

## OLIVIA TRAVEL CONTRACT (TERMS AND CONDITIONS)

**IMPORTANT:** The following terms and conditions set forth the contract between the Traveler and Olivia, and each Traveler is advised to read these terms and conditions carefully. This contract must be signed and returned to Olivia immediately upon receipt of Traveler's deposit, but not later than 72 hours, to guarantee a reservation. **Failure to return a signed Olivia Travel Contract (Terms and Conditions) form and/or Credit Card Authorization form may result in cancellation with no refund.**

The term "Olivia" shall mean The Olivia Companies, LLC, Olivia Cruises and Resorts, and Olivia Records, Inc. and shall include any affiliates, servants, agents, and/or employees in connection with any service related to, arising from, or in any way connected with the travel and tour, including but not limited to all booking(s), transportation, lodging, and any other activities that arise from and/or in connection with the travel and/or tour. The term "Traveler" shall mean the party making the reservation as well as all parties and/or individuals for whom the reservation is made, who must also sign this contract to ensure their reservation is confirmed and by signing below certify that each is at least 21 years of age. The term "Traveler" shall also signify all assignees, subrogees, heirs, and successors in interest. In signing this Olivia Travel Contract, Traveler acknowledges and agrees to the following:

1. Olivia acts as an agent for Traveler in arranging the travel and tour. "Travel and tour" as that term is used in this contract includes, but is not limited to, all air transportation, land transportation, water transportation, accommodations, shipboard services, and shoreside activities arranged by or in any way connected with Olivia. The travel and tour operations are performed by third parties who Olivia does not control, supervise, or act in concert with. Traveler agrees Olivia is not responsible and shall not be liable for any delay, loss, injury, sickness, or damage, cost, or expense whatsoever arising from any act or omission or failure in performance of any such third party. Traveler further acknowledges that photos and/or videos may be made by or on behalf of Olivia during the travel and tour for promotional purposes. If Traveler desires to be excluded from such photos and/or videos, Traveler must notify Olivia in writing at the time this contract is presented to Olivia, in which case Olivia shall make reasonable efforts to exclude Traveler from the photos and/or videos.
2. Cruise line(s), carrier(s), resort(s), shore excursion operator(s), tour agent(s), tour operator(s), and other such third parties may issue their own contract(s), and Olivia is hereby expressly authorized to enter into and/or accept such contract(s) on Traveler's behalf. Any cruise ticket contract shall be forwarded to Traveler prior to departure of the cruise. The performance of any transportation and/or services undertaken by any cruise line(s), carrier(s), resort(s), hotel(s), shore excursion(s), operator(s), tour agent(s), and/or tour operator(s) in connection with the travel and tour shall be the sole and exclusive responsibility of the said carrier(s), resort(s), hotel(s), shore excursions operator(s), tour agent(s) and/or tour operator(s), as the case may be. In arranging the travel and tour and in performing any related services, Olivia makes no warranties nor representations to Traveler whatsoever, and in any event shall not be liable for any delay, cancellation, change in itinerary, or variation from schedule or advertised services, or loss or damage arising from any cause whatsoever.
3. Any controversy or claim arising out of or relating in any way to this contract, including any claim for personal injury or loss, delay, sickness, or damage whatsoever arising therefrom, shall be settled by arbitration administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitrator(s) may be entered in any court having jurisdiction thereof, subject to the venue and choice of law provisions set forth in Paragraph 4 hereinafter. Traveler further agrees that any claim, suit, cause of action, or legal proceeding whatsoever that is commenced against any cruise line(s), carrier(s), resort(s), hotel(s), shore excursion operator, tour agent(s), and/or tour operator(s) by or on behalf of Traveler shall also be subject to and settled by arbitration in accordance with the foregoing if Olivia is named as a codefendant or cross-defendant or made a party in any capacity whatsoever in said suit. In such case, this arbitration provision shall be for and inure to the benefit of said cruise line(s), carrier(s), resort(s), hotel(s), shore excursion operator(s), tour agent(s), and/or tour operator(s).
4. Traveler acknowledges and agrees this contract shall be subject to and interpreted in accordance with the laws of the State of California to the exclusion of any other laws of any state or nationality. Traveler further acknowledges and agrees that any controversy or claim arising out of or relating to this contract, including but not limited to any arbitration proceeding and/or any suit to enter judgment upon an arbitration award—as well as any other suit or legal proceeding whatsoever, shall only be commenced and prosecuted within the State of California to the exclusion of any other state, territory, or other venue whatsoever.
5. Traveler acknowledges that we may determine that for your safety, the safety of the ship, hotel, resort, or other means of transportation, or the safety or comfort of other passengers or our employees, you should be denied a reservation or other services either before or during the Olivia vacation. In any such circumstance you may be confined to your room, quarantined, or refused participation in any conduct or activities of any nature without liability to us for a refund, payment, or compensation whatsoever. In addition, we may determine that for your safety, you should be required to travel with a care provider. These would include, but not

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be limited to, situations where: (a) you are or become in such condition as to be unfit to travel or display inappropriate and/or dangerous conduct toward other passengers or employees; (b) you are inadmissible under the immigration or other laws of any country included in the cruise or land portion of the Olivia vacation or fail at any time to possess required travel documents; (c) you fail to abide by the rules or orders of the ship's, hotel's, resort's, or Olivia's employees; or (d) you solicit other passengers or employees for commercial or professional purposes or advertise goods or services at any time without our prior written permission. If transportation is denied after departure, you and your baggage may be landed or transported to any port or location that we select, without any resulting liability for refund, payment, compensation, or credit on our part. If you are disembarked or asked to leave a hotel or resort property, or if any other actions are taken for any reason pursuant to this paragraph, you will not be entitled to any refunds or damages.

**DISCLAIMER OF LIABILITY:** Olivia makes no representations, warranties, or guarantees as to the content, timing, itinerary, duration, or amenities of the travel and tour hereof or any travel or activities arising from or related to said travel and/or tour. Traveler acknowledges and agrees that Olivia shall not be liable for any loss, damage, cost, or expense whatsoever for any failure of performances, improper act, or any omission to act by Olivia in connection with or in any way related to the travel and/or tour, including but not limited to all booking(s), transportation, lodging, shore excursions, and/or any activities whatsoever that arise from and/or in connection with the travel and/or tour. Traveler agrees to indemnify Olivia for any claims, suits, causes of action, and/or other legal proceedings whatsoever brought by or on behalf of any cruise line(s), carrier(s), resort(s), shore excursion operator(s), resort(s), tour operator(s), tour agent(s), tour operator(s), and other such third parties arising from any claim, suit, cause(s) of action, or other legal proceedings commenced by or on behalf of Traveler against such third party(ies).

### PAYMENT SCHEDULE AND CANCELLATION FEES (PER PERSON)

The balance is to be paid in agreed monthly payments, due the 15th or last day of each month based on the date of invoice. The reservation is subject to cancellation for nonpayment according to agreed-upon terms.

Please note that all Vacation Stretchers are nonrefundable. The fees for cancellation, according to trip type and trip date, are listed in the tables below, along with additional per-person fees.

#### 2020 Trip Cancellation Fee Schedule

Select* Luxury Trips		Riverboats, Adventures, and Select* Cruises and Resorts		All Other Cruises, Resorts, and Tours	
Initial Deposit	\$1000 per person, nonrefundable	Initial Deposit	\$500 per person, nonrefundable	Initial Deposit	\$250 per person, nonrefundable
<b>Cancellation Fee, by Period Prior to Trip</b>					
<b>270+ days</b>	\$500	<b>270+ days</b>	\$500	—	—
<b>210-269 days</b>	25% of trip cost	<b>210-269 days</b>	25% of trip cost	<b>180+ days</b>	\$250
<b>150-209 days</b>	50% of trip cost	<b>150-209 days</b>	50% of trip cost	<b>90-179 days</b>	50% of trip cost
<b>120-149 days</b>	75% of trip cost	<b>120-149 days</b>	75% of trip cost	<b>60-89 days</b>	75% of trip cost
<b>0-119 days</b>	100% of trip cost (no refund)	<b>0-119 days</b>	100% of trip cost (no refund)	<b>0-59 days</b>	100% of trip cost (no refund)

Transfer funds are nonrefundable and nontransferable from the point of sale forward.

\*Please consult the Traveler Info tab on our website for more information.

#### 2021 Trip and onwards Cancellation Fee Schedule

Select* Luxury Trips		Riverboats, Adventures, and Select* Cruises and Resorts		All Other Cruises, Resorts, and Tours	
Initial Deposit	25% of trip cost, nonrefundable	Initial Deposit	25% of trip cost, nonrefundable	Initial Deposit	25% of trip cost, nonrefundable
<b>Cancellation Fee, by Period Prior to Trip</b>					
<b>365+ days</b>	50% of trip cost	<b>365+ days</b>	50% of trip cost	<b>365+ days</b>	50% of trip cost
<b>0-364 days</b>	100% of trip cost (no refund)	<b>0-364 days</b>	100% of trip cost (no refund)	<b>0-364 days</b>	100% of trip cost (no refund)

Transfer funds are nonrefundable and nontransferable from the point of sale forward.

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### Additional Fees per Person (All Trips)

<b>Name Change</b>	\$75
<b>Payment Plan Change</b>	\$50
<b>Late Payments (10+ days late)</b>	\$25
<b>Nonsufficient Funds</b>	\$25
<b>Rush + Shipping</b>	\$25
<b>Per-Month Payment Plan</b>	\$10 <sup>†</sup>

<sup>†</sup>Monthly payment plan fees are capped at \$20 for a single reservation.

Regardless of what initial deposit is paid, standard nonrefundable fees still apply as outlined above. A fuel surcharge may be or become due, and Traveler agrees to pay such charges and fees upon demand. The nondiscountable amount (NDA), which includes port taxes and gratuities,<sup>‡</sup> is not included in the advertised fare. This amount is not subject to any promotional discounts and is subject to change without notice. Please note that a cancellation is not effective until it is received in writing in either an email sent to [cancellations@olivia.com](mailto:cancellations@olivia.com) or a letter sent to the Olivia offices at 434 Brannan Street, San Francisco, CA 94107. Resale of reservations/tickets is not permitted.

Traveler agrees to furnish email address and receive email communications from Olivia. Olivia will not share email addresses with any other party (please view our Privacy Policy for more information).

<sup>‡</sup>Some cruise lines include an additional gratuity charge on your bill for anything ordered at the bar, including sodas and water.