include the transfers from the airport to ship and ship to the airport. Silversea will make the final determination of the necessity of a charter flight 120 days prior to the voyage departure date.

### SILVER EXPLORER AIR CHARTER PACKAGES

For Silver Explorer voyages embarking and/ or disembarking in Ushuaia and Longyearbyen, guests are required to purchase Silversea's Air Charter Package for an additional charge.

Air Charter Packages for voyages embarking and/ or disembarking in Ushuaia include Economy Class charter air service between Buenos Aires and Ushuaia plus applicable transfers in Ushuaia between airport/ pier.

Air Charter Packages for voyages embarking and/ or disembarking in Longyearbyen include Economy Class charter air service between Oslo and Longyearbyen plus applicable transfers in Longyearbyen between airport/ pier.

Purchase of the Silver Explorer Air Charter Packages is required regardless of utilisation.

Additional restrictions may apply.

Ushuaia, and Longyearbyen Air Charter Packages may only be cancelled upon complete cancellation of the cruise reservations and are 100% non-refundable 70- 0 days prior to the initial sailing date.

### SILVER GALAPAGOS AIR PACKAGE

For Silver Galapagos voyages guests are strongly recommended to purchase the Silver Galapagos Air Package ("Galapagos Air Package") to ensure a smooth arrival and departure in Ecuador. The Silver Galapagos Air Package includes Economy Class Air from Quito to Galapagos and return to Guayaquil; Galapagos National Park entrance fees and Galapagos Immigration fee. In addition Silversea recommends the purchase of airport/ hotel transfers in Quito and Guayaquil, two night pre-hotel accommodations in Quito and, if necessary, use of a hotel dayroom in Guayaquil (for those with late evening flight departures).

Guests purchasing the Silver Galapagos Air Package will be met by a Silversea host at Quito airport to assist them with the airline check-in and immigration process, and upon arrival in Galapagos our host will welcome and guide guests through the park entrance process and direct them to waiting ground transportation.

### SILVERSEA AIR PROGRAMME

The Silversea Air Programme is offered from select gateways. Silversea's ability to offer air service from specific gateway cities is limited to airline scheduling and the availability of negotiated airfares. Airfares negotiated by Silversea limit your ability to exchange, endorse or make changes to air tickets. Silversea reserves the right

to select the air carrier, routing and layover city if necessary and reserves the right to substitute charter flights for scheduled service and scheduled service for charter flights. Airfares may be revised upwards or downwards at any time prior to flight confirmation, are limited to certain classes of service as specified by each airline partner contract, are subject to availability and may not apply during holiday periods. Business and First Class upgrades are guaranteed on the international/ transoceanic flights only and subject to availability of select carriers. In providing air arrangements, Silversea acts only as an agent on the guest's behalf and does not operate, control or supervise any airline and will not be held responsible for carriers failing to meet schedules whether or not air schedules/ tickets were issued by Silversea.

Silversea reserves the right to change inclusive items as needed including private versus group transfer, and any other item that may be designated as part of the Silversea Air Programme package. Final payment is due prior to ticket issuance and release of documents.

Silversea reserves the right to modify the Silversea Air Programme procedures and fees at any time without notice. Guests are strongly advised to purchase travel insurance.

Note for 2015 and 2016 World Cruise\* guests: For a limited time, guests purchasing the 115-Day Full World Cruise and adding the optional Silversea Air Programme to their booking will receive Business Class Air ("Promotional Air Package"). Due to limited air availability, Business Class Air may not be available at time of booking in which case Economy Class will be substituted. All Air Packages are: (1) valid for full fare cruise guests booking/purchasing the applicable Air Package for roundtrip travel via Silversea's Preferred Airline Partners, (2) capacity controlled and subject to availability, (3) limited to specific Germonic Market gateways and airlines, (4) applicable to first and second full-fare guests per suite only.

Silversea may choose to withdraw or modify Air Package offers at any time without advance notice. Silversea reserves the right to select the air carrier, routing and departure airport from each gateway city. Silversea reserves the right to request full payment of the Airfare at any time.

Once airline tickets are issued, or within 90-days of scheduled departure, penalties apply for cancellation. Changes made to travel dates or flight itinerary will be subject to fees (refer to Deviation and Administrative Fees at [Silversea.com](http://Silversea.com)). Airline baggage fees are not included. All other Terms and Conditions of the Silversea Air Programme apply. Refer to [Silversea.com](http://Silversea.com) for complete details Silversea's standard air package is referred to as the Air/ Sea Package and includes roundtrip Economy Class air and transfers between airport/ pier on days of embark/ debark. Guests opting to add a Silver Shore Simply Hotel will receive a transfer between the Simply Hotel and pier in lieu of the airport-to-pier transfer already included in the Air/ Sea Package. Transfer between airport and Simply Hotel is not included, but available for purchase through Silversea's Reservations Department. Note: Due to limited air availability and/ or airline schedule changes, guests may be required to purchase a pre- and/ or post-cruise hotel stay (or dayroom) plus applicable transfers in conjunction with their confirmed air schedule.

Silversea is available to assist with these arrangements. Additional costs are the sole responsibility of the guest. Guests opting to independently purchase hotel arrangements forfeit the applicable transfer(s) included in the Air/ Sea Package and will be required to confirm their own transfer arrangements. Silversea is unable to provide air flights to unaccompanied minors, defined as children under the age of 18.

When Silversea has determined that a dayroom or overnight may be required due to possible conflicts between flight arrival/ departure and scheduled embark/ debark, Silversea's Air Package Plus will apply and, for an additional charge, a Silver Shore Simply Hotel will automatically be added to the booking as an optional component. Silversea's Air Package Plus includes roundtrip Economy Class Air and applicable transfers between airport/ hotel and hotel/ pier. Guests opting to cancel the Simply Hotel reservation must email their request to [silverseayuk@silversea.com](mailto:silverseayuk@silversea.com).

Guests deviating from the pre-determined travel dates and/ or original air schedule or cancelling their Simply Hotel reservation may incur an administrative fee as well as deviation charges and hotel penalties, if applicable. Guests opting to independently purchase hotel arrangements forfeit the applicable transfer(s) included in the Air Package Plus and will be required to confirm their own transfer arrangements.

Note: Guests are at all times responsible for additional costs incurred when purchasing additional hotel nights, early check-in, late check-out, room upgrades, meals, additional ground transportation, etc.

The Air/ Sea Package or the Air Package Plus shall be collectively referred to herein as the "Air/ Sea Package(s)".

On select voyages, Silversea offers Specially Priced Promotional Airfares (the "Promotional Fare(s)"). Promotional Fares are capacity controlled, subject to availability, limited to specific gateways and airlines, and available only for a limited time. Business Class Air Upgrades apply only to the international transoceanic flight(s). Economy class will be substituted when necessary. Silversea may choose to withdraw or modify Promotional Fares at any time without advance notice. Silversea reserves the right to request full payment of the Air/ Sea Package fare at any time prior to cruise departure. Once airline tickets are issued, or within 120 days of scheduled departure, penalties apply for cancellation. Requested changes to confirmed air schedules at any time prior to departure will incur fees and charges as the airline supplier may impose and any additional air costs associated with the confirmed changes to travel dates, flight schedules and/ or airlines ("Deviation Charges") will be the responsibility of the guests and relevant fees will be applied to the guest's booking. In addition, for each confirmed change, guests will be charged a non-refundable administrative fee of £100 per person. Deviation Charges are at all times in addition to administrative fees. Guests are required to send their detailed deviation request in writing to Silversea Concierge at [silverskyuk@silversea.com](mailto:silverskyuk@silversea.com).

Responses are generated within approximately 72 business hours. Administrative Fees and Deviation Charges are non-commissionable. Silversea requires the full passport details including but not limited to: passport number, expiration date, gender, date of birth, nationality, residential address, destination address and guest's name as it appears on their passport at the time of booking. Name changes are not allowed after initial confirmation without forfeiting the air schedule, the airline tickets if issued, and any seats if pre-assigned. Payment of additional costs incurred for changing a name on an airline reservation/ ticket will be the sole responsibility of the guest, regardless of Air/ Sea Package booked. This information is required at the time of booking the Air/ Sea Package. Failure to provide this information as required may result in complete cancellation of air schedules. Silversea cannot guarantee the re-booking of the original air schedule if cancelled, and additional airline fees/ penalties may be assessed. Airline tickets and cruise documents will not be released until required information and additional payment is provided in full to Silversea.

As a courtesy, Silversea Concierge will send a generic request to the airline(s) for pre-assigned seats. This is strictly a courtesy and Silversea is not responsible for changes or cancellation of pre-assigned seats prior to flight departure, for any reason. Guests are advised to contact the airline(s) directly to confirm and/ or change preassigned seating. Other requests such as adding frequent flyer numbers and requesting special meals or wheelchair assistance must be requested directly with the airline(s). Guests are, at all times, responsible for paying all service fees imposed by the airline(s). Airline service charges are, at all times, non-refundable. Some airlines restrict the accumulation and/ or use of frequent flyer miles in conjunction with fares used by Silversea. Please note that each guest is fully responsible for any/ all baggage fees that may be imposed by the airline(s) upon check-in. Guests are, at all times, responsible for airline baggage fees. For travel to/ from and within the United States, please visit <https://bags.amadeus.com/> or the individual air carriers' website for a complete listing of baggage fees.

Guests are required to review their Silversea invoice in detail to ensure accuracy of all items including guest names, confirmed class of service and fare, and any other information that may affect guest's airline reservation. Discrepancies must be brought to Silversea's attention immediately and prior to ticket issuance.

Discrepancies brought to Silversea's attention after ticket issuance will result in full forfeiture of the original airfare paid and guest(s) will be required to pay applicable penalties prior to Silversea issuing replacement ticket(s). Silversea issues airline tickets within 90 days of sailing and only after final payment has been received. Due to the fact that airlines change their schedules often, guests are urged to review their flight details upon receiving their electronic ticket receipt, and should also contact the airline(s) directly at least 72 hours in advance to reconfirm flight schedules and baggage allowance/fees.

On select voyages, Economy & Specially Priced Promotional Airfares may be available to guests opting to book the Silversea Air Programme.

Promotional Airfares are available for a limited time only; capacity controlled; limited to select gateways, air carriers and routings of Silversea's choosing. Guests should book early to secure the best airfare and flight schedule.

## CANCELLATION FEES

Guests wishing to cancel their confirmed air schedule may incur cancellation charges in addition to any applicable cruise penalty, Deviation Charges and the non-refundable administrative fee incurred as a result of any request to make a change to a confirmed air schedule. Where cancellation occurs from 90 - 71 days prior to the initial sailing date, an administrative fee per Guest of £100 will be charged. Where cancellation occurs from 70 - 0 days prior to the initial sailing date the cancellation charge will include 100% of the cost of the Silversea Air Programme and any charges or fees imposed by the airline supplier together with, in very case, an administrative fee per Guest of £100 and any cruise cancellation charge as set out in the Holiday Contract.

## SILVER SHORE SIMPLY HOTEL, GRANDE HOTEL & LAND ADVENTURES

Silver Shore Simply Hotel Programme and the Silver Shore Grande Hotel Programme (the "Hotel Programmes") and/ or Land Adventures include accommodation at a deluxe hotel unless otherwise noted. The Silver Shore Simply Hotel Programme includes one-night, standard room accommodation and breakfast only; transfers are not included. The Silver Shore Grande Hotel Programme includes one night accommodation, a full breakfast, private transfer between airport and hotel and group transfer between hotel and pier.

All fares listed for the Hotel Programmes and Land Adventures are per guest, based on double occupancy. Single accommodations are available for an additional charge. Silversea reserves the right to substitute hotel selection and provide transfers and portage as applicable. All Land Adventures require a minimum number of participants in order to operate as described. If this minimum number is not met, Silversea reserves the right to offer the programme at a different rate based on private arrangements, or to cancel the specific departure. Silversea's published cruise cancellation policy will remain in effect. All Hotel Programme and Land Adventure fares are subject to change and not guaranteed until payment is received in full by Silversea.

## SILVER SHORE CONCIERGE

When utilising this optional service, a charge of US\$100.00 or €85.00 per port will apply. This non-refundable charge will be credited to the cost of your final arrangements.

## SINGLE & THIRD GUESTS

A limited number of suites are available for purchase on a single- or third-guest occupancy basis. The supplement for single occupancy ranges from 25% - 100% above the double occupancy fare, depending upon the sailing and suite selected.

Suites for singles and third guests are capacity controlled. Fares and supplements are subject to change without notice based on availability.

Note for 2015 and 2016 World Cruise guests: Single supplements start from 50% above the double occupancy fare and may vary by category.

## SILVER PRIVILEGE FARES

All Silver Privilege Fares shown are cruise-only, per guest, based on double-occupancy. Fares are capacity controlled, and subject to change at any time without notice. Availability of all suite categories cannot be guaranteed. Fares for single guests are available upon request.

Additional restrictions may apply.

## SILVERSEA FARE GUARANTEE PROGRAMME

Guests will be eligible for reimbursement if the Silver Privilege Fare for their particular voyage and suite category is reduced after they have made a booking and deposit with Silversea and Silversea has received their written request for a fare adjustment prior to their sailing date.

Requests for reimbursement received on or after the sailing date will be denied. Reimbursement provided under this guarantee will be in the form of a shipboard credit, suite upgrade, future cruise credit, fare reduction or other method. Silversea reserves the sole right to determine the method of reimbursement made to guests. The amount of reimbursement the guests receive will be determined by the difference between the Silver Privilege Fare actually paid by the guest and the Silver Privilege Fare displayed on Silversea.com the day the request is received is by Silversea.

## VENETIAN SOCIETY (VS) SAVINGS

On select voyages, past guests of Silversea save an additional percentage as indicated by voyage. Savings are capacity controlled, subject to availability and may change at any time without notice.

## EXTENDED VOYAGE SAVINGS (EVS)

Combine two or more consecutive voyages and save up to 5% on each voyage selected. Savings may vary by voyage and are subject to change or withdrawal without notice.

Savings are applicable to full published voyages, but not to segments of the same voyage. Contact your travel agent or Silversea for applicable savings. Other restrictions apply.

## ONBOARD SAVINGS

Guests on board save up to 5% off future select voyages when booked whilst sailing.

Extended Voyage Savings, Venetian Society Savings and Onboard Savings are applied sequentially to Silver Privilege Fares and may not be combined with other promotional offers.

Savings programmes do not apply to Silversea Air Programme fares, Hotel Programmes or Land Adventures.

## TRAVEL AGENTS

Travel agents are considered to be the agent of guest and not of Silversea. Silversea is not liable for any representation, act or omission of guest's travel agent. Guest's cruise fare is not considered paid until Silversea receives full payment, and the amount thereof is subject to change at any time prior to Silversea's receipt of payment. Guest shall at all times remain liable to Silversea for the price of passage. Silversea reserves the right to refuse embarkation if all charges and surcharges have not been paid in advance of departure.

## UNSCHEDULED EMBARK/DISEMBARK

International cabotage laws may prohibit guests from embarking or disembarking their voyage in any port except the main scheduled

embarkation and disembarkation ports. Only those guests with a medical emergency may be allowed to embark or disembark the vessel at an unscheduled embark/ disembark port. If an unscheduled embarkation or disembarkation is permitted as a result of an emergency, those guests may incur additional charges intended to cover any fine or penalty levied against Silversea and any other additional costs. Such additional costs will be added to the guest's onboard account prior to disembarking.

## PAYMENT SCHEDULE

To reserve your Silversea cruise, a 25% deposit of the total cruise fare is required within seven days of booking or sooner, depending on voyage and time of booking. Full payment is due no later than 120 days prior to departure. Guests will not be permitted to change travel agents more than 30 days after Silversea's receipt of guests initial deposit or after final payment has been received by Silversea, whichever occurs earlier. Final documentation will be issued after receipt of final payment and approximately 30 days prior to sailing. All reservations are subject to cancellation if payments are not received by the due date, and are guaranteed only when paid in full 120 days prior to sailing. Reservations made within 120 days of sailing require full payment within seven days of booking or sooner, as specified by Silversea. Payments may be made by bank transfer, VISA®, MasterCard® or American Express® credit cards.

Note for 2015 and 2016 World Cruise guests: To reserve a suite on the 115-Day World Cruise 2015 and 2016 or any voyage segment, a 25% deposit of the total cruise fare is required. Deposits must be received within seven days of booking or sooner, depending on time of booking. Unless otherwise noted, final payment must be received by Silversea 120 days prior to cruise departure. For bookings made within 30 days of departure, final payment must be received within 48 hours.

## CRUISE CANCELLATIONS

If you find it necessary to cancel your reservation or any component thereof, you or your travel agent are required to contact the Silversea Reservations Department by telephone as well as submit your cancellation in writing. If your cancellation request is received more than 120 days prior to your initial sailing date, a US\$200/€200 non-refundable administrative fee will be charged per booking. This administrative fee may be converted to a future cruise credit valid for travel within 12 months from the date of the cancelled voyage. Cruise cancellation requests received within 120 days of the initial sailing date will be subject to the following charges, regardless of suite resale:

120 - 91 days prior to the initial sailing date: 15% of the total cruise fare per person;

90 - 46 days prior to the initial sailing date: 50% of the total cruise fare per person;

45 - 31 days prior to the initial sailing date: 75% of the total cruise fare per person;

30 - 0 days prior to the initial sailing date or nonappearance at the time of sailing: 100% of the total cruise fare per person.

Cruise tickets must be returned to Silversea before refunds (if owed) can be processed.

For World Cruise 2015 and 2016 and its segments the following cancellation penalties apply:

## SAILING 54 - 115 DAYS:

From the date of deposit to 121 days prior to sailing: US\$250/€185 per guest sailing in a Vista, Terrace, Veranda 1, Veranda 2, Veranda 3 or Veranda 4 Suite US\$500/€370 per guest sailing in a Medallion, Silver, Royal, Grand, or Owner's Suite.

120 - 91 days prior to your initial sailing date: 20% of the total cruise fare per guest

90 - 75 days prior to your initial sailing date: 50% of the total cruise fare per guest

74 - 0 days prior to your initial sailing date or non-appearance at the time of sailing: 100% of the total cruise fare per guest

## PENALTIES: SAILING 11 - 53 DAYS:

121 days or more prior to your initial sailing date, a US\$150/€200 non-refundable administrative fee will be charged per booking. This administrative fee may be converted to a future cruise credit valid for travel within 12 months from the date of the cancelled voyage.

120 - 91 days prior to your initial sailing date: 15% of the total cruise fare per guest

90 - 46 days prior to your initial sailing date: 50% of the total cruise fare per guest

45 - 31 days prior to your initial sailing date: 75% of the total cruise fare per guest

30 - 0 days prior to your initial sailing date, or non-appearance at the time of sailing: 100% of the total cruise fare per guest

Guests who are booked on the full 115-Day World Cruise 2015 or 2016 who cancel any portion of the cruise, will have their entire booking cancelled and will be re-booked on the revised segment(s) subject to space availability at the time of change. Guests booked on the full 115-Day World Cruise 2015 or 2016 in a Silver Suite or higher, who cancel any portion of the cruise will forfeit their suite. Silversea reserves the right to allocate suites or suite categories to specific combination segments, hence all suites or suite categories may not be available for specific segments or segment combinations. Charges are subject to cancellation penalties.

Penalties apply to changes and cancellations to the following optional package programmes as follows:



## SILVERSEA AIR PROGRAMME, AIR CHARTER PACKAGES AND GALAPAGOS AIR PACKAGE CANCELLATION FEES

The following cancellation fees are in addition to the applicable cruise penalty, deviation charges, air supplier charges and any Fees previously incurred: 90 - 71 days prior to the initial sailing date: US\$100/€100 (in accordance with the currency of the booking) per person processing fee; 70 - 0 days prior to the initial sailing date: £50 per person processing fee and 100% of the Air / Sea Package fare paid.

Air Charter Packages may only be cancelled upon complete cancellation of the cruise reservations and are 100% non-refundable 70 - 0 days prior to the initial sailing date.

## SILVER SHORE SIMPLY HOTEL & GRANDE HOTEL PROGRAMME CHANGES AND CANCELLATIONS

90 - 61 days prior to the initial sailing date: US\$100/€100 per person; 60 - 0 days prior to the initial sailing date: 100% of the programme fare per person.

## SILVER SHORE LAND ADVENTURES CHANGES & CANCELLATIONS

(Unless otherwise advised) 90 - 0 days prior to the initial sailing date: 100% of the programme fare per person.

## TRANSFER-ONLY OPTION CHANGES AND CANCELLATIONS

(Unless otherwise advised) 5 - 0 days prior to initial sailing date or non-appearance at the time of transfer: 100% of the total transfer price per person.

Silversea's cancellation penalties as mentioned above are strictly enforced. No refund or adjustment will be made in the event of interruption or cancellation of the cruise holiday after the commencement of same. Silversea reserves the right to re-invoice in the event of errors.

## HEALTH & MEDICAL REQUIREMENTS

All guests are required to report in writing to our Special Services Department at [SpecialServices@Silversea.com](mailto:SpecialServices@Silversea.com) at the time their reservation is made:

1. Any physical or mental condition that may require medical or professional treatment or attention during the voyage.
2. Any condition that may render the guest unfit for travel, or that may require special care or assistance.
3. Any condition that may pose a risk or danger to the guest or anyone else on board the ship.
4. Any condition that may require oxygen for medical reasons.
5. Any intention or need to use a wheelchair cart, other mobility device or a service or assistance animal aboard ship.

By booking passage and by boarding the ship, the guest represents and warrants that he/ she is physically and otherwise fit to travel, and that the guest will comply at all times with applicable rules and regulations of the ship and orders and instructions of the ship's officers and medical staff.

Silversea reserves the right without liability to require a guest to disembark and/ or to refuse to board and transport a guest who, in the judgment of Silversea or the ship's Master, is unfit to travel or may require care beyond that which Silversea is reasonably able to provide. Silversea strongly recommends wheelchair guests travel with someone who is able to assist them both ashore and at sea as Silversea may be unable to offer special assistance. Please note that wheel-on and/ or wheel-off access may not be available at some ports-of-call. Wheelchair guests must bring their own collapsible wheelchair.

For guests travelling aboard Expedition Fleet<sup>1</sup> vessels, Silversea strongly recommends wheelchair guests travel with someone who is able to assist them both ashore and at sea as Silversea may be unable to offer special assistance. Please note that wheel-on and/ or wheel-off access may not be available at some ports-of-call. Wheelchair guests must bring their own collapsible wheelchair.

For guests travelling aboard Silver Galapagos, those guests requiring wheel-on and/ or wheel-off access must contact Silversea prior to making a booking. Silversea reserves the right to deny boarding to any guest who failed to notify Silversea of such requirement at the time of booking.

## PREGNANCY

At the time of booking, expectant mothers are required to supply a medical certificate establishing their fitness for travel at the time they are due to travel. Silversea is unable to accommodate women who have entered their twenty-fourth (24th) week of pregnancy and will not be responsible or liable for any complication relative to any pregnancy during the entire duration of their Silversea cruise/ holiday or thereafter. Additionally, airlines may have restrictions that may differ from Silversea's. Please contact your travel agent or airline.

## ACCOMMODATION OF CHILDREN

For Classic Fleet<sup>2</sup> voyages: Carrier is unable to accommodate children less than six (6) months of age. Guests must notify Carrier of any children between the ages of six (6) months and one (1) year who will be sailing on board and they will require a signed and notarized waiver. Carrier reserves the right to limit the number of children less than three (3) years of age aboard the vessel.

For Expedition Fleet<sup>1</sup> voyages: Carrier is unable to accommodate children less than one (1) year of age. No children under the age of six (6) years will be allowed on board Zodiacs. Children under the age of six (6) years will be unable to participate in any expeditions which require the use of Zodiac transfer to go ashore.

For Silver Galapagos voyages: Carrier is unable to accommodate children less than six (6) years of age.

Any child under the age of eighteen (18) years of age must be accompanied in the same or connecting suite by a parent or other responsible adult over the age of twenty-one (21) years. In addition, if the adult accompanying this child is not a parent, a "Parental Consent Guardianship Form" must be signed by parent or legal guardian and received by Carrier prior to sailing. Children under eighteen (18) years of age are not permitted in the Vessel's casino. No childcare services will be provided on board.

To ensure the safety of younger guests, children up to the age of 8 years old are only permitted to participate in suitable Silver Shore Excursions/shuttle service if the vehicles are equipped with the correct safety harness and seating equipment to accommodate young guests. Alternately guests may use their own approved safety seat, booster seat or harness provided they are compatible with the local touring vehicle and can properly secure the young guest. Child harnesses and secure seating cannot be guaranteed and Silversea reserves the right to refuse children under the age of 8 years old on any tour on the grounds basis of safety.

## BAGGAGE

You may bring aboard the ship a reasonable amount of clothing and personal effects without charge. Baggage for Silversea guests or guests on Land Adventures must be handled in accordance with regulations and tariffs of airlines, air charters and/ or ground operators.

Baggage exceeding these limitations is subject to the charges as set forth by the individual operators. Airlines are strict with baggage limitations. Guests are encouraged to contact individual airlines for weight limitations. Guests are also encouraged to pack a smaller bag for all Land Adventures to avoid extra baggage charges. All baggage must be securely packed, and properly and clearly labelled. Liquid, fragile, perishable and other articles not suitably packed are transported at your own risk.

Silversea is not responsible for loss or damage to baggage or any other personal item during air travel, hotel stays, land adventures or shore excursions. Baggage and personal belongings will be taken off the ship upon guest disembarkation.

Under no circumstances will baggage be stored on board without the owner of such baggage being on the vessel.

Under no circumstances may dangerous items (including but not limited to: explosives, firearms, combustible or illegal substances) be taken aboard the ship. We recommend that you handcarry travel documents (passport, visa, cruise tickets), medications and valuables. These items are the full responsibility of the guest at all times.

Silversea shall not be responsible for the loss of, or damage to, such personal items.

## GALÁPAGOS RESTRAINED PRODUCTS

Local authorities manage the quarantine system of Galapagos National Park in order to avoid the arrival of foreign species to the islands. All cargo and luggage that arrives to Galapagos National Park or that is transferred from one island to another must be inspected. To preserve the human health and the native species of the Galapagos Islands, the following products may not be transferred to Galapagos: fresh vegetables and fruits, animal products and or its derivate or dairy products. Other live animals, pathological samples, dry coffee beans, genetically modified organisms, forest species or the disseminative parts, grass and its disseminative parts, fresh flowers medicinal plants and their disseminative parts, banana tree leaves, microorganisms (fungi, bacteria, etc.) soil and sand, and animal vaccines are strictly prohibited.

## LOST PROPERTY

Silversea may levy a charge for the return of personal items left on board or lost and subsequently found.

## LECTURERS & PERSONALITIES

Independent contractors retained by Silversea (including but not limited to; lecturers, guest personalities, bridge instructors, guest hosts, chefs, enrichment specialists and entertainers) are subject to change and/ or cancellation without notice.

## TRAVEL DOCUMENTS

All travel documents (air and cruise tickets, passport, medical card, inoculation verification) are the guest's responsibility. It is also the guest's responsibility to obtain any necessary visas and public health documents for all applicable ports and to comply with all customs requirements.

Without the required documents, a guest may be denied boarding and accommodation by Silversea, or the guest may be disembarked during the voyage and Silversea will not make a refund or be otherwise liable to any guest for such denial of boarding or disembarkation. In the event that Silversea, as a courtesy, provides information or advice as to necessary travel documents, visas and medical inoculations, guests are still obligated to verify such information with the appropriate government authorities and Silversea does not warrant or guarantee the accuracy of such information.

Some countries require passports to be valid six months following your return date. Please check with the appropriate consulate for specific requirements.

Security measures imposed by governments may change from time to time and each guest will be required to comply with them. Please consult your travel agent for advice on such requirements to avoid loss of boarding privileges.

## CRUISE CREDITS

Silversea Cruise Credits have no cash value, are nontransferable, and may only be used in conjunction with the purchase of a Silversea cruise prior to the expiration date. These credits are valid toward the published cruise only fares and are applied to bookings after all other savings programmes. Certain restrictions may apply.

## ONBOARD SPENDING CREDIT

Any onboard spending credit issued to a guest is provided in the form of a shipboard credit, in US dollars, based on double occupancy suite, not per voyage and may only be applied once on combined voyages; can be used for onboard expenses such as shore excursions, spa treatments, premium wines and spirits, specialty restaurant dining fees and/ or purchases in the Internet Café and onboard boutiques; not for use in the Casino or for Silver Shore Simply Hotel, Grande Hotel and Land Adventures. Single occupancy suites receive 50% of the shipboard credit shown.

Onboard spending credits may not be redeemed for cash and any unused portion will be forfeited.

## TAXES, GOVERNMENT FEES/ QUASIGOVERNMENT FEES & FUEL SUPPLEMENTS

Silversea reserves the right to pass through to its guests (including fully paid and deposited guests) any taxes and government fees/ quasigovernment fees that relate specifically to a guest's itinerary. Taxes and Government fees/ quasi-government fees include any and all fees, charges, surcharges, tolls and taxes imposed by governmental or quasi-governmental authorities including, but not limited to, customs fees, per person berth taxes or fees, embarkation and/ or disembarkation fees at ports, airline transportation fees, dockage fees, and wharfage fees. Silversea reserves the right to charge a per person fuel supplement in the event that the price of Brent\* crude oil is greater than US\$80.00 per barrel at any time prior to sailing, up to and including the day of embarkation.

\* Brent crude oil prices published on [www.bloomberg.com](http://www.bloomberg.com) Silversea may collect any taxes, government fees/ quasigovernment fees and fuel supplement (the "Surcharges") at the time of booking, prior to sailing or on board the vessel, even if the cruise fare has been paid in full. Surcharges will be invoiced accordingly.

## TRAVEL INSURANCE

Travel Insurance must be taken out at the time of booking and details of the Insurance stated on the Guest Information Form. This must include cover for cancellation or curtailment of the holiday by yourself as well as the cost of repatriation in the event of accident or illness. It is your responsibility to arrange suitable insurance cover for your holiday. If you require further information, we recommend that you speak to an independent insurance broker or expert. If any insurance policy is returned during a "cooling-off" period, then equivalent insurance must be taken out and paid for immediately and details immediately provided to Silversea.

## GENERAL EXCLUSIONS

Silversea will not pay you for claims arising out of loss or damage directly or indirectly occasioned by circumstances where performance and/ or prompt performance of the Holiday Contract is prevented by reason of war, or threat of war, riot, civil strife, industrial dispute whether by Silversea's employees or others, terrorist activity or the threat of terrorist activity, failure of supplies of power, health risks or epidemics, natural or nuclear disaster, fire or adverse weather conditions or adverse sea states, your suicide or attempted suicide or your deliberate exposure to unnecessary danger (except in an attempt to save human life), or the consequences of participating in an unusual and dangerous activity and all similar circumstances outside Silversea's control.

Silversea reserves the right to correct errors and omissions at any time without prior notice, and to cancel any offered product, service, programme, reward, savings, credit, amenity, etc. in the event of any error or omission in the description, including pricing and availability.

\*Terms and Conditions for World Cruise 2015 and 2016 also apply to World Journey I and II and individual World Cruise voyage segments. Onboard Spending Credit is applicable only to Full World Cruise, World Journey I and World Journey II.

<sup>1</sup> "Expedition Fleet" means *Silver Explorer* and *Silver Discoverer*

<sup>2</sup> "Classic Fleet" means *Silver Cloud*, *Silver Wind*, *Silver Shadow*, *Silver Whisper* and *Silver Spirit*.

## HOLIDAY CONTRACT TERMS & CONDITIONS IMPORTANT NOTICE

**Where a Holiday is booked other than through Silversea (whether through a third party travel agent, tour operator or otherwise) ("Third Party"), the Third Party is deemed to be an agent for the Guest in relation to the formation and performance of the Holiday Contract including, without limitation, payment of the Holiday Price.**

**By booking the Holiday (whether through a Third Party or otherwise), the Guest irrevocably agrees to be bound by these Terms and Conditions (including this notice).**

**If the Holiday Contract you have received is in a language other than English it has been provided to you as a courtesy. In the event of any ambiguity in or dispute as to the meaning or interpretation of any wording in the Holiday Contract, the English version of the Holiday Contract shall prevail.**

## 1. DEFINITIONS AND INTERPRETATION

1.1 In these Terms and Conditions, use of any gender includes all other genders and capitalised words and expressions shall have the following meanings:

**"Additional Service"** means any accommodation, transport (including, without limitation, the Silversea Air Programme) or other tourist services arranged by Silversea at a guest's request separately and in addition to the Holiday.

**"Additional Service Fee"** means any fee payable by the Guest to Silversea in connection with an Additional Service;

**"Deviation Charges"** has the meaning set out in clause 15.5;

**"Excursion"** shall mean any activity offered for guests during the Holiday which typically takes place away from the Vessel, including without limitation, Off-Vessel Activities, Silversea Experience<sup>®</sup> and other trips on shore;

**"Guest"** means the person identified as the lead passenger on a booking, and references to "guests" shall include the Guest and, if applicable, any other members of the Guest's party;

**"Holiday"** means the holiday arranged by or on behalf of Silversea and supplied by Silversea and/or SCL (as defined below) which is the subject of a reservation by a Guest and is governed by the Holiday Contract. **For the avoidance of doubt, the Holiday excludes any Additional Service, which if Silversea agrees to arrange, shall form a separate and severable contract between the guests and each one of them and Silversea;**

**"Holiday Contract"** means the contract concluded between the Guest and Silversea and/or SCL incorporating these Terms and Conditions upon Silversea's receipt of the applicable deposit in accordance with clause 3.1;

**"Holiday Price"** means the total sums payable by the Guest for the Holiday pursuant to the Holiday Contract which shall exclude any sums payable in respect of any Additional Service, notwithstanding that any such Additional Service related sums may be invoiced, for ease of administration, at the same time as the Holiday;

**"Silversea"** means Silversea Cruises (UK) Ltd Level 3, The Asticus Building, 21 Palmer

Street, London SW1H 0AD, United Kingdom, Telephone: 0844 770 9030, Facsimile: 0844

770 9060; and its successors, assigns and transferees;

**"Silversea Air Programme"** means the air transportation arrangements made by Silversea with air carriers on behalf of guests, only upon request, in connection with the Holiday which shall be governed by a separate and severable contract between (i) the Guest and (ii) Silversea and/or the relevant air carrier, which is independent of the Holiday Contract;

**"Silversea Experience<sup>®</sup>"** means excursions which may be offered, free of charge, to guests in certain ports on certain itineraries, subject to conditions which will be notified to such guests upon request;

**"SCL"** means Silversea Cruises Ltd. with a registered office of Sassoon House, Shirley Street & Victoria Ave, Nassau, New Providence, The Bahamas; and its successors, assigns and transferees; and

**"Vessel"** the vessel that will be utilised for the provision of the Holiday.

1.2 Headings in these Terms and Conditions are for convenience and do not affect the interpretation of the clauses to which such headings relate.

## 2. RESERVATION AND FORMATION OF THE HOLIDAY CONTRACT

2.1 Reservation of a Holiday may be made through a Third Party or with Silversea. Whether booking alone or in a group, the Guest shall be deemed the single point of contact for that booking and the one with whom Silversea will deal (whether directly or through the Guest's travel agent) in all subsequent correspondence and notices. The Guest must be at least eighteen (18) years' old at the time of booking and have the mental capacity and necessary authority to make the booking. The Guest must ensure that he or she and all other guests named on the booking strictly adhere to these terms and conditions of this Holiday Contract. The reservation must contain all relevant personal data of all guests within the booking and be made accessible to both the Third Party and Silversea. The Guest must provide the full and correct names and personal details of all guests which accord with passport details at the time of reservation. Names of guests cannot be changed after reservation unless a written request is made to Silversea in accordance with clause 2.3 below. **Where a reservation is made through a Third Party, the Third Party (for the purposes of the Holiday Contract) is the agent or representative for the Guest (and not for Silversea). Accordingly, all communications with the Guest in relation to the Holiday Contract including all declarations, notices, reminders, announcements, documents and tickets may be sent by Silversea to the Third Party, and will be deemed to have been received by the Guest if received by the Third Party. A deposit of twenty five per cent (25%) of the Holiday Price must be paid at the time of reservation.**

2.2 SCL and any party who arranges or supplies part of the Holiday, and their respective employees, agents and subcontractors, as well as all employees, agents and subcontractors of Silversea shall have the benefit of all rights, limitations and exemptions available to Silversea.

2.3 Silversea will accept a request for changes of name or other details of a reservation provided always that Silversea will be entitled to charge fees in relation to any change made to a reservation as a result of a request made under this clause in accordance with the provisions applicable to Guest cancellation as set out in clause 5 below.

2.4 Despite best intentions and a desire to welcome and accommodate all persons on board its vessels, the nature of the cruise which forms part of the Holiday and the technical specifications of the Vessel mean that Silversea is unable to accept a booking for

or allow embarkation of any person on board the Vessel, who, at the time the Holiday commences:

(a) has entered their 24th week of pregnancy; or

(b) is less than six (6) months' old if sailing on board *Silver Cloud*, *Silver Wind*, *Silver Shadow*, *Silver Whisper* or *Silver Spirit*; or

(c) is less than one (1) year old if sailing on board *Silver Explorer* or *Silver Discoverer*; or

(d) is less than six (6) years old if sailing on board *Silver Galapagos*.

No children under the age of six (6) years will be allowed on board zodiacs. Children under the age of six (6) years will be unable to participate in any Excursions which require the use of zodiac transfer to go ashore.

It is a condition of the booking that (i) any person under the age of eighteen (18) years of age ("minor") must be accompanied in the same or connecting suite by a parent or other responsible adult over the age of twenty-one (21) years; and that (ii) if the adult accompanying this minor is not a parent or its legal guardian, a "Parental Consent Guardianship Form" must be signed by parent or legal guardian and received by Silversea prior to sailing. In addition, minors are not permitted in the Vessel's casino should it have one.

2.5 It is a condition of the booking that the Guest and all other guests in his or her party, including minors, are adequately insured on holiday and the Guest is strongly recommended to purchase adequate insurance before completing this booking.

2.6 Silversea and/or SCL may at any time assign, transfer or deal in any other manner with any or all of their respective rights and obligations under these Terms and Conditions.

## 3. HOLIDAY PRICE AND TICKETS

3.1 On receipt and acceptance by Silversea of a deposit of twenty five per cent (25%) (or such other proportion as may be agreed by Silversea) of the total Holiday Price per guest, Silversea will, subject to availability, issue confirmation of the formation of the Holiday Contract and issue an invoice for the balance of the Holiday Price. It is the responsibility of the Guest to ensure that all confirmation details are correct and to advise Silversea of any amendments at the earliest possible opportunity. Suites are subject to cancellation and resale if the required deposit amount is not received within the specified option period.

3.2 The balance of the Holiday Price and, if applicable, any Additional Service Fee must be received and accepted by Silversea not later than one hundred and twenty (120) days before departure, or immediately upon receipt of invoice if received less than one hundred and twenty (120) days before departure, failing which Silversea reserves the right to cancel the Holiday Contract and to resell the Holiday. In such instance, the Guest will forfeit their deposit.

3.3 Notwithstanding the formation of a Holiday Contract, in no event will Silversea or SCL be obliged to supply the Holiday or any part of it until Silversea has received payment of the full Holiday Price in cleared funds in accordance with the terms of the Holiday Contract. For the purposes of the Holiday Contract, Silversea acts as agent for SCL for the cruise element of the Holiday and as principal for all other arrangements which form part of the Holiday.

3.4 Holiday Prices quoted include all government taxes which do not have to be paid locally. Taxes which have to be paid by the guests locally are extra and for the guests' account.

3.5 In these Terms and Conditions, a payment will only be considered to have been accepted and received by Silversea before a certain date if it has actually been accepted and received by Silversea (rather than a Third Party) before that date.

Any and all payments for any Holiday must be received and accepted by Silversea on or before the due date. If payment is not received and accepted by Silversea in time, then Silversea reserves the right to refuse to accept the payment and any associated proposed reservation and to cancel any associated Holiday Contract that has been made. This means that if a Holiday is offered at a particular price on the condition that payment is received and accepted by Silversea before a certain date and that condition has not been met, then Silversea may:

a) refuse to accept the proposed reservation; or

b) cancel any reservation it had previously accepted.

3.6 Subject to clause 2.3 above, all tickets issued in respect of the Holiday are non-transferable. Silversea shall not be liable to make any refund for any lost or unused or partly unused ticket.

## 4. EXCURSIONS, LECTURERS AND PERSONALITIES

4.1 Any and all Excursions included within the Holiday may be subject to minimum or maximum numbers of participants. Excursions are subject to availability. Silversea has no liability for any land based arrangements which do not form part of the Holiday booked with Silversea. Excursions, lecturers and personalities may vary from those advertised in advance.

4.2 Subject to clause 12, Silversea shall not be liable for any loss or damage, including but not limited to, loss of enjoyment, disappointment or distress for changes to, or cancellation of any Excursions, lecturers and personalities.

4.3 Without prejudice to the generality of the foregoing, in consideration of payment of the Holiday Price, the guests, unless otherwise provided herein, will have the option to utilise equipment provided by Silversea and to participate in various sports and recreational activities and expedition excursions off, under, around, about and in the environs of the Vessel and locations visited during the Holiday. These activities may include but are not limited to zodiac transfers, kayaking, snorkelling, hiking and extensive walking ("**Off-Vessel Activities**"). All guests acknowledge that: (a) there are

risks and dangers involved in the participation in Off-Vessel Activities and that these are potentially dangerous activities that can result in serious injury or death; (b) Silversea can in no way guarantee the safety or welfare of the guests in any Off-Vessel Activities and that Silversea is merely providing equipment and instruction to enhance the guests' enjoyment; (c) The guests shall knowingly and voluntarily assume the risk of and shall indemnify Silversea against any claims made by him or on his behalf as a result of using equipment provided by Silversea and participating in Off-Vessel Activities; (d) The guests shall acquire the training and skill necessary to participate in Off-Vessel Activities and shall follow the rules, guidance, directions and procedures of Silversea; and (e) Silversea shall accept no responsibility for the guest's failure to abide by governmental rules, regulations and restrictions and Silversea's rules, guidance, directions and procedures concerning Off-Vessel Activities. The guests will be required to sign an Indemnity and Release before being allowed to participate in any Off-Vessel Activities. Any guests unwilling to sign an Indemnity and Release will be unable to participate in any Off-Vessel Activities. On those voyages where scuba diving is offered, Guests wishing to participate will be required to have a current Advance Open Water Dive certification (a copy of which must be provided to Carrier) as well as medical and dive insurance covering evacuation, medical treatment and repatriation (copies of which must be provided to Carrier). Guests who are unable to meet these requirements will be unable to participate in any scheduled dives. Silversea reserves the right to limit the number of Guests per dive.

## 5. CANCELLATION BY THE GUEST

5.1 If guests find it necessary to cancel their Holiday or any component thereof, they or the Third Party through whom they booked the Holiday are required to contact the Silversea Reservations Department by telephone as well as to submit the Guest's cancellation in writing.

5.2 Cruise cancellation requests received will be subject to the following charges, regardless of resale:

From date of booking up to 121 days prior to the initial sailing date  
5% of the Holiday

Price; maximum £150/ €200/ US\$200 per booking;

120 - 91 days prior to the initial sailing date: 15% of the Holiday Price;

90 - 46 days prior to the initial sailing date: 50% of the Holiday Price;

45 - 31 days prior to the initial sailing date: 75% of the Holiday Price;

30 - 0 days prior to the initial sailing date, or non-appearance at the time of sailing: 100%

of the Holiday Price.

Silversea's cancellation charges are strictly enforced.

Note: Terms and conditions for any voyage(s) designated as a "World Cruise" and its segments may vary. Please refer to Silversea.com or contact Silversea for further details. No refund or adjustment will be made in the event of interruption or cancellation of the cruise holiday after the commencement of the same. Any change or cancellation of Silver Shore "Simply Hotel" and "Grande Hotel" Programmes within 90 days of departure will be charged according to the following scale:

90 - 60 days prior to sailing: £70, €100 or US\$100 per person

(according to the currency in which the Holiday was booked);

60 - 0 days prior to sailing: 100% of the fare paid per person

(according to the currency in which the Holiday was booked).

Silver Shore Land Adventures changed or cancelled 90 days or less prior to departure will be charged 100% of the fare paid per person.

## 6. ALTERATION BY SILVERSEA

6.1 Arrangements for the Holiday are planned many months in advance and very occasionally alterations may become necessary.

### ALTERATIONS BEFORE DEPARTURE

6.2 Where it is necessary to alter significantly an essential part of the Holiday before departure, Silversea will notify the Guest or the Third Party as quickly as possible. The Guest may:

a) accept the change and its impact (if any) on the Holiday Price; or

b) book another Holiday with Silversea from its current brochure, subject to availability and payment or refund in respect of any difference in the Holiday Price; or

c) cancel and receive a full refund of the Holiday Price.

The Guest must inform Silversea in writing of such a choice within seven (7) days of the notification by Silversea under this clause 6.2 and if the notice is given less than seven (7) days before the date of departure, as soon as possible after receipt but in any event prior to departure.

### ALTERATION AFTER DEPARTURE

6.3 Where after departure a significant proportion of the Holiday is not provided or Silversea becomes aware that it will be unable to provide/ procure a significant proportion of the Holiday, then Silversea will, at no extra cost to the guests, either:

a) make suitable alternative arrangements for the continuation of the Holiday; or b) provide the guests with equivalent transport to the scheduled destination.

Where appropriate, in either case, Silversea shall pay compensation to the guests of an amount relating to the Holiday Price, pro-rata, for the part of the Holiday lost and not made up for by alternative arrangements except that no compensation shall be payable where the alteration is caused by unusual and unforeseeable circumstances beyond the control of Silversea or an event which Silversea, even with all due care, could not have foreseen or forestalled or a failure which is attributable to either a third party unconnected with the services contracted for which are unforeseeable or unavoidable or by the guests.

If it is impossible to make the arrangements described in clauses 6.3(a) or (b) above, or this is not accepted by the guests for good reason, Silversea will, where appropriate, provide the guests with equivalent transport back to the place of departure or to another place which the Guest has agreed.

6.4 During cruises, Silversea cannot guarantee to call at every site specified in the original itinerary or to maintain every aspect of the advertised itinerary and reserves to itself and to the Master the absolute right to deviate or omit any site or change any times of the itinerary, to transfer the guests and luggage to any other vessels or means of transportation, to assist other vessels, or to otherwise manage the Vessel, without any compensation being payable to the guests provided that such action is reasonable or done in the interests of safety or comfort of guests. Any such deviation or change shall not represent a significant alteration to the Holiday.

6.5 Silversea is entitled to provide an alternative suite on board the Vessel of the same or a higher grade than that originally booked.

## 7. CANCELLATION BY SILVERSEA

7.1 Silversea may cancel the Holiday prior to departure as a result of (i) unforeseeable, unavoidable or unusual circumstances beyond the control of Silversea or (ii) if the number of bookings received by Silversea is fewer than the minimum number required by Silversea; whereupon the Guest shall be notified in writing and shall be entitled to either:

- book another Holiday with Silversea from its current brochure, subject to availability, and payment or refund in respect of any difference in Holiday Price; or
- receive a full refund of the Holiday Price and any Additional Service Fee paid.

The Guest must inform Silversea in writing of such a choice within seven (7) days of notification by Silversea under this clause 7.1, or, if notice is given less than seven days before departure, as soon as possible and in any event before departure falling which the Guest will be deemed to opt for option 7.1b).

7.2 If Silversea cancels a Holiday in circumstances other than those described in clause

7.1 and compensation is due to guests as a result of the cancellation, Silversea will pay the Guest no more than the compensation payments (that apply in the aggregate to the Guest and to the other guests in his party) set out in the table below regardless of suite or suite resale: more than 61 days prior to the initial sailing: nil

60 – 31 days prior to the sailing date: £50, €100 or US\$100 (according to the currency in which the Holiday was booked);

30 – 15 days prior to the sailing date: £150, €300 or US\$300 (according to the currency in which the Holiday was booked);

14 – 0 days to prior to the sailing date: £250, €500 or US\$500 (according to the currency in which the Holiday was booked).

## 8. HOLIDAY PRICES

8.1 Silversea will not increase Holiday Prices for the Holiday unless an increase in the cost of providing the Holiday of more than 2% is caused by an increase in transportation costs outside the control of Silversea, including the price of Brent\* crude oil exceeding US\$80.00 per barrel, or an increase in dues, taxes or fees chargeable for services such as landing taxes, or embarkation or disembarkation fees at ports and airports, or exchange rates, in which case Silversea shall be entitled to pass on any such increase to the guests at cost by way of an increase in Holiday Price. A significant decrease in such costs may be passed on to the guests at the discretion of Silversea. In any event, no increase will be made within thirty (30) days of departure. If an increase exceeds ten per cent (10%) of the Holiday Price, the Guest may cancel the Holiday without penalty and receive a full refund of any amount paid to Silversea within seven (7) days of notification; otherwise the Guest will be deemed to accept the increase.

\* Brent crude oil prices published on [www.Bloomberg.com](http://www.Bloomberg.com).

8.2 Where air travel or air travel upgrades (other than Additional Services, in respect of which different cancellation provisions apply), hotel bookings, or land programmes are included in the Holiday reservation at a specially negotiated price, if the Holiday is subsequently cancelled by the Guest, no use of or refund in respect of the air travel or hotel reservation can be made. If the cancellation is by the Guest, any charge, payment or expense charged to Silversea in connection with the flight, accommodation or land programme originally booked must be reimbursed by the Guest to Silversea in addition to the charges payable in accordance with clause 5 (Cancellation by the Guest) above.

8.3 No refund will be made by Silversea in relation to any unused package components.

## 9. GUEST RESPONSIBILITIES

9.1 All guests must comply and the Guest shall procure that all other guests comply with and abide by the terms and conditions of the Holiday Contract and all other rules and regulations of Silversea and any agent, subcontractor or other supplier of services in connection with the Holiday, as well as all orders and directions of the Master and other officers of the Vessel. Copies of all applicable rules and regulations are available from Silversea on request. The officers on board the Vessel have the right to use all reasonable means to enforce such rules, regulations, orders and directions including, but not limited to, the removal of guests from the Vessel. If it appears to the staff or crew at any time during the cruise that guests are or are becoming for any reason unfit to travel or likely to endanger the health, safety or comfort of anyone on board then the Master or

duly authorised representative may refuse to embark or disembark the guests at any port or place, transfer the guests from one suite to another, or otherwise deal with the guests as may be necessary. In such circumstances the guests shall not be entitled to any refund or compensation and shall be liable to pay any fines, losses or compensation due to any party.

9.2 Subject always to clause 15 below, all guests who have purchased a Silversea Air Package (including an Air Charter Package (as such term is defined in clause 15.2)) must be at the designated airport(s) at least two (2) hours before the appointed departure time for each flight.

9.3 All guests must be at Silversea's designated pier in the initial port of embarkation site at least two (2) hours before the appointed time for sailing.

9.4 Each guest shall be responsible to Silversea, SCL and their respective officers, employees, servants, agents, sub-contractors, shareholders and affiliates (each, an "Indemnitee") for, and shall indemnify Silversea and any other Indemnitee against, all damage to the Vessel, breakage of any fixtures on the Vessel, and any other losses or expenses which an Indemnitee may incur (including, any penalties, fines, charges, legal fees, losses or expenses incurred or imposed upon Silversea) arising out of the guests' presence on board or any conduct or activity undertaken by, or any omission of, that guest. No guests shall pay, nor receive any general average contribution with respect to any property.

9.5 Each guest agrees to fully indemnify and hold harmless Silversea and any other Indemnitee (as such term is defined in clause 9.4) against any damages, liabilities, losses, penalties, fines, charges or expenses incurred or imposed upon Silversea and any other Indemnitee as a result of any act, omission or violation of law by the guest or any minor for whom the guest is responsible.

9.6 All guests must be twenty one (21) years of age or older to purchase or consume alcohol. Silversea reserves the right to refuse to serve anyone who in its sole judgment may be under the influence of alcohol, or for any reason necessary in its judgment to preserve the health and safety of guests and employees.

9.7 Any and all payments by guests to SCL for services provided on board the Vessel shall be made in U.S. Dollars or such other currency as is acceptable to SCL. All amounts payable to SCL or any such service providers shall be paid before final disembarkation from the Vessel. A transaction fee will be charged for all cash advances (currently 2%).

9.8 All guests must attend all mustering drills while on board the Vessel. This is an exercise that is required by law and is held for guests' safety. A failure by any guests to attend a mustering drill may result in disembarkation of any such guest from the Vessel without any recourse to, or liability of Silversea or SCL.

9.9 All guests shall allow Silversea, the Master and the Vessel's officers, in their sole discretion, in order to ensure the safety of the passengers, the Vessel and crew, the right to search a guest and any guest's suite/stateroom or property in order to investigate any reported incident, whether involving a crime or personal injury or damage to property and they may preserve evidence of any reported incident in order to comply with any requests from law enforcement authorities and to carry out any investigation aboard the Vessel.

## 10. DOCUMENTS

10.1 All guests will be required to complete a "Guest Information Form" prior to boarding. No questions may be left unanswered. No guests may be permitted to board the Vessel or embark on the cruise if complete information has not been provided. Silversea shall in no way be liable to any guest denied boarding as a result of an incomplete Guest Information Form or if false information has been provided. Any guests boarding without completing the questionnaire may be asked to disembark without liability to Silversea.

The "Guest Information Form" requests the following information: Full name of each guest, as per their passport

Passport details

Telephone numbers (landline and mobile) Email addresses

Home addresses

Contact information of family or other in the event of an emergency (Carrier must be able to reach each guest's emergency contact at any time of day. Carrier must, therefore, be provided with all information to allow Carrier to do so (such information should include the name, address, electronic mail address (if available) and phone number (including a mobile phone number if available) of a parent, guardian, spouse, domestic partner, or other person to contact in the event of an emergency).

10.2 All guests must possess their tickets, a full passport valid for six (6) months beyond the return date of the Holiday and any necessary visas (visas for Excursions are sometimes required for certain countries). All guests are responsible for determining which travel documents, visas, vaccinations and medications are required for the ports of call and sites on the advertised itinerary and for obtaining the same at their own cost and Silversea shall not be liable to provide such information to guests. If Silversea, as a courtesy to guests, provides information or advice as to necessary travel documents, visas and vaccinations, guests must verify such information with the appropriate government authorities and Silversea does not warrant or guarantee the accuracy of such information. Silversea may at certain times deem it appropriate to require the guests to have specific vaccinations. Details will be advised as soon as possible.

10.3 All guests must also comply, without delay, with the requirements of all immigration, port, health, customs and police authorities, and all other laws and regulations of each country or state from or to which

the guest will travel. The carrier shall not be liable to ensure the guests' compliance nor for a guests' failure to comply and the guest must reimburse Silversea for any resulting expenses or fines that it may incur in such circumstances.

10.4 If the government in a scheduled port of call denies guests from entering, going ashore or disembarking due to the nature or content of their passport or visa or for any other reason whatsoever, guests understand that he/she may not be permitted to embark, disembark or go ashore in that country and that carrier cannot be held responsible if the guest is unable to embark the Vessel as scheduled, the guest is disembarked during the voyage or the guest is required to stay on board during the call.

## 11. HEALTH/DISABILITY REQUIREMENTS

11.1 The Guest must report to Silversea in writing, at the time the reservation is made or, if the condition arises subsequent to the reservation, immediately, any of the following medical or health conditions which may apply to him or to any other guest:

- any physical or mental condition that may require special care, medical treatment or assistance;
- any physical or mental condition which may render a guest unfit for travel;
- any condition which may constitute a risk or danger to the health, safety or comfort of the guest or to anyone else on board the Vessel;
- any physical or mental condition requiring oxygen for medical reasons.

11.2 All guests must also give written notice to Silversea of any relevant change of condition arising subsequently.

11.3 Any guests who have any of the physical or mental conditions listed in 11.1 a) to d) above may be required to be accompanied by a non-disabled adult who will be able to assist them during the cruise, aircraft flights, transfers and in the event of an emergency, where Article 8(1) of Regulation B (as defined in 12.6 below) applies. On all vessels with the exception of *Silver Galapagos* those guests requiring wheel-on and/or wheel-off access are requested to bring their own collapsible wheelchair. Some ports are anchorage ports and physical conditions may preclude wheelchair guests from going ashore. For *Silver Galapagos* those guests requiring wheel-on and/or wheel-off access must contact Silversea prior to making a booking. Silversea and SCL reserve the right to deny boarding to any guest failing to notify Silversea of such requirement at the time of booking. In order to meet applicable safety requirements established by international, European Union or national law or in order to meet safety requirements established by competent authorities; or where the design of the Vessel or port infrastructure and equipment, including port terminals, makes it impossible to carry out the embarkation, disembarkation or carriage of the said person in a safe or operationally feasible manner, Silversea may refuse passage to guests.

11.4 Silversea is unable to accommodate service animals on board *Silver Galapagos* as their entry into Galapagos National Park is prohibited.

11.5 The medical services and medication on board the Vessel is extremely limited and all guests are required to bring an adequate supply of any specific medication needed. All guests will be charged for use of the medical facilities. It is therefore recommended that guests have full travel insurance to cover any medical costs incurred on board. Neither Silversea nor SCL have any liability whatsoever for any treatment, diagnosis, advice, examination or other services provided by any medical personnel or other service providers on board the Vessel and at any ports of call. If any guests fail to obtain and to have such documents, that guest may be denied boarding and accommodation by Silversea or the guest may be disembarked during the voyage and Silversea will not provide a refund or otherwise be liable to any guests for such denial of boarding or disembarkation.

11.6 For *Silver Galapagos* voyages: Local authorities manage the quarantine system of Galapagos National Park in order to avoid the arrival or importation of foreign species to the islands. All cargo and luggage that arrives at Galapagos National Park must be inspected. To preserve human health and the native species of the Galapagos Islands, the following products may not be transferred to or imported into the Galapagos: fresh vegetables and fruits, animal products and or its derivate or dairy products. It is strictly prohibited to transfer to or import into the Galapagos any live animals, pathological samples, dry coffee beans, genetically modified organisms, forest species or the disseminative parts, grass and its disseminative parts, fresh flowers medicinal plants and their disseminative parts, banana tree leafs, micro-organisms (fungus, bacteria, etc.) and any earth, sand or animal vaccines.

## 12. LIABILITY

12.1 Subject to the provisions of the Conventions and Regulations referred to in clauses

12.4 to 12.9, Silversea and SCL each accept responsibility for death, injury or illness caused by the negligent acts and or omissions of it and anyone who supplies services which form part of the Holiday. Silversea and SCL limit their liability, where applicable, by the Conventions and Regulations mentioned in 12.4 to 12.9 inclusive. In any event, Silversea is not responsible for any improper or non-performance which is:

- wholly attributable to the fault of the guests;
- attributable to the unforeseeable or unavoidable act or omission of a third party unconnected with the provision of any services to be provided under the Holiday Contract;
- attributable to an unusual or unforeseeable circumstance beyond the control of Silversea and/or anyone who supplies services which form part of the Holiday the consequences of which could not have

been avoided even if all due care had been exercised, including (but not limited to) an event of force majeure; or  
d) attributable to an event which Silversea and/or anyone who supplies services which form part of the Holiday could not even with all due care have foreseen or forestalled.

12.2 For claims not involving personal injury, death or illness or which are not subject to the Conventions and Regulations referred to in 12.4 to 12.9 inclusive, Silversea and SCL's liability for improper performance of the Holiday Contract shall be limited to a maximum of twice the Holiday Price which the affected guest paid (not including premiums and amendment charges).

12.3 All carriage (by land, air and sea) is subject to the terms and conditions of carriage of the actual carrier. These conditions of carriage may limit or exclude liability, are expressly incorporated into the Holiday Contract and also form the terms and conditions of separate contracts between the guests and the particular carrier as contained in that carrier's ticket which is provided to the guest before the scheduled departure date. Copies of these terms and conditions are available on request from Silversea.

12.4 Carriage of passengers and their luggage by air is governed by various international conventions (the **"International Air Conventions"**), including the Warsaw Convention 1929 (as amended by the Hague Protocol 1955 or the Montreal Protocol 1999 or otherwise) or the Montreal Convention 1999. Flights between the UK and any member state of the European Union are currently governed by EC Regulation 889/2002 which gives legal effect to the Montreal Convention 1999. To the extent that Silversea and/or SCL may be liable as a non-performing air carrier to guests in respect of carriage by air, the terms of the International Air Conventions (including any subsequent amendments and any new convention which may be applicable to a Holiday Contract for a cruise between Silversea and/or SCL and a guest) are expressly incorporated into these Terms and Conditions. The International Air Conventions may permit the carrier to limit its liability for death and personal injury, loss of and damage to luggage and delay. Insofar as Silversea may have any liability to the guests in respect of carriage by air, it shall be determined accordingly. Copies of these conventions are available from Silversea on request.

12.5 To the extent that Regulation A (as defined in 12.6) does not apply, carriage of passengers and their luggage by sea and the liability of carriers in the event of accidents is governed by the Athens Convention 1974 as subsequently amended or modified (the **"Athens Convention"**). So far as applicable, the Athens Convention is expressly incorporated into these Terms and Conditions and any liability of Silversea and/or SCL for death or personal injury or for loss of or damage to luggage arising out of carriage by sea shall be determined accordingly. In most cases, the Athens Convention limits the carrier's liability for death or personal injury or loss of or damage to luggage and makes special provision for valuables. The Athens Convention presumes that luggage has been delivered undamaged to the guests unless written notice is given to Silversea and/or SCL (as carrier).

- a) in the case of apparent damage, before or at the time of disembarkation or redelivery; or
- b) in the case of damage which is not apparent or of loss, within 15 days from the date of disembarkation or redelivery or from the time when such redelivery should have taken place.

Any damages payable by Silversea and/or SCL up to the Athens Convention limits shall be reduced in proportion to any contributory negligence by the guest and by the maximum deductible specified in Article 8 (4) of the Athens Convention. Copies of the Athens Convention are available from Silversea on request.

12.6 Carriage of passengers and their luggage by sea and the liability of carriers in the event of accidents is governed by EC Regulation No. 392/2009 of the European Parliament and of the Council of 23 April 2009 on the liability of carriers of passengers by sea in the event of accidents as subsequently amended or modified (**"Regulation A"**). Passengers' rights when travelling by sea and inland waterway are governed by EU Regulation No. 1177/2010 of the Parliament and of the Council of 24 November 2010 concerning the rights of passengers when travelling by sea and inland waterway and amending Regulation (EC) No. 2006/2004 as subsequently amended or modified (**"Regulation B"**). (Regulation A and Regulation B shall, where the context permits, be referred to as the **"Regulations"**) The Regulations are expressly incorporated into these Terms and Conditions and any liability of Silversea and/or SCL for death or personal injury, or concerning the rights of passengers in relation to non-discrimination, cancellation or delay shall be determined accordingly. The global limitation of liability available under Article 5 of Regulation A and the Exceptions and special conditions, and Exemptions available under Articles 8 and 20, respectively, of Regulation B, shall apply in respect of any damages payable by Silversea and/or SCL or to reduce or exclude Silversea's and/or SCL's liability as appropriate. Copies of the Regulations are available from Silversea upon request.

12.7 Insofar as Silversea and/or SCL may be liable to guests in respect of claims arising out of carriage by air or carriage by sea, Silversea and/or SCL shall be entitled to all the rights, defences, immunities and limitations available, respectively, to the actual air carrier (including his own terms and conditions of carriage) and under the Athens Convention, and nothing in these Terms and Conditions shall be deemed a surrender thereof. To the extent that any provision in these Terms and Conditions is made null and void by the Warsaw Convention, the Montreal Convention or the Athens Convention or any legislation compulsorily applicable or is otherwise unenforceable, it shall be void to that extent but no further.

12.8 Insofar as the Holiday or any part of it may be performed on a vessel not owned by Silversea and/or SCL, it is agreed that Silversea and SCL, as the case may be, shall at all times nevertheless be deemed a vessel owner for the purposes of the Convention on Limitation of Liability for Maritime Claims 1976, whether as amended by the Protocol of 1996 or otherwise and as in force in any relevant jurisdiction from time to time, and so entitled to limit liability.

12.9 Except for claims arising out of carriage by air (as provided by 12.4), any liability in respect of death and personal injury and loss of and damage to luggage which Silversea and/or SCL may incur to guests, whether under the Holiday Contract in accordance with these Terms and Conditions or otherwise, shall always be subject to the limits of liability contained in either the Athens Convention or Regulation A.

12.10 Notwithstanding anything to the contrary elsewhere in these Terms and Conditions, neither Silversea nor SCL shall in any circumstances be liable for any loss or anticipated loss of profits, loss of revenue, loss of use, loss of contract or other opportunity nor for any other consequential or indirect loss or damage of a similar nature.

### 13. DATA PROTECTION

13.1 To enable Silversea and/or SCL to fulfil their obligations under the Holiday Contract, Silversea and/or SCL each require personal information relating to each guest including but without limitation to the guest's name, address, gender, citizenship, dietary requirements which may disclose the guests' religious beliefs, any health, or medical condition, any disability, or any other special needs, to process the guests' reservation effectively. Silversea and/or SCL may pass this information on to other relevant persons such as travel agents, hotels, airlines or other transport providers, security and/or credit verification companies, credit and debit card companies or any governmental or public authorities, either as required by law or regulation or, if required by such other bodies. Without such information it may not be possible for Silversea and/or SCL to fulfil their respective obligations under the Holiday Contract. Except as provided below, each guest expressly consents to such transfers of information, including to other countries outside the European Economic Area. Should any guests object to such transfer, they must notify Silversea in writing as soon as possible and in any event no later than twenty one (21) days prior to the scheduled sailing date.

13.2 Silversea and/or SCL may also circulate a passenger list to all guests during every voyage, which will include the names and nationality of each guest. Any guest who objects to their name appearing on this list should notify Silversea in writing.

13.3 Silversea has the right to use photographic or video images of guests taken on board the Vessel during the Holiday for marketing or other purposes, unless guests specifically requests that his or her image not be used for such purposes.

### 14. COMPLAINTS AND CLAIMS

14.1 All guests must raise any Holiday complaints, including, without limitation, any failure to provide a service forming part of the Holiday or any Additional Service or any property damage or loss or injury, illness or death of a guest, immediately with Silversea and confirm this in writing at the earliest possible opportunity. If any complaint arises during the Holiday which might give rise to a claim it must be notified immediately to the Vessel or hotel management or airline staff and written notice must be given to Silversea as soon as possible and in any event within two (2) months (or, if a shorter period is prescribed under the applicable international convention then within that period) from the date on which the service was performed or when it should have been performed or when the property damage or loss or injury, illness or death occurred. Within one (1) month of receipt of the complaint, Silversea or SCL will give notice to the Guest that his complaint has been substantiated, rejected or is still being considered. Silversea will provide the final reply to the complaint within two (2) months of receipt of the complaint.

14.2 In any event, unless a longer period is provided for by force of law, proceedings in respect of any claim must be brought within two (2) years of the end of the Holiday, failing which neither Silversea nor SCL nor any other party involved in the supply of services in connection with the Holiday Contract shall be under any liability to the guests.

14.3 Silversea and SCL are members of a travel industry association. Some limited disputes may, subject to agreement between the guests and Silversea or SCL, as the case may be, be referred to arbitration or conciliation under a scheme arranged by said association. The scheme does not apply to claims arising out of injury or illness, and an application for arbitration (if agreed) should normally be made within nine (9) months of the end of the Holiday. Nothing in this clause 14.3 shall oblige the parties to the Holiday Contract to refer any dispute to arbitration or conciliation as mentioned above.

14.4 Each Holiday Contract and any dispute or claim arising out of or in connection with it, its subject matter or formation (including non-contractual disputes) shall be governed and construed in accordance with English law and any such disputes or claims arising hereunder which cannot be resolved directly between the parties shall be referred to the exclusive jurisdiction of the High Court of Justice in London.

14.5 The address for service of proceedings hereunder is: Silversea Cruises (UK) Ltd  
Level 3, The Asticus Building  
21 Palmer Street, London SW1H 0AD United Kingdom

### 15. SILVERSEA AIR PROGRAMME

15.1 Where applicable guests may book flights in connection with the Holiday through the Silversea Air Programme, which includes

roundtrip Economy Class air transportation from select gateways and transfers between the airport and pier on the day of embarkation/ disembarkation, unless otherwise indicated. Notwithstanding that Silversea may facilitate the guests' participation in the Silversea Air Programme, the Silversea Air Programme does not form part of the Holiday Contract and is subject to the terms of a separate and severable contract between the (i) each guest and (ii) Silversea and/or the relevant air carrier, which terms shall be supplied separately on or before the time of booking.

15.2 Fares for a Holiday embarking and/or disembarking in Ushuaia, Argentina include Economy Class air service between Buenos Aires and Ushuaia plus transfers between Ushuaia airport/pier on day of embark/debark (hereinafter referred to as the **"Ushuaia Charter"**). Fares for a Holiday embarking and/or disembarking in Longyearbyen, Norway include Economy Class charter air service between Oslo (or other European gateway as designated by Silversea), and Longyearbyen plus transfers between Longyearbyen airport/pier on day of embark/debark. (hereinafter referred to as the **"Longyearbyen Charter"**). Fares for voyages embarking and/or disembarking in Churchill, Canada include Economy Class charter air service between Winnipeg, Canada (or other gateway city as designated by Silversea) and Churchill plus transfers between Churchill airport/pier on day of embark/debark. (hereinafter referred to as the **"Churchill Charter"**). (Ushuaia Charter, Longyearbyen Charter, and Churchill Charter shall, where the context permits, be referred to as the **"Air Charter Package"**). If applicable to the Holiday, purchase of an Air Charter Package is required for all guests regardless of flight utilisation, may only be cancelled upon complete cancellation of the cruise reservation, and is 100% non-refundable 70-0 days prior to the initial embarkation date. Flight origination & flight times are subject to change without notice. Not included in the Air Charter Packages are port charges; government fees and taxes; transportation pre and/or post-cruise to and/or from the applicable originating airport, unless otherwise specified. Air Charter Package flights are all Economy Class and upgrades are not offered. Passengers will be automatically invoiced and the applicable Air Charter Package will be displayed as a separate line item.

15.3 The Silversea Air Programme is optional and includes roundtrip economy air transportation from select gateways and transfers between the airport and pier on day of embarkation/disembarkation, unless otherwise indicated. The Silversea Air Programme add-on may be requested in Economy Plus, Business class or First class, and may only be confirmed subject to availability and upon additional payment by Passenger of the applicable airfare for the class of service purchased. For those guests purchasing the Silversea Air Programme and embarking and/or disembarking a Holiday in Ushuaia, Argentina, Longyearbyen, Norway, or Churchill, Canada the relevant Air Charter Package is included in the Silversea Air Programme fare. In the event a guest cancels the Silversea Air Programme and not their cruise reservation, guest will be required to purchase the Charter as referenced above.

15.4 The Silversea Air Programme is subject to availability at the time of booking. In the event airlines raise their rates and/or impose surcharges, Silversea reserves the right to increase the Silversea Air Programme package rates to pass along these increases to the guest, in accordance with clauses 15.5 and 15.6 below and the provisions of the Additional Services contract.

### DEVIATION CHARGES AND ADMINISTRATIVE FEES

15.5 Guests wishing to make a change to their confirmed air schedule at any time prior to departure will incur such fees and charges as the airline supplier may impose (**"Deviation Charges"**) as well as a non-refundable administrative fee per guest of £50.

€100 or US\$100 (according to the currency in which the Silversea Air Programme was booked).

### CANCELLATION FEES

15.6 Guests wishing to cancel their confirmed air schedule may incur cancellation charges in addition to any applicable cruise penalty, Deviation Charges and the non-refundable administrative fee incurred as a result of any request to make a change to a confirmed air schedule. Where cancellation occurs from 90 - 71 days prior to the initial sailing date, an administrative fee per guest of £50, €100 or US\$100 (according to the currency in which the Silversea Air Programme was booked) will be charged. Where cancellation occurs from 70 - 0 days prior to the initial sailing date the cancellation charge will include up to 100% of the cost of the Silversea Air Programme and any charges or fees imposed by the airline supplier together with, in every case, an administrative fee per guest of £50, €100 or US\$100 (according to the currency in which the Silversea Air Programme was booked) and any cruise cancellation charge as set out in clause 5.2 above.

15.7 (Only applicable to UK departures excluding the Channel Islands, Isle of Man and Republic of Ireland) All the flights and flight-inclusive holidays are financially protected by the ATOL scheme. When guests pay for a booking that includes a flight accommodation component they will be supplied with an ATOL Certificate. The guest should request a copy of the ATOL Certificate and check to ensure its accuracy and more specifically confirm that all items booked (flights, hotels and other services) are listed. For further information about financial protection and the ATOL certificate go to: [www.atol.org.uk/ATOLCertificate](http://www.atol.org.uk/ATOLCertificate).



UNITED KINGDOM

Level 3  
The Asticus Building  
21 Palmer Street  
London, SW1H 0AD  
UK  
T +44 (0) 845 835 0078  
F +44 (0) 844 770 9060

THE AMERICAS

110 East Broward Blvd  
Fort Lauderdale  
FL 33301  
USA  
T +1 800 722 9955  
T +1 954 522 2299  
From Brazil T +0 800 892 1812  
From Mexico T +1 866 554 9190  
F +1 954 356 5881

EUROPE

Gildo Pastor Center  
7, Rue du Gabian  
98000  
Monaco  
T +377 9770 2424

GERMANY, SWITZERLAND  
& AUSTRIA

Schillerstrasse 31  
60313 Frankfurt  
Germany  
T +49 69 920 39 9340

AUSTRALIA & NEW ZEALAND

Suite 1, Level 6  
8 Spring Street  
Sydney, NSW 2000  
Australia  
T +61 2 9255 0600  
F +61 2 9252 0100

Australia T 1300 306 872  
New Zealand T 0800 701 427

ASIA

62A Tras Street  
Singapore 079001  
T +65 6223 7066  
F +65 6223 7960